



Student professionalization through internship at Perpustakaan Umum Kota Cimahi

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ABSTRACT

The increasingly dynamic world of work demands that university graduates master not only theoretical knowledge but also practical skills and professional attitudes that align with the field's needs. One approach to bridge the gap between theory and practice is to implement internship programs or fieldwork. The Program Penguatan Profesi Kepustakawanan Non Kependidikan (P3KNK) is an experiential learning program designed explicitly for Library and Information Science students. The purpose of this article is to describe the implementation of the P3KNK internship program at the Cimahi City Public Library and its role in shaping the professionalism of students as novice librarians. This article employs a qualitative descriptive approach to describe a phenomenon systematically. The program is implemented at the Perpustakaan Umum Kota Cimahi. Data are collected through direct observation, daily logbook entries, and photographic documentation. P3KNK has proven crucial in preparing students for the real world of work. Through internships, students have the opportunity to apply the librarianship knowledge and skills they have learned in lectures to direct practice in the field.

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ABSTRAK

Dinamika dunia kerja yang semakin dinamis menuntut lulusan perguruan tinggi untuk tidak hanya menguasai aspek teoritis, tetapi juga keterampilan praktis dan sikap profesional yang selaras dengan kebutuhan di lapangan. Salah satu upaya yang dapat diterapkan untuk menjembatani kesenjangan antara teori dan praktik adalah melalui program magang atau praktik kerja lapangan. Program Penguatan Profesi Kepustakawanan Non Kependidikan (P3KNK) merupakan salah satu bentuk implementasi pembelajaran berbasis pengalaman yang dirancang khusus untuk mahasiswa Perpustakaan dan Sains Informasi. Tujuan artikel untuk mendeskripsikan pelaksanaan program magang P3KNK di Perpustakaan Umum Kota Cimahi serta perannya dalam membentuk profesionalisasi mahasiswa sebagai pustakawan pemula. Artikel ini menggunakan pendekatan deskriptif kualitatif untuk mendeskripsikan suatu fenomena secara sistematis. Program dilaksanakan di Perpustakaan Umum Kota Cimahi. Pengumpulan data dilakukan melalui observasi secara langsung, pencatatan logbook harian, serta dokumentasi berupa foto. P3KNK terbukti berperan penting dalam mempersiapkan mahasiswa menghadapi dunia kerja secara nyata. Melalui kegiatan magang, mahasiswa memperoleh kesempatan untuk mengimplementasikan pengetahuan dan keterampilan kepustakawanan yang telah dipelajari selama perkuliahan ke dalam praktik langsung di lapangan.

Kata Kunci: kompetensi kepustakawanan; magang perpustakaan; perpustakaan umum

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INTRODUCTION

The increasingly dynamic world of work demands that college graduates master theoretical concepts, as well as practical skills and professional attitudes aligned with the field's needs (Pramesti *et al.*, 2024). One way to bridge the gap between theory and practice is through internships or fieldwork. In this context, students in the Library and Information Science Study Program at Universitas Pendidikan Indonesia's Internship Program have the opportunity to be directly involved in the work environment, thereby developing professional competencies and a strong work ethic.

The Non-Educational Librarianship Professional Strengthening Program, or Program Penguatan Profesi Kepustakawanan Non Kependidikan (P3KNK), is an experiential learning program specifically designed for Library and Information Science students. This program aims to strengthen the professionalism of student librarians through direct work experience at partner institutions, specifically public libraries. Libraries, as information providers, have a role in supporting education, research, and community service. Along with the development of information technology, the role of librarians is undergoing a transformation that includes digital resource management, technology-based services, and the development of information literacy, thus requiring prospective librarians to have adequate technical competence, adaptive skills, and a professional attitude (Mustar & Rahmadanita, 2023; Tyas, 2023b).

Through the P3KNK internship program, students gain practical field experience in areas including developing library collections, organizing library materials, providing library services, preserving library collections, advancing the library profession, library management, and implementing Information and Communication Technology (ICT). As stated in the Internship Program Implementation Guide published by the Library and Information Science Study Program. In addition, P3KNK provides students with insight into library management activities as a contribution to the vision of Universitas Pendidikan Indonesia as an educational campus (Hadiapurwa, 2018). This experience allows students to understand the library workflow holistically and develop work skills (Hermanto, 2020).

Cimahi City Public Library is a library under the auspices of the Regional Archives Service or *Dinas Arsip Daerah* (Disarda) Cimahi. Disarda Cimahi's mission for libraries is to enhance the quality of life of a society characterized by nobility, culture, the application of science and technology, social networks, productivity, and excellence. Meanwhile, its goal is to enhance the quality and competitiveness of the human resource base. Therefore, Disarda Cimahi is required to provide quality library services that are inclusive and adaptive to the development of ICT. Furthermore, Disarda Cimahi is the appropriate choice for implementing P3KNK to support the development of human resource competencies through its direct involvement in the management of library services and activities (Azzahra & Fauzi, 2025).

This article aims to describe the implementation of the P3KNK internship program at Disarda Cimahi and its role in shaping students' professionalism as novice librarians. Using a qualitative descriptive approach, this article is expected to provide an empirical overview of students' field experiences, librarianship competency development, and the internship program's contribution as an experiential learning model in higher education.

Literature Review

Public library

Public libraries are information service institutions that serve as educational, research, preservation, information, and recreational facilities for the general public. Public libraries are regarded as institutions that promote access to information and community empowerment, as they offer diverse collections of

materials and services that support literacy and human resource development (Ulum *et al.*, 2025). Amid increasingly dynamic developments in information flows, public libraries are transforming, no longer understood as storage spaces for printed collections but rather as centers for interaction between knowledge and community learning (Hamida & Sein, 2023). Public libraries serve as inclusive spaces that ensure access to information for all levels of society and also foster a culture of literacy. This can be encouraged through a variety of services, literacy programs, and the use of information technology.

Development of Professional Work Competencies in Libraries

Librarians are a crucial element in ensuring the quality of services that meet the needs of information users in the digital age. Librarian competencies now encompass not only technical skills in collection management and cataloging but also information literacy, information and communication technology (ICT) skills, customer service skills, and managerial and collaborative skills (Sari & Ibadati). The changing landscape of the information world requires librarians to engage in continuous learning through formal training, workshops, and professional certification to better master digital tools, such as library automation systems, electronic databases, and social media platforms, as service tools. Furthermore, interpersonal competencies such as effective communication, empathy, and leadership are key determinants of effective user-centered design (Husna *et al.*, 2022; Sholihah & Masruri, 2024). However, this also requires institutional policies, adequate budgets, and a work culture that encourages innovation.

METHODS

This article employs a qualitative descriptive approach to systematically describe a phenomenon, namely the implementation of the Non-Educational Librarianship Professional Strengthening Program (Program Penguatan Profesi Kepustakawanan Non Kependidikan [P3KNK]) at the Cimahi City Public Library. This program will be held both offline and online on several occasions, from November 26, 2024, to January 24, 2025.

The P3KNK implementation procedure comprises three main stages. First, the pre-implementation stage includes registration and data collection on internship locations, submission of permits, and P3KNK socialization. Second, the implementation stage comprises activities undertaken during the internship, including collection development, the organization and preservation of library materials, information services for librarians, and the application of ICT. Third, the post-implementation stage comprises a seminar on the results of P3KNK activities, which is finalized by presenting the report to lecturers and supervising librarians.

Data were collected through direct observation, daily logbook entries, and photographic documentation. The collected data were analyzed qualitatively. The results of this analysis aim to comprehensively describe the work experiences of students at the Cimahi City Public Library and serve as evaluation material for improving the quality of library services.

RESULTS AND DISCUSSION

The Professional Strengthening Program for Non-Educational Librarianship (P3KNK) was held at the Cimahi City Public Library for 40 working days. The following is a series of P3KNK activities at the Cimahi City Public Library.

Library Collection Development Division

The Cimahi City Public Library, which provides a variety of reading materials to the public, will soon relocate to a new location. The library's total collection comprises 15,280 copies from 2008 to 2023. This requires the Cimahi City Public Library to conduct a comprehensive inventory (stocktaking), which involves reviewing the book-collection data and classifying books by year of acquisition. This activity is part of relocation preparation for the new location, ensuring that the entire book collection is well documented and ready for relocation.

The P3KNK team also assisted in the relocation process both individually and collectively. The process includes: 1) exporting damaged, available, and borrowed book collection data from Inlislite data on Google Spreadsheet, which is done individually, 2) checking and recording damaged physical books using Google Spreadsheet consisting of number, book title, author, publisher, year of publication, barcode number, classification number, procurement year, procurement source, and number of copies, which is done together, 3) checking between physical collections and existing collection data in 2016, 2017, 2022, and 2023, which is done together, 4) checking the conformity between collection data recorded in Inlislite and physical collections in 2015, 2016, 2017, 2018, 2019, and 2023, which is done both individually and together, and 5) total collection data for the 2013 procurement year of 1,121 copies.

Library Materials Organization Division

The P3KNK team has conducted various library materials organization activities, including shelving, weeding, and collection grouping. First, shelving activities were carried out on collections whose bibliographies had been entered into the Inlislite automation system and whose labeling had already been completed. Collections that had gone through these two stages were then separated based on classification number and author alphabetically.



Figure 1. Book Shelving Activities
Source: Author's Documentation, 2024

At this stage, in **Figure 1**, the P3KNK team contributed to shelving collections from classes 000 to 371 in the adult reading room, tidied the newspaper collection, and arranged and shelved the children's collection according to shelf numbers in the children's reading room. The team also returned borrowed books to users according to their classification numbers.

Second, weeding is the sorting of library materials deemed less useful. The P3KNK team assisted librarians in weeding physical collections in the mobile library and children's reading room. This activity

involved weeding 16 boxes of children's collections totaling 1,011 copies. This involved separating usable and unusable items, such as torn books, books with only the cover remaining, books with contents separated from the cover, and moldy books.

Third, collection grouping. The Cimahi City Public Library has several collections comprising materials acquired through grants, donations, and purchases. To facilitate the relocation process, the P3KNK Team helped separate the grant collections by year of publication, purchases, and donations from the National Library. They also grouped the 2010-2014 collections by number of copies and by title.

Library Services Division

Cimahi City Public Library provides a range of services, including circulation, children's services, membership card issuance, mobile library services, library promotions, and newspaper clippings.

1. **Circulation Service.** This activity includes borrowing, returning, and extending circulation collections. For collection lending services, this policy applies only to users who have registered as members of the Cimahi City Public Library. In this activity, the P3KNK Team collected circulation service data by recording member numbers, member names, and book barcodes in Microsoft Excel, which were then entered into Inlislite. Subsequently, the book slip was stamped with the book return date. This was done carefully so that the recorded data could later be used to procure books that suit the user's needs and age. In circulation services, each group member contributed directly to serving users who wanted to borrow, return, and extend the loan period of books. Services were carried out alternately with other members according to a predetermined schedule. The P3KNK Team successfully served 47 users, and the author's individual contribution served 17 users.
2. **Children's Services.** This activity relates to providing collections and services for children. The available collections include educational and interactive books and toys. In addition, there are coloring activities, reading together, and storytelling. Storytelling activities are conducted during visits to educational institutions, such as kindergartens, and are usually carried out in collaboration with storytellers. In children's services, the P3KNK Team accompanies children on three school visits. It contributes to small-group book storytelling, documenting visit activities, recording attendance lists, providing post-visit gifts, providing drawing sheets, awarding coloring points, and tidying children's collections (see **Figure 2**).



Figure 2. Kindergarten Visit Documentation Activities
Source: Author's Documentation, 2024

In addition, each group member directly assisted library users who wanted to color. Individually, the authors conducted book storytelling activities in small groups, documented the visit, assigned coloring points, and organized the children's collections.

3. **Membership Card Making Service.** This service can be completed online via the library website at <https://library.cimahikota.go.id/pendaftaran> or offline by visiting the library, completing the registration form, and submitting a photocopy of the KTP or Family Card (KK) for preschool-aged children, along with two passport-sized photographs. The requirements for obtaining a membership card are that the user must be at least 5 years old, be an Indonesian citizen, and present identification. In this service activity, the P3KNK Team contributed to the manual compilation of the member book list and to the entry of personal data for 111 users into Inlislite. Individually, the author entered data for 11 users and recorded and attached 28 photos to the membership list ledger.
4. **Mobile Library Services.** This service is usually provided to schools around Cimahi City. In practice, there are usually two or three library staff on duty. The mobile library's collection consists predominantly of children's books, and cannot be borrowed. The mobile library is conducted at the request of the target school; therefore, its activities do not have a fixed schedule. During the activity, the P3KNK Team had the opportunity to participate in the mobile library once. The mobile library service conducted by the team was held at SDN Negeri 1 Cibabat. During the mobile library service, the author contributed to tidying and cleaning the collection shelves.
5. **Library Promotion.** Library promotion activities are conducted via Instagram. The Cimahi City Public Library's Instagram account, @perpuscimahi_, has 693 followers. The content created includes book reviews, library-related information pamphlets, and pamphlets on visiting activities at the Cimahi City Public Library. The book review content is based on the general and children's collections available at the Cimahi City Public Library. The P3KNK Team has successfully created 17 book reviews, but only 10 have been uploaded to the library's Instagram page. Meanwhile, for library information, the P3KNK Team has successfully created three pieces of content: announcements of joint leave, Christmas greetings, and New Year's greetings for 2025.
6. **Newspaper Clippings.** Newspaper clippings were conducted solely on news items originating from the area surrounding the library, namely Cimahi City. The clipping process involved organizing news items by source, such as Pikiran Rakyat, Tribun Jabar, and Kompas Gramedia. In addition to the source, the clippings were also classified based on the month of publication. This group activity resulted in 132 news items being successfully clipped. The clippings created by all group members were from newspapers published in December and January.

Library Management Field

Several management activities are carried out at the Cimahi City Public Library. First, the implementation of TQM at the Cimahi City Library, namely, to determine the condition and quality of the library. If conditions or quality are not yet satisfactory, efforts can be made to improve them so that the library can provide the best service to its users. This activity was conducted twice, at the beginning and end of the internship, by the P3KNK Team of the UPI Library and Information Science Study Program. In addition, the P3KNK Team also helped prepare the design and decoration of the winner boards for 1st-3rd place and prizes in the Short Story Writing Competition for Junior High Schools and Senior High Schools throughout Cimahi City in 2024, which was held on December 9, 2024 (see **Figure 3**).



Figure 3. Winning Board Design Results for the Competition
Source: Author's Documentation 2024

Second, the development of a collaborative plan, which was carried out between the Cimahi City Public Library and the Library and Information Science Study Program at UPI. This collaborative plan was designed to establish a sustainable collaboration between the Cimahi City Public Library and the Library and Information Science Study Program at UPI.

Third, the preservation of library materials, which is related to preventive preservation activities. Preventive preservation activities carried out at the Cimahi City Public Library include tidying the adult and children's book collections, tidying the children's toys, cleaning the children's reading area, cleaning the collection shelves, and spraying air freshener in the library. The P3KNK team also assisted with these preventive preservation activities, as shown in **Figure 4**. This includes preserving library materials to prevent damage to the library collection.



Figure 4. Cleaning Bookshelves and Tidying Up Toy Collections
Source: Author's Documentation 2024

Library ICT Application Field

There are three ICT implementation activities at the Cimahi City Public Library—first, the use of Inlislite. The automation system used is Inlislite version 3.0. Using the Inlislite automation system can help librarians work more effectively and efficiently in services, organization, materials management, and membership card creation.

Second, the use of Canva as a design tool. Using Canva can help librarians become more effective and efficient in creating library Instagram content, certificate designs, posters, and other design needs. Third, the use of social media. Instagram helps libraries reach a wider audience by providing information services and documenting library activities, and can be used as a promotional medium to increase the library's presence.

Discussion

In preparation for relocation to its new location, the Cimahi City Public Library is conducting a stocktaking to record its collection comprehensively. This comprehensive inventory activity aligns with the primary objective of stocktaking: to match catalog data with the physical condition of the collection, evaluate book availability and condition, and generate reliable inventory data (Budyman & Rahmah, 2025). During this activity, the P3KNK Team demonstrated collaborative implementation to improve data-collection quality, as evidenced by the approach employed. As in previous research, cross-team involvement is recommended to increase the accuracy and effectiveness of stocktaking activities (Nuriwati, 2024).

Stock opname not only helps librarians identify library collections but also serves as the basis for shelving, weeding, and rearranging collections. (Nabila & Sholihah, 2021; Purwanti & Ganggi, 2019). The implementation of shelving activities at the Cimahi City Public Library demonstrates the systematic application of technical stages, from bibliographic management to the physical arrangement of the collection on the shelves. This process is important because shelving is not merely placing books back on the shelves; it is part of collection management that affects the orderliness of the shelves and user access to the collection (Ridwan *et al.*, 2023). The P3KNK team contributed to shelving collections from classes 000 to 371 in the adult and children's reading rooms. The implementation of the Dewey Decimal Classification (DDC) system also facilitated the organization of collections and the retrieval of needed items (Mubarok & Satria, 2023; Wibawa *et al.*, 2025).

Next, there is weeding, a process of organizing library materials that aims to maintain the collection's relevance, quality, and usefulness for users. The P3KNK team, along with librarians, conducts weeding activities on the physical collection in the mobile library by selecting books that remain suitable for use and those that are no longer suitable. This aligns with the concept of weeding, which involves selecting and withdrawing library materials deemed irrelevant or less useful to library users (Antara, 2024). Furthermore, weeding activities are based not only on the physical condition of the collection but also on the level of use, information obsolescence, and the library's collection space capacity. By removing damaged or unused items, the library can free up space for newer and more relevant materials (Setya & Gunaidi, 2025).

Circulation services at the Cimahi City Public Library operate in accordance with established standards, including borrowing, returning, and renewing materials for registered members. This aligns with the concept of circulation services, one of the library's primary functions, which aims to optimize the circulation of library materials in accordance with user needs (Hafifahreza & Nurizzati, 2024). The library automation system used, Inlislite, demonstrates that the library has adapted to the demands of modern information services, which prioritize speed, accuracy, and ease of data access. The contributions of all team members in serving users demonstrate that circulation services are collaborative activities that require team

coordination and a schedule-based division of tasks. This division of contributions aligns with the principles of modern circulation services, which emphasize the role of library staff in providing responsive, accurate, and effective services (Zamzami & Nurizzati, 2025).

In addition to circulation services, the Cimahi City Public Library also provides children's services. This demonstrates the library's important role in providing a variety of educational activities that facilitate children's active engagement in literacy experiences. Storytelling, for example, is an effective strategy in children's services for attracting children to the library environment and increasing their engagement in reading activities and narrative comprehension (Saiful, 2024). The P3KNK team contributed to storytelling activities and mentored participants throughout the event. Their involvement in documentation, collection organization, and administrative data collection of school visits strengthened the students' managerial and professional service skills as future librarians. Studies in the literature confirm that librarian involvement in responsive services to user needs is a critical factor in the success of children's library programs (Wijayanti *et al.*, 2024). Therefore, direct practical experience is highly influential in shaping the professional competence of students aspiring to be librarians.

One of the management activities at the Cimahi City Public Library is the implementation of Total Quality Management (TQM), which is conducted at the beginning and end of each internship to assess the condition and quality of library services. The implementation of TQM aims to detect suboptimal service aspects and formulate efforts to improve services (Albadry *et al.*, 2025). Conceptually, TQM emphasizes customer satisfaction as a means of improving service quality, as evidenced by prior studies showing that TQM can enhance the quality of library services by focusing on user satisfaction and systematic improvement (Sharma & Upadhyay, 2023).

Furthermore, the involvement of the P3KNK Team in non-technical activities such as preparing the design of the competition winner board and posting announcements shows that the implementation of TQM is not only limited to the technical process of service but also touches on aspects of team involvement and support for library activities that are promotional and communication with users. This aligns with the TQM principle, which emphasizes the importance of employee empowerment and cooperation in achieving service quality (Zjulla, 2015).

Furthermore, library materials preservation activities include preventive preservation, an effort by the library to maintain the physical sustainability of the collection, while also serving as a direct learning tool for the P3KNK Team during the internship. Student involvement in tidying up the collection, cleaning shelves and reading rooms, and maintaining the library's environmental conditions provides empirical experience regarding the importance of preventive measures in collection management. Preventive preservation, as an element of collection management, is a proactive approach to preventing damage to collections through environmental care, spatial arrangement, and direct care (Tyas, 2023a).

In its ICT implementation, the Cimahi City Public Library has adopted graphic design applications, such as Canva, to enhance the effectiveness of librarians' work, particularly for creating visual content, including designs for the library's Instagram feed, certificates, posters, and more. Graphic design applications facilitate the creation of attractive and effective visual content without requiring professional design skills, allowing librarians to create promotional materials easily and in a variety of ways (Anugrah *et al.*, 2023). In addition, the P3KNK Team also assists with content creation and library promotion. The involvement of this internship team not only helps lighten librarians' workloads but also provides a practical learning environment for students to develop digital competencies, creativity, and information communication skills.

Overall, P3KNK provides significant benefits for the P3KNK Team in developing professional librarianship competencies, particularly technical librarianship skills, digital capabilities, and professional work attitudes. Through direct involvement in various library operational activities, they gain real-world experience that

strengthens their theoretical understanding through field practice, enhancing their collaboration skills, sense of responsibility, and professional communication (Asnani *et al.*, 2024; Mumtaza, 2025).

CONCLUSION

The Non-Educational Librarianship Professional Strengthening Program (P3KNK) has proven to be crucial in preparing students for the real world of work. Through internships, students have the opportunity to apply the knowledge and skills learned in librarianship during their studies to practical work in the field. In addition to strengthening students' understanding of academic material, this program fosters professionalism, responsibility, and job readiness. Furthermore, the involvement of student interns supports library operations, enhances service effectiveness, and encourages the optimization of collection management and the promotion of digital services. Thus, the P3KNK program provides mutual benefits, both for developing student competencies and improving the performance and quality of public library services.

AUTHOR'S NOTE

The author declares that there is no conflict of interest regarding the publication of this article. The author confirms that the article's data and content are free of plagiarism.

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