



Librarianship skill development program with P3NK at Perpustakaan PEP Bandung

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ABSTRACT

Program Penguatan Profesional Non-Kependidikan (P3NK) at the Politeknik Energi dan Pertambangan (PEP) Bandung's Library is a form of practical learning that integrates theoretical instruction with field practice. This program is designed to provide students with direct experience in librarianship while also addressing the need to develop adaptive, professional library human resources who are ready to meet the demands of the digital era. The purpose of this study is to analyze the role of P3NK in improving the quality of library services and its contribution to strengthening student competencies. The rationale for this study was the gap between the theory taught in lectures and actual practice in the field, particularly in special libraries that require more specialized technical and managerial skills. The method employed is a qualitative descriptive approach, using participatory observation, field notes, and documentation of internship activities. The results of the study indicate that P3NK plays a role in collection development, library materials organization, library services, and the use of Information and Communication Technology (ICT). This program not only provides strategic benefits for libraries but also equips students with professional experience relevant to careers in librarianship.

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ABSTRAK

Program Penguatan Profesional Non-Kependidikan (P3NK) di Perpustakaan Politeknik Energi dan Pertambangan (PEP) Bandung merupakan bentuk pembelajaran praktis yang menghubungkan teori perkuliahan dengan praktik lapangan. Program ini dirancang untuk memberikan pengalaman langsung kepada mahasiswa dalam bidang kepastakawanan, sekaligus menjawab kebutuhan pengembangan sumber daya manusia perpustakaan yang adaptif, profesional, dan siap menghadapi tuntutan era digital. Tujuan penelitian ini adalah menganalisis peran P3NK dalam peningkatan kualitas layanan perpustakaan serta kontribusinya terhadap penguatan kompetensi mahasiswa. Alasan penelitian ini dilakukan adalah adanya kesenjangan antara teori yang diperoleh selama perkuliahan dengan praktik nyata di lapangan, terutama di perpustakaan khusus yang membutuhkan keterampilan teknis dan manajerial yang lebih spesifik. Metode yang digunakan menggunakan pendekatan deskriptif kualitatif dengan teknik observasi partisipatif, pencatatan lapangan, serta dokumentasi kegiatan magang. Hasil penelitian menunjukkan bahwa P3NK berperan dalam pengembangan koleksi, pengorganisasian bahan pustaka, pelayanan perpustakaan, dan penerapan Teknologi, Informasi, dan Komunikasi (TIK). Program ini tidak hanya memberikan manfaat strategis bagi perpustakaan, tetapi juga membekali mahasiswa dengan pengalaman profesional yang relevan untuk karier kepastakawanan.

Kata Kunci: kompetensi kepastakawanan; magang perpustakaan; pengembangan perpustakaan

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INTRODUCTION

The gap between theory and practice in a scientific field is common. For students, of course, practice through internships is an obligation that must be completed as a graduation requirement later, in addition to working on the final project. This is also one of the things faced by students of the Library and Information Science Study Program, Faculty of Education, University of Education Indonesia. The implementation of direct practice in libraries, whether school, institutional, or other information institutions, is important. The ideal conditions described in theory in the classroom can be compared with those in practice in the field.

Libraries are no longer merely places to store books; they are dynamic and vital components that support education and research, particularly in universities (Usholicchah *et al.*, 2024). Libraries are required to focus on user satisfaction with the quality of services provided (Kesuma, 2021). This enables interns to participate in a library activity system. Understanding user satisfaction to improve service quality warrants attention and ongoing improvement.

The full potential of libraries can be realized with skilled and adaptable human resources. Human resource development is important and a strategic factor for institutions to achieve organizational goals (Putri & Maralis, 2019). High-quality human resources are essential for libraries to fulfill their optimal roles. There is an assumption that college graduates remain solitary, have difficulty adapting to workplace demands, and have not developed skills beyond their academic fields, including in librarianship (Fatmawati, 2020). This results in graduates in the library field who are not fully prepared for guidance on work in special libraries. The gap between theory and practice is often an obstacle.

The Non-Educational Professional Strengthening Program (P3NK) in librarianship can help address the challenge of the availability of competent human resources. P3NK is an internship or work practice program designed to equip students with real-world experience. It aims to enhance students' professional skills and competencies prior to entering the workforce. By participating in P3NK, students can also learn directly from experienced practitioners in the field. In addition, P3NK, as a component of the Field Experience Program (PPL), provides students with an opportunity to observe library management activities as a form of contribution to the vision of UPI as an educational campus (Hadiapurwa *et al.*, 2018).

Through internship activities, students gain new knowledge and insights related to the world of work and broader issues. The process begins with simple tasks and gradually increases over time, thereby fostering knowledge and understanding (Sitanggang, 2020). Not only do you get work experience in the field, but you also have the opportunity to build career relationships in the future. This program is also useful for identifying students' specific interests in the library field and for helping libraries identify professional candidates and create a mutually beneficial ecosystem.

The Bandung Energy and Mining Polytechnic (PEP) Library is a higher-education institution library that focuses on technical and applied fields. It therefore requires rapid, accurate, and relevant access to information to support studies and research. Therefore, the PEP Bandung Library plays a crucial role in meeting the information needs of the academic community. However, the limited availability of Human Resources (HR) is a current challenge. P3NK in librarianship can serve as an alternative to help meet these needs and as an ideal practice facility for students. This program provides students with an in-depth understanding of information needs in the fields of energy and mining, trains them to manage specialized collections and provide relevant services, enables them to participate in library service innovations, and hones communication skills in a professional work environment. P3NK at the PEP Bandung Library is expected to serve as a practical means for students to practice competencies honed through classroom theory and practice, as well as to improve the quality of services at the PEP Bandung Library.

This article offers a novel contribution by highlighting the implementation of P3NK at the PEP Bandung Library as a strategic case study, particularly in specialized libraries. The results of this analysis can provide a comprehensive overview of the importance of P3N as a strategic initiative to strengthen competencies and help foster a more professional and adaptive work culture. Thus, the existence of this program is highly relevant to addressing the challenges of library management.

Literature Review

Improved Library Services

Library services are technical activities carried out by librarians. It helps users locate the required library materials (Yuliana & Mardiyana, 2021). Library services will function well if they are influenced by the ease of access to information, the speed of service, and the competence of library staff. Improving library services will be successful only if an increase in library personnel accompanies it. Resources are a factor that libraries must have to optimize service quality, both human and technical. Training and professional development for librarians are needed to provide timely and accurate services. The development of librarian competencies is an important consideration for meeting the profession's changing demands and high expectations (Lailatussaadah, 2022). In addition, service innovation is needed to increase work motivation. Libraries that support their staff in making decisions are more adaptive to change. Services such as information literacy, reference consulting, and digital resource counseling can enrich the user experience. Thus, libraries need to balance staff competence and service development to improve service quality.

Professional Skills Development in Libraries

Librarians are required to not only master collection processing, but also master Technology, Information, and Communication (ICT), as well as digital services. To ensure the success of library services, librarians, as key stakeholders, need to meet user needs and support library programs aligned with advances in ICT (Julianti, 2023). Good technical competence will affect the satisfaction of library service users. Libraries can also optimize services by developing innovations that facilitate users' access to information (Suharso *et al.*, 2020). One way to improve services is to leverage available digital resources. In addition, communication skills are important for building relationships with library users. Friendly and professional service will enhance the library's image. The development of professional skills also includes information literacy, enabling librarians to help users select appropriate sources. Librarians are required to be creative in searching for and critically evaluating information, and to develop innovations to work productively (Masriastri, 2019). Professional development is not limited to technical training; librarians also need managerial skills to plan innovative service programs. This can help sustain library development programs and make the library a relevant and trustworthy information center.

Internship Program

Internship programs play an important role in strengthening work competencies before graduation and in providing opportunities for students to apply the theories acquired in lectures. Internships are activities to apply knowledge and skills directly to solve real problems in the surrounding environment (Azwar, 2019). Experience can help students understand the work culture at relevant institutions and improve their ability to adapt to a dynamic work environment. Internships contribute to improving students' competence, particularly by developing work skills and professional ethics (Wijaya, 2019). Libraries, as information institutions, require staff who understand users' practical needs, so that internship programs can serve as a strategic means of bridging these needs. Indirectly, they will gain experience and insight into library

management (Hermanto, 2019). Students can be trained in collection management, reference services, and the use of ICT. Thus, internships can support the development of a competent workforce prepared to enter the workforce.

METHODS

This article employs a qualitative descriptive approach to describe the process of implementing P3NK undertaken by students of the Library and Information Science Study Program at Universitas Pendidikan Indonesia. This program is conducted at the Bandung Energy and Mining Polytechnic Library (PEP) and runs from November 28, 2024, to February 4, 2025, with a duration of forty effective working days.

The P3NK procedure is performed in three main stages. First, the preparation stage includes coordination with the library, scheduling of internships, and initial orientation to the library's organizational structure and workflow. At this stage, students are also directed to understand the work rules, service flows, and applicable collection policies. Second, the implementation stage includes student involvement in library operational activities, such as initial monitoring and evaluation of services, collection development, organization of library materials, user information services, and the use of ICT to support these services. Activities are conducted in stages, ranging from simple to more complex tasks, according to students' abilities. Third, the evaluation stage is conducted through reflection on activities, documentation of obstacles, and discussions with supervisory librarians. This evaluation aims to assess the achievement of student competencies and to provide input for the library.

Data were collected through participatory observation, systematic field recording in daily logbooks, and documentation in the form of photographs and evaluation records. Data are analyzed using data reduction stages to identify relevant information, present findings in a structured form, and draw conclusions based on the interpretation of the findings. The selection of a qualitative descriptive method with a systematic internship stage is considered to provide a comprehensive picture of students' professional work experience in the library environment, as well as an empirical reference for the development of novice librarians' competence and for the evaluation of program-organizing institutions.

RESULTS AND DISCUSSION

P3NK provides students with opportunities to develop skills in librarianship. Through this program, students can help develop library collections that are relevant to users' needs. Students are trained to organize library materials to facilitate user access. In addition, students are involved in user-oriented library services. Moreover, the application of library ICT is an important part of the student learning experience during P3NK, enabling students to understand the digital systems that support modern library services. The following is a summary of activities that are routinely carried out at the PEP Bandung Library.

Library Collection Development

The collection development activities carried out by the PEP Bandung Library are the result of book grants. The book grant was provided by the TekMIRA Research and Development Center (Institute for Research and Development of Mineral and Coal Technology) under the Ministry of Energy and Mineral Resources, which covered the provision of lecturers and books. Collection development through grants can be done either on request or without direct request. Grants aligned with libraries' purposes may be used and incorporated into the library's collection (Hermawan, 2021). Library materials must be selected to meet users' needs. The composition of library materials varies by library or institutional type; therefore, collection planning must be tailored to each institution's needs (Addin *et al.*, 2024).

The collection development process at the PEP Bandung Library comprises the selection, procurement, and evaluation of the collection. The collections developed may include print and digital formats to support users' learning, research, and recreational needs. The development of the collection is the result of the selection and evaluation of user requests to support research (Gunawan, 2017). To ensure optimal information quality, university libraries develop collections as part of the planning process and the selection of relevant information sources, thereby aligning them with their duties and functions (Nihayati, 2021).

In addition, other collections come from students' reporting assignments, either in the form of reports or final projects. The entire collection in the PEP Bandung Library comprises a wide range of types and supports student learning. This is because the book focuses on lessons and contexts related to the three departments at the Bandung Energy and Mining Polytechnic. In its development, libraries need to pay attention to information trends and readers' interests. Thus, library collections will always grow in line with the development of science and technology.

Organizing Library Materials

The organization of library materials at the PEP Bandung Library involves the management, structuring, and compilation of information. Organizing activities for library materials supports the smooth and successful preservation of these materials (Ilyasa, 2022). Organizing library materials involves compiling collections so that they are easy to find and use, creating an orderly information structure that can be accessed quickly and efficiently. Libraries are places where library materials are organized, managed, stored, and regularly collected so that users can access them as sources of information; effective governance is therefore essential (Fauzi, 2022). This process also ensures that each library material has the right bibliography. With effective organization, the PEP Bandung Library can provide high-quality services and support users' learning and research.

The organization of library materials at the PEP Bandung Library is conducted in several stages. Starting from conducting subject analysis, determining subject notation, or classifying collections, input metadata into the master book, *labelling*, and then *shelving*. Collection of input activities in SliMS is conducted from the beginning to the end of the apprenticeship. In this apprenticeship activity, the focus is on entering the collection into SliMS and the master book. Next is *labelling*, activities carried out on the entire collection, whether items are to be displayed on shelves or stored in archival cardboard boxes. Labeling activities facilitate user and librarian access to the desired collection. There is a change in labeling because the library is currently oriented toward the use of ICT, which has also affected label usage. For labeling, a *barcode* is used to facilitate borrowing. In addition to contributing to SliMS, students also contribute to library repositories through organizational activities.

Library Services

Library services at the PEP Bandung Library include circulation services and reference services. In addition, collection alignment activities involve rearranging books on the shelves. Service is the primary function of the library in supporting users' information needs. Services in the library are the spearhead of library administration because they have much to do with users (Suratmi, 2021). A library's success is reflected in the quality of services provided to users (Kiram *et al.*, 2025). In addition, conformity with standards is also a reference for the success of library services (Amani & Hadiapurwa, 2024). The purpose of library services is to ensure that users can obtain information that is precise, fast, and relevant to their needs. Good service includes friendliness, accuracy, and librarians' ability to assist. The more professional and friendly librarians are in providing services, the more positive the library's image is in the eyes of

visitors (Nafila *et al.*, 2021). By providing optimal service, the PEP Bandung Library can become a comfortable learning center and increase user satisfaction.

During P3NK, circulation services, reference services, and collection sorting are carried out. Circulation services pertain to book returns and searches. Reference services are conducted to search for information on the topic of the final project. Collection alignment activities are conducted after data input, and labeling is completed—arrangement in shelves based on book classification number and collection type. Reference collections are separated on the top shelf, while reports and final assignment collections are stored in a closed cabinet and can be accessed after the librarian's approval. Because most of the collections in the PEP Bandung library are in the 500 and 600 classes, the provision of space also adjusts to the large number of books available.

Application of Information and Communication Technology (ICT) in Libraries

Technology, Information, and Communication (ICT) in libraries is an important part of improving service quality and expanding access to information for users, including at the PEP Bandung Library. The use of ICT in libraries is an important consideration for delivering more effective services to users (Ibrahim *et al.*, 2023). Libraries serve as information providers; they require human resources, including librarians, who are always up to date with ICT developments. The use of ICT plays an important role in improving library performance, both in managing collections and in providing services to users, as well as switching to more modern and sophisticated media to help services and manage collections, even digital libraries (Muis & Fendy, 2024; Prasetya, 2021; Ridwan *et al.*, 2023). With the implementation of ICT, users can access collections and information more easily, at any time and from any location. In addition, ICT assists librarians in managing data collections, streamlining circulation processes, and maintaining the accuracy of information. The proper application of ICT will make libraries more modern, efficient, and relevant to the evolving needs of users in the digital era.

The PEP Bandung Library has implemented numerous ICT initiatives to optimize its services. The facilities provided are also adequate, including computers, internet access, and projector screens for indoor presentations. The operation of the automation system using SLiMS and Setiadi is also an ICT implementation. The master books in the library also use *sheets* as an alternative to recording existing collections. One of the library's services is to check for plagiarism using a plagiarism checker. This is also an application of ICT in libraries.

Discussion

Referring to the description of activities typically carried out at the PEP Bandung Library and undertaken by students during the implementation of P3NK, the activity provides a comprehensive experience across various aspects of librarianship. Not only does it emphasize the technical aspects, but it also provides an opportunity to understand the library's overall workflow. Students can see firsthand how the functions of each activity are interrelated and contribute to the quality of library services. In addition, the program trains students to collaborate with librarians and fellow interns. Students gain practical insight into the challenges facing libraries today. This experience is an important component in students' management of the library.

In the development of library materials, it is evident that library collections are acquired through various methods, one of which is through grants or gifts. The grant procurement method does not require costs because it is a gift (Fuady, 2020). Book grants come from lecturers and research institutions, as well as student final project reports. During the implementation of P3NK, students manage the library materials obtained through these grants. The implementation of collection development requires attention to various aspects, one of which is the provision of collections that meet users' information needs (Tuginem, 2023).

Students also participate in re-ascertaining users' collection needs during the implementation of P3NK. Students also gain experience assessing that the development of collections is not only a matter of increasing the number of library materials but also of ensuring their suitability, so that the information needs of each department can be well accommodated.

Students' experience in organizing library materials shows how libraries strive to create a neat, structured, and accessible system. Library organization is structured and systematic to make it easier for users to obtain the information they seek (Fransiska, 2023; Naziyatun, 2025). Activities such as subject analysis, classification, *metadata entry, labelling, and compiling collections on the shelves provide a concrete* experience of the importance of accuracy and consistency in library work. Students can understand that effective organization directly affects users' ease of finding library materials. For example, the use of *barcodes* in place of manual labels shows how simple technology can improve work efficiency while reducing the potential for errors. It is a valuable lesson that even small innovations can bring about significant changes in library services.

The quality of library services is also an important factor in the student experience. Through internships, students can develop practical skills (Hermanto, 2019). By being directly involved in circulation, reference, and collection-compilation services, students have the opportunity to interact with users. This experience demonstrates that library services are not only about borrowing and returning procedures but also about fostering effective communication, providing appropriate information assistance, and creating a comfortable environment for visitors. Library services must continually be improved to ensure that visitors feel comfortable and that their information needs are met when using library facilities (Yusniah, 2023). The services provided by students also demonstrate that they are trained to be friendly, responsive, and professional, as this will affect the library's image in users' eyes. In practice, students can see firsthand how users' needs are diverse, ranging from searching for textbooks to reading reports to using reference collections. This trains them to be sensitive to different information needs.

In addition to the above, the application of ICT in library management shows a seriousness to adapt to the times. The introduction of ICT devices has shifted the work patterns in libraries, no longer in a simple, conventional manner, but toward more advanced automation (Fahrizandi, 2020). The use of SLIMS automation systems, digital repositories, computer facilities, the internet, and plagiarism-checking services indicates that libraries no longer rely solely on traditional methods but instead strive to provide more modern services. Students who are directly involved in the operation of this system can observe how technology accelerates work, facilitates access to information, and adds value for users. For example, with *an online catalog*, users can search for collections without having to open one book at a time on the shelf. Likewise, the plagiarism-checking service not only complements the library's functions but also helps maintain academic integrity on campus.

Overall, P3NK provides numerous benefits for students. This program is a practical learning environment for honing technical and interpersonal skills, as well as other strategic library activities (Azizah et al., 2024). They not only learn to manage collections, but also develop a professional attitude, thoroughness, and adaptability to ICT. Student involvement also strengthens the relationship between the academic world and librarianship practice. This program encourages the development of service innovations that better align with user needs. Ultimately, P3NK becomes a mutually beneficial forum for collaboration between students and the library.

CONCLUSION

P3NK can be regarded as both an effective learning model and a library development strategy. The experience gained by students while participating in this program is not only beneficial to them but also contributes to improving service quality and library management. If implemented on an ongoing basis and

supported by careful evaluation, this program can be a key to producing competent librarians while strengthening libraries' role as a relevant center of information and learning in the modern era.

AUTHOR'S NOTE

The author states that this article was compiled without any conflict of interest, both personal and institutional. All data and content of the article are presented objectively and responsibly, and the author affirms that this manuscript is free from plagiarism and in accordance with the principles of academic integrity.

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