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Improving the Effectiveness of Help Desk Service Management in the Self-Service System at the UIN Sunan Ampel Surabaya Academic Library

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ABSTRACT

The increasing reliance on self-service systems in academic libraries necessitates robust service desk man-agement to ensure user satisfaction and operational efficiency. At the UIN Sunan Ampel Library, self-service systems provide convenient access to various services, but their performance remains underexplored. Evaluat-ing the library's service desk management using the ITIL V4 framework reveals critical insights into its effec-tiveness and areas for improvement. The framework's Service Desk Practice Success Factors (PSF)—Acknowledge, Classify, Own, and Act—are used to assess how well self-service systems align with ITIL best practices. This research adopts a qualitative descriptive methodology, utilizing interviews and data analysis to evaluate service desk processes. The findings indicate significant benefits in accessibility and user empower-ment through self-service features. However, challenges persist, including manual acknowledgment workflows, insufficient SLA implementation, and limited real-time monitoring capabilities. These issues hinder optimal service delivery and responsiveness. To address these gaps, the study recommends integrating automation for acknowledgment tasks, developing measurable SLA policies, and implementing comprehensive training for library staff. Additionally, real-time tracking tools should be incorporated to enhance system efficiency and user experience. Despite these challenges, the study underscores the potential of ITIL V4 to improve library service desk management, ultimately fostering better user satisfaction and operational excellence.

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1. INTRODUCTION

Libraries are essential facilities in supporting academic and research activities, providing access to relevant information and literature for their users[1]. With advancements in information technology, library services have undergone a transformation, including the implementation of self-service systems to enhance accessibility and operational efficiency[2, 3]. These self-service systems allow users to perform various activities, such as literature searches, book borrowing, and returns, without requiring direct interaction with library staff[4].

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At the Library of the State Islamic University (UIN) Sunan Ampel Surabaya, self-service systems have been implemented as part of efforts to improve service quality[5]. However, the success of this implementation is closely tied to the effectiveness of service desk management[6]. The service desk plays a crucial role in ensuring the smooth operation of self-service systems, addressing user complaints, and providing necessary technical support[7].

The ITIL V4 (Information Technology Infrastructure Library) framework offers a systematic and standardized approach to managing IT services[8]. Within this context, service desk practices focusing on Acknowledge, Classify, Own, and Act serve as a reference for evaluating the effectiveness of service management in libraries[9]. This evaluation is essential to determine the extent to which self-service systems meet user needs and how existing challenges can be addressed.

This study aims to evaluate the management of the service desk in self-service systems at the UIN Sunan Ampel Library using the ITIL V4 framework[10]. Employing a descriptive qualitative approach, this research analyzes the strengths and weaknesses of the existing system while providing recommendations to improve the quality of IT services in the library. The findings are expected to contribute to the development of more effective and efficient technology-based library services.

2. RESEARCH METHOD

This study employs a mixed-method approach, integrating qualitative and quantitative methods to provide a comprehensive understanding of the self-service system at the UIN Sunan Ampel Surabaya Library. The combination of these methods ensures a more holistic evaluation of the effectiveness of Service Desk Management and allows for a deeper exploration of user experiences, challenges, and operational efficiency [11].

2.1. Research Approach

The research is structured around a descriptive qualitative approach with supplementary quantitative data analysis. The qualitative component focuses on in-depth interviews and observations, while the quantitative aspect relies on structured surveys and data analytics to measure system performance and user satisfaction [12].

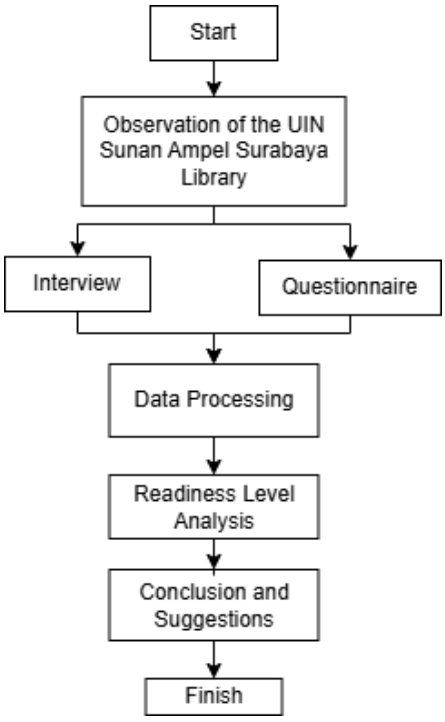

Figure 1 Research Flow

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Qualitative Method:

1. Direct Observation: The research team conducted structured observations within the library environment to document real-time service operations, identify workflow inefficiencies, and evaluate user interactions with self-service systems.
2. In-Depth Interviews: Semi-structured interviews were conducted with library staff and service desk personnel to gain insights into the existing challenges, service expectations, and operational bottlenecks. The interview process covered aspects such as system usability, issue resolution efficiency, and staff preparedness for handling technical issues.

Quantitative Method:

1. User Surveys: Structured surveys were distributed to 200 library users, including students and faculty members, to assess their satisfaction with the self-service system. The survey included a mix of Likert-scale questions (to quantify user satisfaction levels) and open-ended questions (to collect qualitative feedback on service challenges).
2. Performance Metrics Analysis: System transaction logs were analyzed over a six-month period, focusing on parameters such as the average number of transactions, error rates, and resolution times. These data points provided quantifiable measures of the system's efficiency.

This approach ensures that the research findings are not only descriptive but also provide a data-driven overview of the library's readiness to adopt and enhance technology-based services. By integrating subjective perspectives (through qualitative methods) and objective metrics (through quantitative methods), this mixed-method approach strengthens the validity of the conclusions drawn.

2.2. Method of Collecting Data

The research was conducted in several stages to systematically collect and analyze data. These stages aim to provide a comprehensive understanding of the operational processes and user experiences within the UIN Sunan Ampel Surabaya Library[13]. Data collection followed a multi-stage process to ensure accuracy and reliability:

1. Preliminary Observation Phase: Initial observations were conducted to familiarize researchers with system workflows and user behaviors.
2. Interview and Survey Distribution: Library staff interviews were conducted over a four-week period, while user surveys were distributed electronically over eight weeks.
3. Data Integration and Triangulation: Qualitative findings from interviews were cross-referenced with quantitative survey data to validate key themes and ensure consistency in the research conclusions.

These stages are designed to capture both qualitative and quantitative aspects of the library's operations, ensuring a holistic analysis of its readiness for improvement.

2.3. Evaluation Framework

The evaluation framework in this study adopts the ITIL V4 framework, focusing on the Practice Success Factors (PSF) to assess and evaluate the performance and readiness of library services. The framework provides a structured approach to managing and improving service processes by addressing key operational aspects[14]. The evaluation is carried out through four primary components:

1. Acknowledge

This aspect focuses on recognizing requests or incidents reported by users or staff. In the context of library services, it includes acknowledging user feedback, service requests, and potential issues in a timely manner. The effectiveness of this step is measured by the responsiveness of the library in handling initial reports or inquiries.

2. Classify

The classification process involves grouping and prioritizing reported issues or requests based on their nature and urgency. This step is crucial to ensure that resources are allocated efficiently, and high-

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priority issues are addressed promptly. In library operations, classification may include distinguishing between technical issues, user complaints, or service improvement requests.

3. Own

This component emphasizes assigning responsibility for resolving the issues or fulfilling the requests. Clear ownership ensures accountability and proper follow-through in addressing user needs. In the library context, this may involve assigning tasks to specific staff members or departments to handle reported incidents or implement improvements.

4. Act

The final aspect involves taking concrete actions to resolve the issues or fulfill the requests. This step focuses on implementing practical solutions and ensuring that corrective measures are effectively carried out. It includes monitoring the progress and evaluating the outcomes to ensure the issues are fully resolved and user satisfaction is achieved.

By applying the ITIL V4 framework, this evaluation provides a systematic approach to understanding the effectiveness of library service operations. The framework ensures that the library's processes align with best practices in service management, facilitating continuous improvement.

2.4. Research Location and Subjects

This research was conducted at the UIN Sunan Ampel Surabaya Library, a higher education institution library committed to providing advanced information and technology-based services. The library serves as a crucial facility for academic resources, offering various services, including a Service Desk and self-service library systems.

The research focuses on two primary subjects to comprehensively analyze the library's service readiness and operational effectiveness.

1. Service Desk Staff

The Service Desk staff plays a pivotal role in managing and delivering library services. They are responsible for handling user inquiries, addressing technical issues, and ensuring smooth daily operations. This group provides valuable insights into internal processes, operational challenges, and readiness to adopt service improvements or new technologies.

2. Library Self-Service Users

This group comprises library patrons, including students, faculty members, and general visitors, who utilize the self-service systems provided by the library. These users contribute quantitative and qualitative feedback on their experiences, satisfaction levels, and perceived ease of use. Their input is essential to evaluating the effectiveness and usability of the library's self-service technology. By involving both internal (staff) and external (users) stakeholders, the study ensures a holistic approach to understanding the library's service delivery and identifying potential areas for enhancement.

2.5. Data Analysis Process

The data analysis process in this research is conducted in several stages to ensure the validity and relevance of findings. These stages integrate results from observations, interviews, and documentation, aligning them with the ITIL V4 framework to evaluate performance and formulate actionable recommendations[15]. The process begins with data processing from observations, interviews, and documentation. Observational data are systematically categorized to identify patterns, bottlenecks, and operational strengths. Interview data, gathered from Service Desk staff, are transcribed, thematically coded, and analyzed to extract qualitative insights on challenges, workflows, and service readiness. Additionally, supporting documentation, such as internal reports, service logs, and user feedback records, is reviewed and cross-referenced with observational and interview data to ensure a comprehensive understanding.

The next stage involves analysis using ITIL V4 indicators, focusing on Practice Success Factors (PSF). The evaluation assesses several key aspects: Acknowledge, which measures the speed and consistency of recognizing user requests and incidents; Classify, which examines the accuracy and efficiency of grouping and prioritizing service requests or issues; Own, which evaluates the delegation of responsibilities and accountability in resolving issues; and Act, which determines the effectiveness of actions taken to address requests and their impact on user satisfaction. Through this structured

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approach, the research identifies areas for improvement in library operations and provides evidence-based recommendations to enhance service quality and operational readiness.

2.6. Expected Outcomes

The research aims to deliver tangible outcomes that address operational challenges and enhance library services at UIN Sunan Ampel Surabaya. These outcomes are designed to improve efficiency, user satisfaction, and technological adoption. One of the key outputs is the identification of challenges, where data analysis and evaluation using the ITIL V4 framework help uncover operational inefficiencies, delays in handling user requests, and limitations in the current technological infrastructure.

Based on these findings, the research provides recommendations for technological implementation to address the identified challenges. These recommendations include the establishment of a Service Level Agreement (SLA) to set clear performance standards for library services, ensuring accountability and consistency in meeting user expectations. Additionally, the study suggests the implementation of Radio-Frequency Identification (RFID) technology to streamline inventory management, improve book lending and return processes, and enhance tracking capabilities. Furthermore, the development and integration of real-time monitoring systems are proposed to oversee library operations, track service usage, and enable proactive issue resolution.

These outcomes aim to create a sustainable framework for continuous improvement, fostering a modern, efficient, and user-centric library environment.

2.7. Expected Outcomes

While this research provides valuable insights into Service Desk Management, certain limitations must be acknowledged.

1. Limited sample size: The study is based on 200 respondents, which may not fully capture the diverse experiences of all library users.
2. Potential response bias: Surveys and interviews rely on self-reported data, which may introduce subjective bias.
3. Technology constraints: The assessment focuses on the existing IT infrastructure, meaning findings may not fully generalize to other libraries with different technological capabilities.

3. RESULTS AND DISCUSSION

This chapter discusses the findings of the evaluation of Service Desk Management on the self-service system at the UIN Sunan Ampel Surabaya Library using the ITIL V4 framework. The analysis focuses on the Acknowledge, Classify, Own, and Act aspects and their contributions to the service value chain.

3.1. Description of Research Object

This study focuses on the Service Desk Management service in the self-service system implemented in the Sunan Ampel Surabaya State Islamic University (UIN) Library. This library acts as an information and learning center that provides various technology-based services to support the academic needs of the academic community. One of the innovations that has been implemented is the self-service system for borrowing and returning books, which allows users to make transactions independently through available computer devices. This self-service service is designed to improve the efficiency and convenience of users in accessing library facilities. Users can use this service by using a library membership card or Student Identity Card (KTM) which is integrated with the library system. In addition, this service is also supported by additional features such as online loan extensions, access to loan history, and late fine notifications

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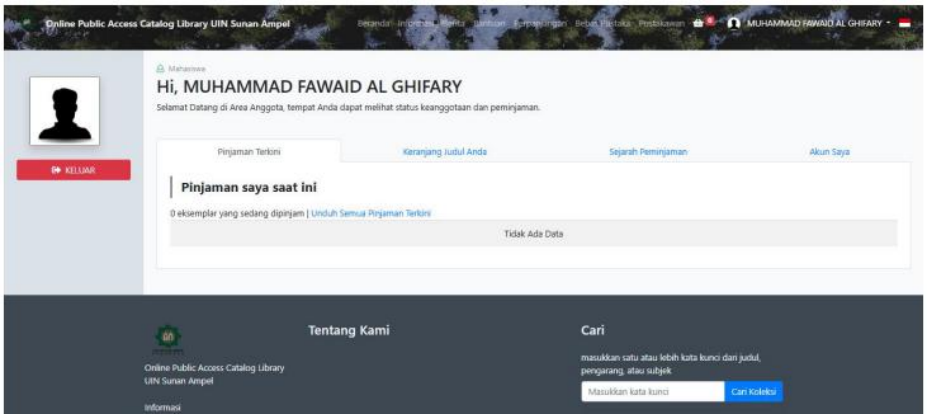

Figure 2 Library Member Loan History View

Although this innovation has provided significant benefits, there are several obstacles that need to be considered. One of the main challenges is the acknowledgment process which is still carried out manually, so it has the potential to slow down the response to user requests. In addition, the lack of communication integration in the service flow and the inconsistency of the implementation of standard operating procedures (SOPs) are obstacles in ensuring smooth services.

The ITIL V4 framework is used in this study to evaluate the performance of Service Desk Management. This framework provides a holistic approach that includes technical and non-technical aspects, such as Service Value Chain, Practice Success Factors (PSF), and maturity level. The focus of the evaluation includes the acknowledge, classify, own, and act aspects, which are important elements in ensuring the success of technology-based IT services. With this study, it is expected to obtain a comprehensive picture of the effectiveness of Service Desk Management services at the UIN Sunan Ampel Surabaya library, as well as strategic recommendations to improve efficiency and sustainable service quality.

3.2. Result and Data Analysis

Based on the results of observations and interviews, the following data were obtained regarding the performance of self-service services at the UIN Sunan Ampel Surabaya Library.

Table 1. Identification of Self Service Performance

Evaluation Aspect	FINDINGS	Percentage
Average Number of Transaction	Total Transaction for borrowing and returning books in the last six months	1.200 Transaction/month
Service success rate	Successful transaction recorded without technical problem	85 %
Main technical constraints	Errors in inputting transaction data (Manual Acknowledgment)	15 %
Real-time Monitoring feature	Not available to staff in the system	-

Self-service services show good performance with a transaction success rate of 85%. However, technical constraints such as manual acknowledgment processes and lack of real-time monitoring features hinder efficiency. Based on the ITIL V4 framework, the solution to this requires improvements in the Information and Technology and Value Stream and Processes dimensions.

Challenges in Request Management and Incident Resolution Interviews with users and library staff revealed the following challenges:

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Table 2. Challenges in Request Management and Incident Resolution

Challenge Category	DESCRIPTION	Frequency
System technical errors	Transaction data not synchronized between user devices and the main system.	25% of total incidents
User procedure misalignment	Users lack understanding of system usage steps.	20% of total incidents
Slow response to incidents	Staff takes a long time to respond to user reports.	40% of users feel the response is slow

The table highlights that most challenges arise from technical issues and a lack of user guidance. The Engage and Deliver and Support dimensions of ITIL V4 need to be strengthened through clear user guidelines, staff training, and automated incident status notifications.

The maturity level assessment based on the ITIL V4 framework yielded the following results:

Table 3. Evaluation of Maturity Levels

Aspect Evaluated	Maturity Level	Findings
Incident management	Level 2 (*Repeatable*)	Processes are structured but not fully documented.
Service request management	Level 3 (*Defined*)	Clear operational procedures, but execution lacks consistency.
Service communication	Level 2 (*Repeatable*)	Relies on manual I interactions between staff and users.

The current maturity levels indicate that services are relatively well-organized but require improvements in documentation, automation, and communication integration. The *Continual Improvement* dimension of ITIL V4 is relevant to support ongoing enhancements.

Based on the analysis, the following recommendations are proposed to address the identified challenges:

Table 4. Recommendation for ITIL V4

Recommendation	Implementation Steps	Recommendation
Automating acknowledgment	Integrating automation features to ensure transactions are directly recorded	Automating acknowledgment
Real-time monitoring	Developing a real-time dashboard to monitor transaction and incident statuses.	Real-time monitoring
Staff training	Providing intensive training to staff to improve response speed and quality.	Staff training
Developing Service Level Agreements (SLAs)	Setting response time targets for each reported incident.	Developing Service Level Agreements (SLAs)

The above recommendations align with ITIL V4 principles, particularly in the Continual Improvement, Deliver and Support, and Engage dimensions. Implementing these measures is expected to enhance operational efficiency, improve user experience, and add value to the library services

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3.3. Identifying Challenges and Issues

Based on the results of observations, interviews, and data analysis, several challenges and issues were identified in the implementation of *Service Desk Management* in the self-service system at the UIN Sunan Ampel Library. These challenges affect the efficiency and effectiveness of service delivery. The details are summarized in the following table.

Table 5. Identifying Challenge and Issues

Challenge Category	Description	Impact
Manual Acknowledgment process	The acknowledgment process for transactions (e.g., book borrowing/returning) is still performed manually by staff.	Slows down transaction processing and increases the risk of errors in recording transactions.
Lack of real-time monitoring	No realtime dashboard for staff to monitor transaction statuses or detect pending issues in the system.	Limits the ability of staff to quickly identify and resolve system problems.
Inconsistent application of SOPs	Standard Operating Procedures (SOPs) are not consistently implemented across all staff handling the system.	Results in varying service quality and response times for similar issues.
Delayed response to incidents	Staff response to user-reported incidents (e.g., failed transactions) is often delayed due to high workload or unclear prioritization.	Reduces user satisfaction and creates frustration among users.
Limited user guidance	Users often lack understanding of how to operate the self-service system effectively.	Leads to frequent errors during transactions, increasing the burden on support staff.

The challenges faced in the *Service Desk Management* at the UIN Sunan Ampel Library highlight several areas for improvement. From a technical perspective, the manual acknowledgment process and the absence of real-time monitoring reveal a significant gap in the system's technological capability. These issues hinder efficiency and increase the risk of errors in transaction handling. To address these gaps, automating processes and implementing a monitoring system would be critical steps, aligning with the ITIL V4 dimensions of *Information and Technology* and *Value Streams and Processes*.

User-related challenges also emerge due to limited guidance provided to users, which often leads to procedural errors during self-service transactions. These errors increase the workload of support staff and reduce the overall effectiveness of the system. Creating user-friendly manuals, providing on-site assistance, or conducting workshops can significantly improve user comprehension and minimize mistakes, supporting the *Engage* dimension of ITIL V4.

Operational challenges further compound the issues, including inconsistent application of Standard Operating Procedures (SOPs) and delayed responses to incidents. These issues indicate the need for clearer workflows and improved staff training. Establishing a Service Level Agreement (SLA) can standardize response times and ensure consistent service quality, aligning with ITIL V4's focus on *Deliver and Support*.

To overcome these challenges, several measures are recommended. First, automating acknowledgment processes and transaction recording can reduce manual errors and expedite service delivery. Second, the development of a real-time monitoring dashboard would enable staff to track system statuses and resolve issues proactively. Third, enhancing user education through step-by-step guides and workshops would empower users to navigate the self-service system effectively, reducing the frequency of procedural errors. Fourth, standardizing SOP implementation across all staff through regular training sessions would ensure uniformity in service delivery. Finally, introducing SLAs with measurable targets for response times would improve the timeliness of incident resolution and enhance user satisfaction.

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By addressing these challenges systematically, the UIN Sunan Ampel Library can significantly enhance its *Service Desk Management* processes. These improvements would result in better service quality, increased operational efficiency, and higher levels of user satisfactions.

3.4. Evaluation of ITIL V4 Framework

The ITIL V4 framework plays a crucial role in analyzing and addressing the challenges identified in the Service Desk Management system at the UIN Sunan Ampel Library. By providing a structured approach to managing IT services, ITIL V4 ensures that processes align with organizational goals and user needs, enabling efficient and effective service delivery. The implementation of ITIL V4 in this study helps evaluate key aspects of the library's service management processes, particularly in the context of its self-service system. ITIL V4 emphasizes flexibility and adaptability, which are essential for addressing technical, user-related, and operational challenges in a dynamic library environment. By leveraging its principles, the framework provides actionable insights into areas such as service acknowledgment, incident resolution, and system monitoring. Implementation of ITIL V4 Dimensions.

1. Value Stream and Processes

This dimension focuses on creating value through seamless and coordinated workflows. In the library's self-service system, the acknowledgment process, user interactions, and incident handling were analyzed using this dimension. The lack of automation and real-time monitoring highlighted inefficiencies in the current processes, prompting recommendations to streamline workflows and improve service efficiency.

2. Service Value Chain (SVC)

The SVC model, which outlines six interconnected activities (Plan, Improve, Engage, Design and Transition, Obtain/Build, Deliver and Support), was applied to evaluate the lifecycle of service delivery. Specifically (Engage) Emphasized user interactions and feedback mechanisms to identify gaps in user support and communication, (Deliver and Support) Evaluated the effectiveness of daily operations, such as transaction recording and incident resolution, identifying the need for SLAs to standardize response times, (Improve) Addressed continuous improvement opportunities, such as enhancing user education and training staff to ensure consistent SOP implementation.

3. Practice Success Factors (PSF)

The PSF component of ITIL V4 was used to measure the maturity level of various service management practices, such as incident management and service request fulfillment. This analysis revealed that the library operates at a repeatable level (Level 2) in several areas, indicating structured but incomplete processes. Recommendations were made to elevate these practices to the defined level (Level 3) through documentation, automation, and process standardization.

4. Information and Technology

This dimension was critical in assessing the technological gaps in the self-service system. The absence of real-time monitoring tools and reliance on manual acknowledgment were key issues identified. Recommendations included implementing a dashboard for real-time monitoring and automating transaction processes to enhance efficiency and reduce errors.

5. Continual Improvement

ITIL V4's continual improvement principle was applied to identify opportunities for ongoing enhancements. The study proposed iterative evaluations and feedback loops to monitor the impact of implemented changes, ensuring that services remain aligned with user expectations and organizational objectives.

The ITIL V4 framework provides a comprehensive approach to evaluating and improving the *Service Desk Management* processes in the library. By leveraging its dimensions and principles, the library can address its current challenges and achieve a higher level of operational excellence. Future efforts should focus on fully implementing the recommended changes, ensuring continuous alignment with the ITIL V4 practices to deliver value-driven and user-centric service.

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3.5. Impact of Research Findings

The findings of this research have brought significant positive impacts on improving services, enhancing system efficiency, and increasing user satisfaction at the UIN Sunan Ampel Surabaya Library. These impacts align with the research objectives and recommended best practices based on the ITIL V4 framework.

1. Service Improvement

Recommendations such as automating the acknowledgment process and developing a real-time monitoring dashboard enable the library to deliver faster, more accurate, and responsive services. These improvements provide users with not only more efficient services but also enhanced quality in every interaction with the self-service system. Relation to Research Objectives: The research objective of improving the effectiveness of Service Desk Management is achieved through the integration of technology and workflow optimization supported by the Information and Technology and Value Streams and Processes dimensions in ITIL V4.

2. Operational System Efficiency

Automation and consistent implementation of SOPs as recommended allow library staff to reduce time spent on manual tasks such as transaction verification. This enables staff to allocate more time to strategic tasks, such as managing collections and engaging directly with users. The implementation of SLAs also provides clarity in task prioritization, helping the organization manage resources more effectively. Relation to ITIL V4 Best Practices: This operational efficiency aligns with the Deliver and Support principle, which emphasizes the importance of maintaining service availability and functionality as per user requirements.

3. Enhanced User Satisfaction

With improved user education through guides and training, along with SLAs that ensure quicker response times, users experience a better service experience. A more transparent process and consistent service standards increase user trust in the system. Relation to ITIL V4 Dimensions: The Engage dimension is the focus here, where user feedback is integrated into the system to create a better and more relevant service experience.

4. Application of Best Practices

The recommendations derived from this research reflect the application of ITIL V4 best practices, such as the Service Value Chain, which guides every step of service delivery from planning to improvement. Continuous improvement processes are also implemented to ensure that every enhancement step is regularly evaluated and adjusted to organizational needs. Relation to Research Objectives: This research successfully connects the application of ITIL V4 dimensions to the specific context of the library, resulting in a more adaptive and relevant service model.

5. Long-Term Contribution

The long-term impacts of this research include fostering a culture of continuous improvement in managing the library's IT services. By leveraging these recommendations, the library can continuously innovate in delivering modern, user-focused services while enhancing staff capabilities in addressing evolving technological challenges Relation to ITIL V4 Practices: The Continual Improvement principle in ITIL V4 ensures that services are not only improved in the short term but are continuously developed to meet future demands.

The impacts of this research demonstrate great potential in transforming Service Desk Management at the UIN Sunan Ampel Library. By following the ITIL V4-based recommendations, the library can not only meet its research objectives but also create a service system that is more efficient, measurable, and user-centered. This positions the library as a model for modern service management that can be applied to other educational institutions.

3.6. Recommendations for Service Development

Based on the findings, several strategies are proposed to enhance the quality and efficiency of the Service Desk Management system at the UIN Sunan Ampel Library. Automating transaction processes, particularly the acknowledgment system, can significantly reduce manual errors and speed up service delivery. By integrating automation technologies, transactions for book borrowing and returning can be recorded automatically, allowing staff to focus on more strategic tasks. Additionally, the implementation

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of a real-time monitoring dashboard will enable staff to track system statuses and address issues proactively, minimizing downtime and improving responsiveness. To ensure consistent and reliable service delivery, establishing Service Level Agreements (SLAs) is recommended. SLAs will define clear response time targets for resolving incidents, providing users with measurable expectations and fostering trust in the system.

User education is also a critical component of the proposed improvements. Creating user-friendly guides and conducting workshops will help users navigate the self-service system effectively, reducing procedural errors and enhancing the overall user experience. At the same time, staff training is essential to ensure consistent application of Standard Operating Procedures (SOPs) and to improve problem-solving capabilities. Regular training sessions and scenario-based simulations will prepare staff to handle common issues efficiently. Finally, integrating a continual improvement process into the management system will ensure that services remain adaptive and aligned with user needs. This involves regular evaluations of service performance, gathering feedback, and implementing incremental changes to address emerging challenges. By adopting these strategies, the library can deliver a more user-centric, efficient, and sustainable service system.

4. CONCLUSION

The evaluation of Service Desk Management in the self-service library system at UIN Sunan Ampel Surabaya using the ITIL V4 framework highlights several key findings. While the self-service system provides adequate accessibility for users, there are notable challenges, such as the manual acknowledgment process, inconsistent incident classification, and the lack of sufficient monitoring tools. User satisfaction is generally positive, with an average score of 3.8 out of 5, though issues such as interface usability and delays in addressing technical problems were raised. The analysis using ITIL V4—focusing on Acknowledge, Classify, Own, and Act—identifies areas for improvement. To address these issues, the study recommends implementing automation technologies like RFID for inventory management, integrating real-time monitoring systems, and establishing Service Level Agreements (SLAs). Additionally, staff training programs are essential to enhance readiness for technological advancements. By adopting these solutions, the self-service library system is expected to provide a better user experience, improve operational efficiency, and support the library's mission as a modern, responsive, and user-centric information hub.

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