

ABSTRACT

The concept of "Open Library" is supported by the development of library system information technology to continuously improve library services, databases and collections. Open Library Telkom University is a facility that can be used by the Telkom University academic community and the general public.

The objectives to be achieved are to explain the level of effectiveness of offline and online services at Open Library Telkom University, and to explain the level of effectiveness of Open Library Telkom University services at the customer satisfaction level.

The method used is a quantitative research method with the application of queuing theory and WinQSB software assistance for data processing. The sample used was visitors to the offline and online services of Open Library Telkom University in the range of September 26, 2022 - October 21, 2022 for odd semester and the range of February 20, 2023 - March 17, 2023 for even semester.

The results showed that the level of effectiveness of offline services at Open Library Telkom University had not achieved effectiveness because it did not meet steady-state conditions as a measure of effectiveness, the level of effectiveness of online services at Open Library Telkom University had achieved effectiveness because it had met steady-state conditions as a measure of effectiveness, and the level of effectiveness of offline services at Open Library Telkom University had not reached the level of customer satisfaction, but the level of effectiveness of online services at Open Library Telkom University had reached the level of customer satisfaction.

Whether or not the level of customer satisfaction is achieved depends on the effectiveness of the service, so to be able to achieve the expected level of customer satisfaction, the level of service effectiveness must be achieved first.

Keywords: customer satisfaction, operations management, queue analysis, queue effectiveness.