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Development of the library at SMA Negeri 15 Bandung through the P3KNK internship program

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ABSTRACT

School libraries play a crucial role in supporting the learning process by providing relevant and accurate sources of information. Program Penguatan Profesional Kepustakawanan Non Kependidikan (P3KNK) or internship program for Students from the Library and Information Science Program at Universitas Pendidikan Indonesia (UPI) at SMA Negeri 15 Bandung Library aims to provide practical work experience for students while supporting the development of the library through service innovations, collection management, and digital-based promotion. This community service is conducted to address various challenges the library faces, such as limited collections, low library utilization, and manual administrative systems. The method used in this service is a descriptive qualitative approach, with data collection through observation, interviews, and documentation. The findings of this service show that the internship program successfully improved the library's service quality through implementing information technology (SLiMS), collection processing, and effective promotion using social media. However, several challenges, such as limited time, lack of collection diversity, and a fully digital administrative system, still need to be addressed. This program has positively contributed to the library's operations and provides recommendations for further improvements, such as digitizing the circulation system and expanding the variety of book collections.

ABSTRAK

Perpustakaan sekolah memiliki peran penting dalam mendukung proses pembelajaran dengan menyediakan sumber informasi yang relevan dan akurat. Program Penguatan Profesional Kepustakawanan Non Kependidikan (P3KNK) dari Program Studi Perpustakaan dan Sains Informasi Universitas Pendidikan Indonesia (UPI) di Perpustakaan SMA Negeri 15 Bandung bertujuan untuk memberikan pengalaman praktis kepada mahasiswa serta mendukung pengembangan perpustakaan melalui inovasi layanan, pengelolaan koleksi, dan promosi berbasis digital. Pengabdian ini dilakukan untuk mengatasi berbagai tantangan yang dihadapi oleh perpustakaan, seperti keterbatasan koleksi, rendahnya pemanfaatan perpustakaan, dan sistem administrasi yang masih manual. Metode yang digunakan dalam pengabdian ini adalah pendekatan deskriptif kualitatif, dengan pengumpulan data melalui observasi, wawancara, dan dokumentasi. Temuan dari pengabdian ini menunjukkan bahwa program magang berhasil meningkatkan kualitas layanan perpustakaan melalui penerapan teknologi informasi (SLiMS), pengolahan koleksi, dan promosi yang efektif menggunakan media sosial. Namun, beberapa kendala seperti keterbatasan waktu, kurangnya variasi koleksi, dan sistem administrasi yang belum sepenuhnya digital masih perlu diperbaiki. Program ini memberikan kontribusi positif terhadap operasional perpustakaan dan memberikan rekomendasi untuk perbaikan lebih lanjut, seperti digitalisasi sistem sirkulasi dan penambahan variasi koleksi buku.

Kata Kunci: digitalisasi perpustakaan; magang perpustakaan; manajemen koleksi; promosi perpustakaan; SLiMS

INTRODUCTION

Libraries have an important role in the development of science and information. Libraries function to manage, organize, store, and collect collections of library materials in a systematic manner, which is used as a source of information by users (Ningsih & Sayekti, 2023). The main purpose of libraries is to provide services to users, increase interest in reading, and expand insight and knowledge in order to educate the life of the nation (Adzhana et al., 2022). School libraries are an important element in the education system whose existence is inseparable from the school environment (Apriyani et al., 2021). Libraries in schools are present and must play a role as a driving force in realizing the creation of a maximum learning process (Ramadhan & Zulaikha, 2023). Libraries have a strategic role in supporting the learning process in schools by providing relevant, accurate, and affordable sources of information. This is also emphasized by other opinions that argue that libraries are a crucial part of the education system, especially in providing various sources of information and literature needed to support and improve learning activities (Syam, 2019; Syam et al., 2021). As an educational institution, the school library functions not only as a place to store collections, but also as a center for literacy and the development of students' information skills. School libraries have a significant role in improving student learning outcomes, because in the learning process at school, books function as the main tool in supporting teaching and learning activities (Huda, 2020).

Reviewing the importance of libraries in schools, this should be a concern for schools to ensure that libraries can function optimally. Although various efforts have been made to create adequate school libraries, school libraries still need to face various challenges. These challenges include a lack of collections, limited digital facilities, a lack of library management resources, and a low level of library utilization, which is still the main obstacle in several educational institutions. Similar things were also found in the implementation of libraries at SMA Negeri 15 Bandung. Basically, the implementation of the library at this school has been running well. Libraries are able to provide various kinds of information needs for their users. However, there are still several challenges such as the lack of optimal use of ICT in libraries, lack of diversity of collections in libraries, and lack of human resources in managing libraries.

To overcome these challenges, the Non-Education Librarian Professional Strengthening Program (P3KNK) was held. This program aims to provide practical work experience to students while supporting the development of school libraries through service innovation, collection management, and digital-based promotion. The general purpose of P3KNK in the Library and Information Science Study Program, Faculty of Education, University of Education Indonesia is a system for the formation of educational professionals in the field of library and information science that is programmatic, guided and developed collaboratively and integrated with the field. This activity requires students to develop school libraries by creating various programs offered to be solutions to problems in school libraries. In addition, this program also encourages students to gain experience in the management of school libraries specifically and support in supporting the vision of Universitas Pendidikan Indonesia, which is pioneering and superior (Hadiapurwa et al., 2018).

In general, internship programs have become activities that are carried out in providing experience for students to apply professional practices according to their fields. The internship program focuses on completing solutions to utilize ICT in libraries, one of which is through the Senayan Library Management System (SLiMS) version 9 Bulian showed that the internship program can improve library facilities and programs to the maximum and can increase the interest of visitors (Ikrimah et al., 2023; Ridwan et al., 2022). In addition, the existence of internship activities in school libraries can increase the knowledge of interns by understanding the conditions in the field.

The school library is the Library of SMA Negeri 15 Bandung. The Library of SMA Negeri 15 Bandung is located on Jl. Sarimanis No.1, Sarijadi, Sukasari District, Bandung City, West Java. The SMA Negeri 15

Bandung Library provides a variety of physical and digital collections. However, not all collections are input into the library's automation system. Therefore, the existence of interns can help libraries in carrying out book input , labeling, and library promotion to attract students to visit the library.

The SMA Negeri 15 Bandung Library faces various challenges, such as limited collections, low levels of library utilization by students, and the lack of optimal application of technology in management and service. In this context, P3KNK from the Library and Information Science Study Program of the University of Education Indonesia is designed to support the development of school libraries. However, the success of this program needs to be measured through clear indicators, such as the achievement of the program's main objectives, the results of the activities that have been implemented, and the advantages and disadvantages faced during the implementation. In addition, the evaluation of P3KNK is important to provide recommendations that can improve the quality of library services and management in the future. Thus, the formulation of this problem focuses on how the internship program can meet its objectives and have a positive impact on the school library. The purpose of this program is to evaluate the effectiveness of the student internship program in supporting the development of school libraries, identify obstacles faced, and provide strategic recommendations to improve the quality of library management and services at SMA Negeri 15 Bandung.

Literature Review

Library Management

Professionals generally enjoy carrying out the tasks that are characteristic of this profession, such as collecting, managing, maintaining, and distributing information (Moran & Stueart, 2017). Anwar et al. In the book "Library Management" explains that library management is the process of achieving goals by utilizing human resources, information, systems, and funds, while still paying attention to the relevant management functions, roles, and expertise. Based on this, it can be concluded that the success of library management depends not only on the technical application of management functions, but also on the dedication of professionals in carrying out their core tasks with great enthusiasm and competence. This shows that the technical and humanist aspects complement each other in creating optimal library services.

Successful library information management is achieved through a combination of basic management functions, roles, and skills (Aremu & Saka, 2014). In addition, libraries can play a key role as a key element that is able to integrate, enliven and engage local communities through the provision of new services that respond to actual social needs (Wojciechowska, 2021). However, to carry out this role, a certain approach is needed from library staff and management, as well as adequate infrastructure and resource support.

Therefore, to realize a good library, Anwar et al. in the book "Library Management" emphasizes that managers need to develop professional skills as teacher-librarians as well as understand the needs and procedures needed to manage libraries effectively. Policies and procedures should also be designed based on principles that support the library's goals. Furthermore, it is important to ensure alignment between the school's sources of information, goals, and priorities, as well as demonstrate the role of the teacher-librarian through a structured management plan.

Several studies show that effective library management is able to improve students' information literacy. According to the Regulation of the Head of the National Library Number 12 of 2017, school libraries are expected to have service standards that include adequate facilities, collections, and information literacy programs. In addition, the application of information technology such as SLiMS in library management has been proven to increase efficiency and ease of access to library collections. SLiMS is a software

application specifically designed to support effective library management, including book collection management, member data recording, loan circulation, and automatic book labeling (Awaludin, 2024).

Library Services

Libraries as information institutions, provide various services in fulfilling user information, which are further regulated in the series of services offered. Library services are essential for measuring user satisfaction and achievement. This service focuses on offering the best information search experience, meeting user demands, and making effective use of available search technology (Putra, 2017). Library services are not only important for providing access to books, but also for encouraging academic improvement, supporting research, and meeting the diverse needs of the community. Libraries adapt to the development of information by providing essential resources and tailored assistance, to ensure that the needs of its users are well met.

In the context of academic libraries, library services are essential to assist students, teachers, and staff in their academic and research activities. Libraries offer access to scientific databases, e-books, print collections, and study areas that enhance learning and teaching (Dixit et al., 2024). Additionally, libraries provide instructional support and have expanded their digital collections to accommodate changing user needs. The library enhances the overall learning experience by providing a user-friendly interface and tailored assistance, ensuring that the library continues to be an essential resource for academic success and lifelong learning at higher education institutions.

Furthermore, there is another opinion that argues that library services have long been a key resource in our culture, preserving knowledge and promoting study (Vinuta & Bhat, 2022). The library not only contains a large amount of information, but it also provides advice to users through reference and data services, so that they can access and make good use of these resources. This helps encourage intellectual curiosity and academic success and aids in career development. In addition, libraries also serve as community hubs, encouraging literacy and engagement through a variety of programs and services that serve diverse populations, thereby enhancing the educational environment and empowering individuals to achieve their goals.

Library Promotion

Library promotion is a series of activities designed to inform the public about the benefits of libraries, including their collections, facilities, and services, which ultimately aim to increase the introduction and utilization of library resources by users (Irawan, 2023). Various promotional strategies that can be applied using digital technology include publications, advertising, sales promotions, personal sales, and digital marketing because promotion in concept refers to marketing strategies that aim to increase awareness and use of library resources and services. This involves utilizing various platforms, including social media, to engage potential visitors and increase the library's presence in the community (Amarudin et al., 2023; Fauziyah, 2023). Understanding the target audience and utilizing digital technology is critical to the success of this strategy. Some of the problems that libraries face when participating in promotional efforts. Things like limited resources and low public engagement are issues that need to be addressed to increase the visibility and success of the library.

METHODS

This program applies direct practice carried out by students to analyze the implementation of the internship program at the SMA Negeri 15 Bandung Library. The delivery of results was delivered using a descriptive method. This method was chosen because it allows students to describe in depth the process, results, and evaluation of the internship program based on observation data and documentation obtained. Observation is carried out through direct observation of library activities, including circulation services, collection processing, promotion, and implementation of information technology. In addition, documentation in the form of activity notes, internship reports, and visual documentation such as photos and videos are used to support the analysis of existing data. This approach aims to produce a comprehensive picture of the program's success indicators, goals achieved, program outcomes, as well as evaluations and recommendations for future library development.

RESULTS AND DISCUSSION

The success of the internship program at the SMA Negeri 15 Bandung Library is assessed based on the achievement of the main objectives, the implementation of the work program, and its impact on library management and services. Success indicators that have been successfully achieved include completing tasks such as processing library materials, promotions, and circulation services according to the specified schedule. In addition, the application of information technology, such as SLiMS, has succeeded in accelerating the cataloging and stock taking process. This program also contributes to increasing the use of libraries by students through user education activities and promotions carried out on social media.

Collection Development

Library collections act as the main means of information that supports library services and is a source of information for users who use them (Yuliani, 2020). To ensure that libraries run effectively, libraries must be able to provide collections that suit user needs, manage information or collections, and provide and provide relevant information to users (Pratala, 2021). Librarians must be able to provide the books needed by users, especially in the field of education, because libraries function as stores of knowledge and have an important role in the process of transforming knowledge and information (Ardyawin, 2020). The urgency of the availability of adequate library collections makes the development of collections in school libraries one of the goals of implementing this program. Collection development is one of the efforts made by the library to provide various information by the current situation and conditions and strengthen students' literacy competencies through the provision of relevant library materials that attract students' interest (Nurcahyani, 2023; Safiinatunnajah & Logayah, 2023).

In its implementation, the internship practitioners carried out several activities at the SMA Negeri 15 Bandung Library to be able to succeed in the development of this collection. This activity includes analysis of user needs and stock taking. The analysis of the needs of the user is carried out by the method of interview and observation, where the practitioner asks the type of information needed by the user. The results show that users need the latest popular fiction books, such as novels, as well as supplemental non-fiction books for learning, with subjects such as astronomy, geology, accounting, self-development, and more.

In addition, in this collection development activity, stock taking was also carried out in order to find out the development of the collection in the library of SMA Negeri 15 Bandung as seen through **Figure 1**..

Figure 1. Stock Opname Process
Source: Author Documentation 2024

Stock opname is the process of recalculating the collections in the library (Pratala, 2021). The implementation of stock opname was carried out to find out the collections owned by the library. Practitioners take out collections from four shelves of non-package book collections, re-record the existing books, then return the collections to the shelves according to the proximity of the subjects of their respective collections.

Organizing Library materials

Processing of library materials is often described as a series of processes that begin with recording, stamping, classification, cataloging, making labels (call numbers), book bags, book cards, making barcodes, installing return date slips, until library materials are ready to be stored on shelves and can be used by users (Andi et al., 2020). The processing of library materials aims to organize library materials so that they can be recognized and found easily.

In its implementation, practitioners take several important steps, including classifying library materials using the DDC classification system, stamping library ownership, labeling identity on the spines, and arranging them on appropriate bookshelves. In addition, practitioners also enter bibliographic data into the SLiMS database. SLiMS is a free web-based library automation software, complete with features for managing libraries (Khoirunnisaa et al., 2024). Actively developed by a team of developers and the community, SLiMS can be used in a variety of networks at no additional cost to devices. This computer-based cataloging allows librarians to manage bibliographic data, such as titles, authors, publishers, subjects, and classification codes, in an integrated manner in a database that makes it easier to search collections, manage inventory, and track books more efficiently. SLiMS is generally effective in improving library performance. However, additional staff training is still needed to maximize the use of available features (Elizabeth et al., 2022).

However, library materials management activities are not entirely carried out automatically. Some activities are still carried out manually by librarians. **Figure 2** shows the labeling process carried out during the program.

Figure 2. Labeling Process
Source: Author Documentation 2024

Another activity carried out is the creation of the identity of the library collection, which includes attaching identity labels to the spines, such as classification numbers and location codes, which serve as unique markers for each collection. Book identity also includes library stamps and borrowing cards. In addition, the collection description is arranged on the bookcase, either through a signboard or category label, to make it easier for users to find books according to the desired classification or subject.

Library Services

Library services are basically the provision of information to users as well as facilities to browse the information available in the library, which refers to the existence of information (Luthfiyah, 2015). Library services have a very important role in supporting academic activities and knowledge development in the school environment. The main purpose of the services provided by the library is to help users find the literature or information they need, so that they can take advantage of the information sources available in the library (Luthfiyah, 2015). As an information resource center, libraries not only provide a collection of books, but also various services that make it easier for users to access information, both physically and digitally. At the SMAN 15 Bandung Library, various services are provided to meet the information needs of users, be it students, teachers, or staff. Services at the SMA 15 Bandung library include user education, circulation services, reference services, and executive summaries.

User education is a service provided by the library to assist users in utilizing the facilities, collections, information, and services in the library in an effective way (Rosydiana & Labibah, 2023). User education is an activity that aims to introduce libraries to users, especially new users so that they understand the procedures for visiting libraries correctly and can take advantage of library services independently to meet the information needs needed (Antasari, 2024). Saleh in his book entitled "Library Management" explains user education materials which include an introduction to libraries, library duties and functions, types of collections, and available services. In addition, this material also includes membership regulations, members' rights and obligations, as well as rules that must be followed, such as visitor regulations and sanctions for violators. Users are also taught how to search for information, either with manual catalogs, OPAC, or through the internet. At the SMAN 15 Bandung Library, user education includes creating content on Instagram that provides information on how to access books and digital journal articles, explanations of Ponzi schemes, and procedures for visiting the library. In addition, the practitioner also made user education materials in the library that explained how to access books and digital journal articles. Practitioners also provide instructions on how to store books correctly and instructions for filling out a list of visits to the library.

Circulation services are activities that include borrowing collections, recording of borrowing lists, and managing and utilizing library collections so that they can be used appropriately in libraries (Mustofa et al., 2021). Circulation services at the SMAN 15 Bandung Library include the process of borrowing and returning books by users. The librarian is responsible for recording and monitoring borrowing transactions and ensuring that borrowed books are properly recorded in the system. This process also includes providing information to users about borrowing procedures, returns, and the obligation to maintain the condition of the book during the borrowing period.

A reference service is a service that guides users to find the collections they need, especially to compile a thesis or dissertation (Kalsum, 2016). The purpose of this service is to assist users in searching or browsing information by utilizing the collection of references in the library. Reference services aim to assist users in finding the right and relevant sources of information. These reference and information services are mostly reactive and are provided when requested by the user (Anyim, 2018). These services also play an important role in providing information services by anticipating the needs of users. This service involves direct and personal assistance in the library environment to individuals seeking specific information in various fields such as educational, social, cultural, economic, political, and others. In this library, reference services are carried out by providing assistance in searching for books, journal articles, and other references related to the topics that users are looking for.

Application of ICT in Libraries

The application of ICT has now expanded to various fields, including the development of management information systems in school libraries. Therefore, school libraries need to utilize information technology to support the achievement of learning goals by developing technology-based digital libraries in the school environment (Qureshi et al., 2021). Information system is a tool or media used to help manage information in the library, so that existing information can be managed and utilized optimally.
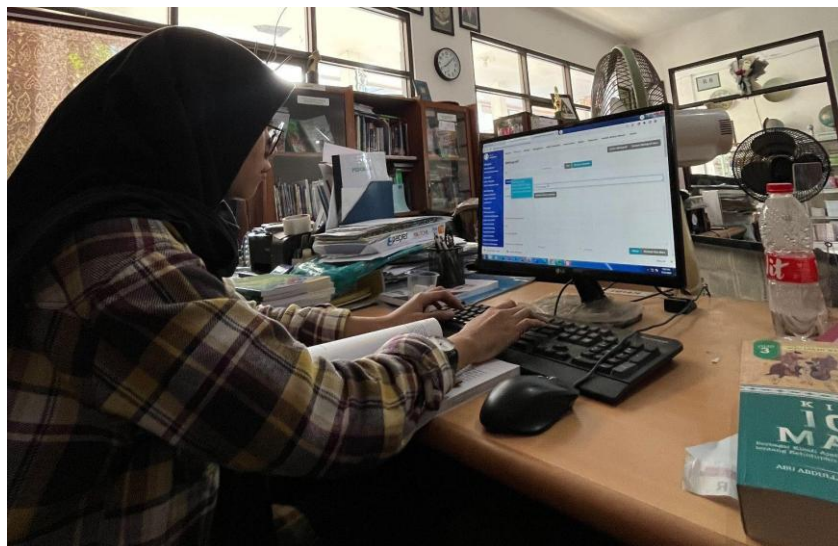
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Figure 3. Bibliographic Data Input Process
Source: Author Documentation 2024

ICT devices available in the library, such as computers and application software, to support various library administration activities and other services are used in the implementation of this P3KNK. One of the systems used is SLiMS, which helps in the process of data collection input, stock taking, and recording of loan transactions and book returns. In addition, software is also used for label printing, searching for information in library catalogs, and compiling data for reports, including in making executive summaries. With this information system, library management becomes more organized, efficient, and transparent, and allows users to access collections and services more easily and quickly.

Library Promotion

Library promotion carried out in this internship program is in the form of promotion with print media, which is using mading that includes things related to the library and its collections. Another printing media is to design a leaflet containing an introduction to the SMAN 15 Bandung library. **Figure 4** shows the content of the mading that has been created during the program.

Figure 4 . Wall magazines as a medium for promotion and dissemination of library information
Source: Author Documentation 2024

Another effort made to increase the existence of libraries during the program is to use social media as a medium to introduce libraries among SMAN 15 Bandung students. The social media that is focused on is Instagram. Some of the content included in the user education content is made in carousel format and Instagram reels videos and collaborates with the SMAN 15 Bandung account in several videos to get a wider audience. Effective library promotion can increase user engagement, increase attendance at activities, and better utilization of library resources, which ultimately supports the library's goal of serving the community (Giwangkara & Sardi, 2024; Milenia et al., 2024). In line with this opinion, promotional content that allows to increase awareness from users at SMAN 15 Bandung.

Library promotion has an important role in increasing visitor engagement and maintaining the relevance of libraries in the digital era (Fauziyah, 2023; Izah, 2024). One of the main impacts is increased public awareness of the services and resources available at the library. The synergy between digital and physical media creates a comprehensive promotional approach. Digital media reaches students outside of school hours, while mading and leaflets provide powerful visualization on-site. This combination supports the main goal of P3KNK, which is to increase students' awareness of library services while increasing their use.

Discussion

The main purpose of this program is to provide students with practical experience in managing and developing school libraries, improving the quality of library services, and assisting libraries in overcoming challenges such as limited collections and manual administration systems. Overall, this program makes a

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positive contribution to the library operations of SMA Negeri 15 Bandung. Libraries as educational and information institutions will run well if they are managed properly. With management, all library activities will lead to efforts to achieve the goals that have been set, ensuring that all elements function by the provisions of the library (Luthfiyah, 2015).

The results of the program show success in several aspects, including the completion of SLiMS-based cataloging, the reorganization of library collections, and the labeling of book identities. Library services have also improved through the implementation of user education, the development of circulation services, and the creation of educational content for library promotion. Promotion through social media, especially Instagram, and print media such as leaflets and mading, has succeeded in increasing library exposure among students. The use of information technology has also been proven to support efficiency in library administration and reporting. Overall, the aspects mentioned above are related to conducting library management. Library management is concerned with how libraries set strategies, set objectives, policies, and operational standards that are set so that they can contribute to the learning process. This can be achieved if all managerial functions are fulfilled (Alimi et al., 2019).

Nonetheless, the program has some drawbacks. Time constraints cause some work programs, such as collection processing, to not be completed completely. In addition, the lack of variety in library collections is an obstacle in meeting the information needs of students. The manual administration and circulation system also reduces the efficiency of library services. In terms of its evaluation, this internship program succeeds in achieving most of its objectives. However, there are still several operational obstacles that need to be addressed. Recommendations for the future include the integration of digital-based administration and circulation systems to improve work efficiency, the addition of a variety of book collections with a focus on popular fiction and non-fiction books, and regular training for librarians to improve information technology skills. In addition, libraries are advised to continue promotional activities with innovative approaches, such as reading competitions or book discussions, to increase students' interest in utilizing library services.

CONCLUSION

The implementation of the Non-Educational Librarian Professional Strengthening Program (P3KNK) program at the SMA Negeri 15 Bandung Library has succeeded in providing practical experience for students while supporting the development of school libraries. The program includes various activities, such as collection management, library services, promotion, and the application of information technology, which are arranged based on qualitative descriptive methods. With clear success indicators, the program was able to achieve most of the goals that had been set, although there were still some operational constraints.

The results of the program show that there is an improvement in the quality of library services, especially through the integration of information technology using SLiMS and social media-based promotional efforts. The user education program successfully introduced library facilities to students, while collection processing and book rearrangement helped improve the accessibility of the collection. However, time constraints, lack of collection variety, and manual administrative systems are obstacles that need to be overcome immediately.

Through the evaluation, it was concluded that the library needs strategic steps to optimize its operations. The recommendations submitted include digitizing the administration and circulation system, adding a more diverse collection of books, training librarians in the field of information technology, and innovations in promotional programs. With the implementation of this recommendation, the SMA Negeri 15 Bandung

Library is expected to develop into a modern, relevant, and able to meet the information needs of students more effectively.

AUTHOR'S NOTE

The author declares that there is no conflict of interest related to the publication of this article. The author emphasizes that the data and content of the article are free from plagiarism.

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