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**Internship students practice in library services at Dinas Arsip dan Perpustakaan (Disarpus) of Bandung City**

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**ABSTRACT**

Program Penguatan Profesional Kepustakawanan Non Kependidikan (P3KNK) at the Dinas Arsip dan Perpustakaan (Disarpus) of Bandung City is a practical training program that provides students with direct experience in library management and services. The program was implemented over 40 working days and included shelving, circulation services, children's and youth services, user assistance, information searching, weeding, and restoration of library materials. Students also applied Information and Communication Technology (ICT) using computers, spreadsheets, web browsers, email, and INLIS Lite. The program was carried out in three phases: pre-implementation, implementation, and post-implementation. The results indicate that the P3KNK program supports library services by assisting librarians with routine operational activities and improving service delivery, particularly in collection organization and user services. However, several challenges were identified, including limited human resources, the absence of written guidelines for preservation activities, constraints in information retrieval, user misunderstandings regarding loan extensions, and limited internship duration. These challenges were addressed through coordination with librarians and collaboration among student participants. Overall, the implementation of the P3KNK program contributed to student professional development while simultaneously supporting the continuity of library services at Disarpus Bandung City.

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**ABSTRAK**

Program Penguatan Profesional Kepustakawanan Non Kependidikan (P3KNK) di Dinas Arsip dan Perpustakaan (Disarpus) Kota Bandung merupakan program praktikum yang memberikan pengalaman langsung kepada mahasiswa dalam pengelolaan dan layanan perpustakaan. Program ini dilaksanakan selama 40 hari kerja dengan berbagai kegiatan, seperti penjurangan koleksi (shelving), layanan sirkulasi, layanan anak dan remaja, pendampingan pemustaka, penelusuran informasi, weeding, serta restorasi bahan perpustakaan. Mahasiswa juga menerapkan Teknologi Informasi dan Komunikasi (TIK) melalui penggunaan komputer, spreadsheet, web browser, email, dan INLIS Lite. Pelaksanaan program meliputi tiga tahap, yaitu pra pelaksanaan, pelaksanaan, dan pasca pelaksanaan. Hasil kegiatan menunjukkan bahwa program P3KNK mendukung layanan perpustakaan melalui bantuan tenaga dalam pelaksanaan tugas operasional rutin dan kelancaran alur layanan, khususnya pada penataan koleksi dan layanan pemustaka. Namun, terdapat beberapa kendala, seperti keterbatasan sumber daya manusia, ketiadaan panduan tertulis dalam kegiatan preservasi, permasalahan temu balik informasi, kesalahpahaman pemustaka mengenai perpanjangan peminjaman, serta keterbatasan waktu magang. Kendala tersebut diatasi melalui koordinasi dengan pustakawan dan kerja sama antar praktikan. Secara keseluruhan, pelaksanaan program P3KNK berkontribusi pada pengembangan kompetensi profesional mahasiswa sekaligus mendukung keberlangsungan layanan perpustakaan di Disarpus Kota Bandung.

**Kata Kunci:** Disarpus Kota Bandung; layanan perpustakaan; praktikum kepustakawanan

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## INTRODUCTION

Libraries play a strategic role as information centers, providing a range of knowledge resources to meet community needs. Through their collections of printed and digital materials and professionally managed information services, libraries serve as a bridge between users and various information sources, facilitating access to the knowledge they need (Panda & Kaur, 2023). Thus, libraries are understood not only as places to store books but also as means of lifelong learning that contribute to increasing literacy and the quality of human resources.

As institutions that provide learning resources, libraries offer a variety of collections, including textbooks, works of fiction, magazines, and other information resources. The primary value of libraries lies in their ability to provide public information services effectively and sustainably (Fauzi, 2022). Libraries that provide optimal information services will positively impact the community's ability to access and use information.

*Undang-Undang Nomor 43 Tahun 2007* about Library explains that a library is an institution that manages written, printed and/or recorded works professionally based on a standardized system to meet the needs of the community in the fields of education, research, preservation, information and recreation (Latifah & Sa'diyah, 2024). This provision affirms the position of libraries as a crucial element in improving the quality of human resources and strengthening a culture of literacy. The role of libraries is closely linked to community development, as the quality of library services and management determines their contribution to building an intelligent and cultured society. Furthermore, the existence of libraries also encourages the growth of reading interest and a culture of literacy, as mandated by *Undang-Undang Nomor 43 Tahun 2007*, which requires local governments to organize public libraries as a means of preserving culture and lifelong learning (Cholid *et al.*, 2022).

The Bandung City Archives and Library Service (Disarpus Kota Bandung) is a regional government agency responsible for providing library and archival services in the city of Bandung. As an institution that manages written, printed, and recorded works, Disarpus Kota Bandung is committed to providing quality information services to the public and supporting increased reading interest through various service programs (Wicaksono & Karniawati, 2025).

On the other hand, universities play a vital role in preparing professional librarians through education, research, and community service. The Library and Information Science Study Program at the Indonesian University of Education (UIE) is developing the Librarian Professionalism Internship Program, or *Program Penguatan Profesional Kepustakawanan Non Kependidikan (P3KNK)* As a form of experiential learning that combines theory with practice in the field, this program provides students with the opportunity to be directly involved in the management and development of library services.

The implementation of P3KNK at the Bandung City Library and Library Service is a strategic effort to support the development of library services, including circulation, children and youth, information retrieval, preservation of library materials, and the use of Information and Communication Technology (ICT) in library operations. This activity is expected to make a real contribution to improving the quality of library services while strengthening the professional competence of prospective librarians. However, in practice, the implementation of library services continues to face various challenges, including limited human resources, the need to improve service quality, and the demand for optimal use of ICT. Therefore, the existence of the P3KNK Program is expected not only to serve as a learning vehicle for students but also to make a real contribution to the operation of library services at the Bandung City Library and the Library Service.

Based on this background, this article aims to describe the implementation of the P3KNK Program at the Bandung City Library and Library Service and its role in supporting library services, including the challenges faced and alternative solutions implemented during the program.

## **Literature Review**

### **Functions and Objectives of the Library**

Based on the 2024 Library Data Book, the functions and objectives of the library refer to *Undang-Undang Nomor 43 Tahun 2007 About Library*. The regulation emphasizes that libraries serve as vehicles for education, research, preservation, information, and recreation, aimed at enhancing the nation's intelligence and empowerment. Furthermore, libraries also aim to provide services to users, foster a love of reading, and broaden horizons and knowledge in order to improve the nation's life.

The quality of a library is reflected, among other things, in its collections. Collections are a key component in library management, as the diversity and relevance of collections are important indicators of library quality. Quality services can only be provided if library collections are adequately available (Lubis *et al.*, 2024). As information service providers, libraries conduct a variety of activities, including collecting, processing, presenting, disseminating, preserving, and conserving information. Through these functions, libraries have developed into information centers, sources of knowledge, research and recreation facilities, and institutions that preserve the nation's cultural heritage, providing a variety of services to the public (Endarti, 2022).

Furthermore, libraries also serve as non-formal educational institutions that support lifelong learning. This role encompasses preserving collections of library materials, providing access to human works, and fostering a culture of literacy by providing reading materials tailored to the community's needs. Libraries, as they exist and develop today, serve as information centers, sources of knowledge, research, recreation, preservation of the nation's cultural heritage, and various other services (Evawani, 2022).

Thus, libraries are not only understood as places for storing collections, but also as strategic institutions that play a role in increasing literacy, knowledge, and the quality of human resources in society.

### **Concept and Form of Library Services**

Library services are among the primary indicators of the success of library operations. The level of user satisfaction with the library is greatly influenced by the quality of services provided. Operationally, service activities follow the completion of procurement and processing of library materials. Essentially, the primary goal of library services is to help users find and access the information they need, so that the various information resources available in the library can be optimally utilized (Fardi *et al.*, 2024).

The diversity of information held by libraries requires a range of services to accommodate users' needs. Therefore, library services are one of the core activities in library management. Essentially, library services are the process of providing various information to users while also providing search tools to help them find the information they need. By providing diverse and high-quality services, libraries are expected to be able to meet the information needs of the community and increase user satisfaction in utilizing the available services (Misbah, 2021).

### **Objectives and Scope of the First Aid Program**

The P3KNK program aims to provide students with real-world experience in various areas of librarianship, including collection development, organization of library materials, library services, collection preservation,

library management, and the use of ICT. Through these practical activities, students are expected to be able to integrate the theory they have learned during lectures with real-world work practices in a library environment, thereby developing professional competencies relevant to the needs of the workplace.

The competency achievement targets in P3KNK activities refer to Indonesian National Work Competency Standards or *Standar Kompetensi Kerja Nasional Indonesia* (SKKNI) The Library Sector as stipulated in the Decree of the Minister of Manpower Number 236 of 2019 concerning the Determination of the SKKNI Category of Arts, Entertainment and Recreation for the Main Group of Libraries, Archives, Museums, and Other Cultural Activities in the Library Sector. Based on these standards, this program is expected to produce prospective librarians with strong technical skills, professional ethics, and work readiness.

## **METHODS**

This activity is implemented through a hands-on, experiential learning approach, in which students are actively involved in library operations within a real-world work environment. Through this approach, students not only observe but also directly participate in the provision of library services under the guidance of librarians.

This community service activity is conducted through the P3KNK (National Health and Safety) program at the Bandung City Public Health Office (Disarpus) and carries a 10-credit unit (SKS) load. The program includes theoretical discussions, program preparation, exploration and panel discussions, activity implementation, a results seminar, and report preparation.

The program is divided into three stages: pre-implementation, implementation, and post-implementation. The pre-implementation stage includes data collection and the determination of P3KNK locations, permit submissions, meetings with institutions, and permit processing with relevant agencies. The implementation stage is carried out every working day according to the established schedule. Activities at this stage include stocktaking, collection alignment, circulation services, library education, child and youth services, information searches, weeding, restoration of library materials, and the application of ICT through the use of INLISLite, Spreadsheets, web browsers, and email.

The post-implementation phase includes results seminars and the preparation of individual reports in accordance with applicable guidelines. All activities are carried out in collaboration with lecturers and managers of the Library and Information Science Study Program, as well as supervising librarians from the Bandung City Library Service.

## **RESULTS AND DISCUSSION**

The implementation of P3KNK at the Bandung City Library and Library Service (Disarpus) resulted in several achievements, covering library services, preservation of library materials, and the application of ICT and communication in libraries. The program was implemented over 40 working days, with the interns directly involved in service operations under the guidance of librarians.

### **Library Services**

During the 40 working days of implementing P3KNK at the Bandung City Library and Library Service, interns were actively involved in various types of library services, including shelving, circulation services, children and youth services, information searches, and guidance for library users.

Shelving practice refers to the activity of rearranging collections on shelves according to the call numbers printed on the spines of books. In this activity, practitioners routinely rearrange collections after service

hours end and in the morning before the service opens. The classification system used at the Bandung City Library Service is the Dewey Decimal Classification (DDC), so collection arrangement is carried out according to DDC call numbers. Shelving activities also include correcting misplaced collections.

One important aspect of the library service system is circulation services, which include borrowing, returning, renewing, and ordering collections. Circulation services serve as the main bridge between users and the information resources available in the library. In this section, interns carry out membership services, borrowing, returning, and renewing collections using the INLISLite automation system. Service procedures are carried out in accordance with membership provisions, including verification of the librarian's domicile and educational or employment status. Loan renewals can be done in person or online via Google Forms.

In the children and youth services, interns are involved in school visits, participant conditioning, documentation, and education about library services. They also provide simple literacy support through information searches and consultations on the use of the Online Public Access Catalog (OPAC). In addition, interns provide guidance to library users regarding online renewal procedures and information search techniques in the OPAC, especially for novice users and visiting students.

### **Preservation of Library Materials**

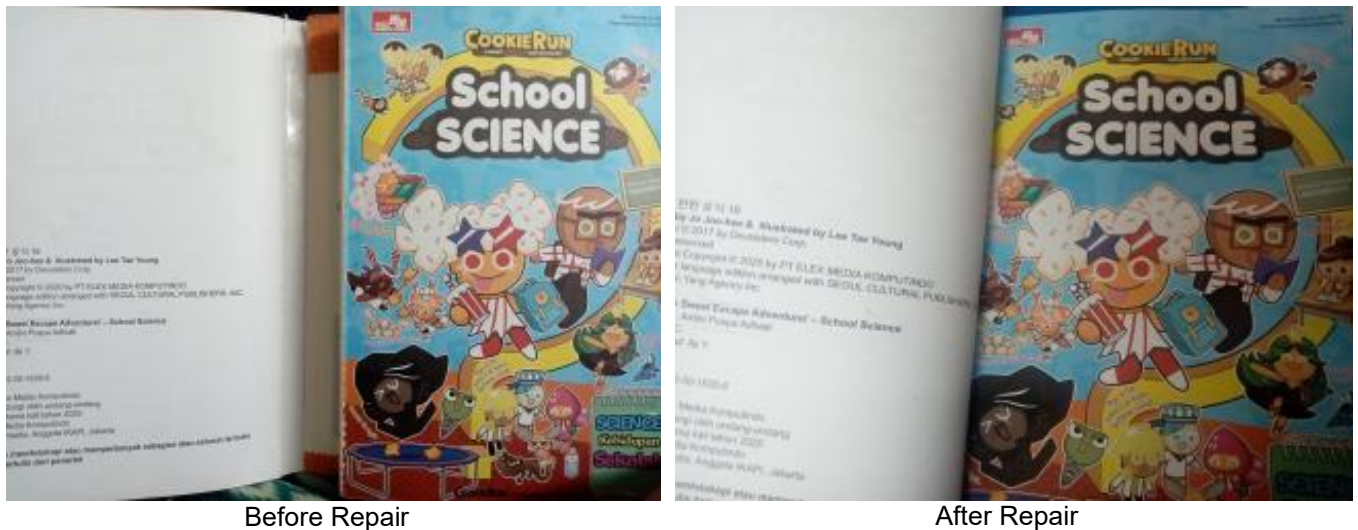
Library materials preservation involves the care and maintenance of library collections that retain informational value, ensuring their long-term use. In the field of preservation, interns carry out collection weeding and restoration activities. Weeding is performed on collections that are no longer relevant or have suffered severe damage. Meanwhile, collections with light to moderate damage will be repaired through simple restoration activities, such as regluing pages or reinforcing bindings with a stapler.

Libraries desperately need to weed their collections. In addition to providing space for new collections, this activity also aims to sort out irrelevant and/or unsuitable collections, as well as identify collections with minor to moderate damage, which require repair and return to service. Collections deemed less relevant include those containing older publications or those that support learning from the previous curriculum, as well as collections dating back to 2008. Collections deemed unsuitable include those with severe damage that cannot be repaired with existing restoration tools and materials. These collections deemed less relevant and/or unsuitable will be separated into cardboard boxes and later auctioned or stored.

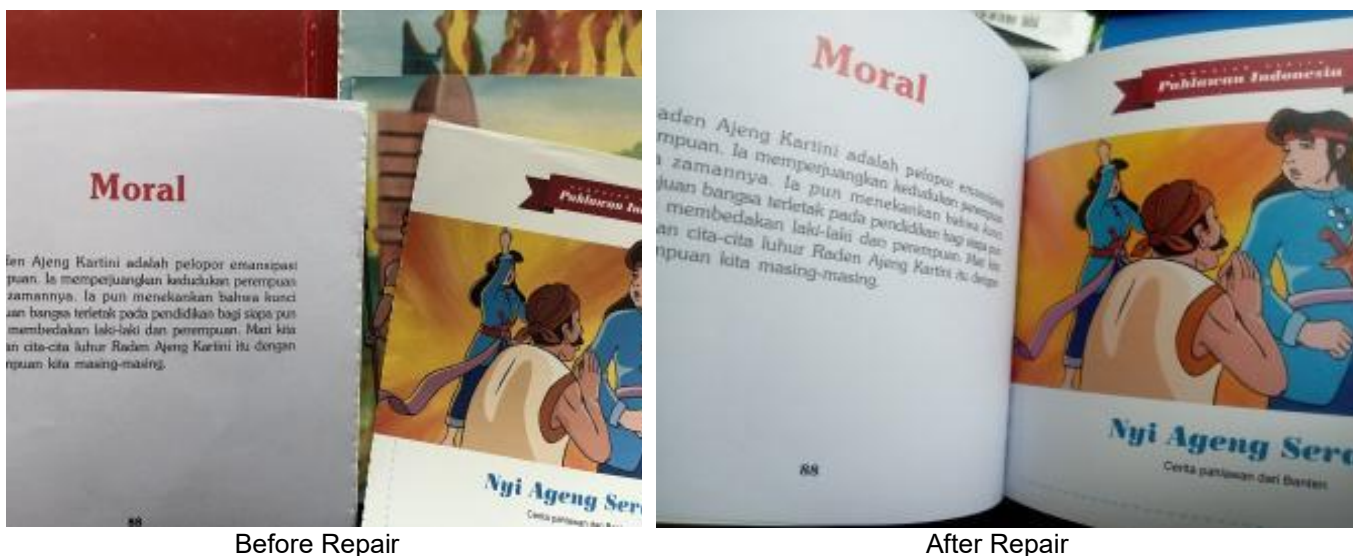
Meanwhile, collections with minor damage, such as loose covers or small tears in the spine, and collections with moderate damage, such as multiple loose pages, either single pages or bundles, will be restored so they can be used again. In the meantime, the status and information for the collections in the OPAC will need to be updated until they are ready for use again. All preserved collections are recorded through Google Sheets. The total number of collections recorded is 381 copies, with a breakdown of 98 collections with minor damage, 51 collections with moderate damage, and 232 collections with severe damage.

The restoration stage is the next step in the weeding process. The purpose of restoration is to restore the functionality of library materials so that they can continue to serve as information sources without losing their original value, and to prevent further damage to the collection. In the practical activities, interns restore or repair collections that have suffered light to moderate damage using glue or staplers, adjusted to the type of damage to the collection. The glue used is Fox brand white glue, which is considered to have good adhesive qualities for various materials, including paper. Collections repaired using glue are then left for one day and covered with large, heavy books for optimal adhesion. After the repair process is complete, the collection is documented, the repair time is recorded in a preservation data spreadsheet, and then stored in a special cardboard box for repaired collections.

Meanwhile, for collections requiring stapler repair, the old staples still attached to the spines of the books were first removed. Afterward, the collections were re-stapled together with the covers using a large stapler specifically designed for thick paper. This method is relatively quicker, but still requires precision, as the intern sometimes made mistakes in staple placement. Similar to repairs using glue, collections restored with staplers were also documented and recorded in a preservation data spreadsheet. To date, the number of collections successfully restored has reached 60 copies. Examples of restored collections are shown in Figures 1 and 2.



**Figure 1.** Restoration of a Collection with Minor Damage  
 Source: Author's Documentation, 2025



**Figure 2.** Restoration of a Moderately Damaged Collection  
 Source: Author's Documentation, 2025

### Application of ICT in Libraries

The use of ICT in libraries is highly relevant to support the provision of excellent services to meet the growing information needs of users. The use of ICT also shifts the library paradigm from conventional systems to more advanced ones.

In its implementation, there are three important factors that support services in the Library, including the availability of hardware, software, and competent librarians who have soft skills and hard skills.



**Figure 3.** Application of ICT in Libraries  
*Sumber: Source: Author's Documentation, 2025*

One of the digital systems implemented in libraries is an automation system. This library automation system will support library operations using digital devices and applications so that services can be run efficiently (see Figure 3). The Bandung City Library and Library Service have implemented library automation, so that various operational activities are inseparable from the use of computers, including circulation services and collection management (using the INLISLite automation application) and the online catalog (OPAC). Therefore, during the implementation of P3KNK, interns also use computers and laptops to support the implementation of their duties.

During the P3KNK implementation, interns also utilized Google Sheets as a collaborative work medium to facilitate real-time coordination and supervision with other interns and librarians. This spreadsheet was used for several purposes, including recording online loan extension data, collecting Braille book collections, recording clipping table of contents, and recording preserved collections. Online loan extension data was obtained from Google Form responses filled out by librarians. Braille collection data was collected as part of stocktaking activities. Meanwhile, the recording clipping table of contents aims to facilitate the printing and inclusion of clippings from the Bandung City Library Service, particularly those on topics related to the Bandung City government and the Persib Bandung football club. The collection preservation data contains information on weeded and restored collections.

The intern used a web browser to verify that the librarian's domicile, school, college, or workplace was located in the Bandung City area, to search for the NIM/NISN, and to search for collections via OneSearch and the OPAC of the West Java Dispusipda. This was done because one of the requirements for library membership is to reside, work, or study in the city of Bandung, so verification needs to be done through relevant online sources. In addition, the web browser was also used to search for the librarian's NIM through the PDDikti page when the librarian did not bring a student card, as well as to search for NISN for librarians who did not bring a student card and did not know their NIS. The web browser was also utilized in the process of searching for collection information through OneSearch and the OPAC of the West Java Dispusipda, as explained in the information search service section. In addition, the web browser became a means of access to Google Sheets and the INLISLite library automation system used in circulation and data management services.

The use of email in libraries is related to creating library memberships for users residing in Bandung City. The process of creating library membership cards at the Bandung City Library Office (Disarpus) has used

the INLISLite application as a card template and also input member data into the library system. In practice, interns then use Gmail to send membership cards to users if the cards cannot be printed directly. Email accounts also play a role in accessing and managing Google Sheets to support membership administration activities.

## **Discussion**

The implementation of P3KNK at the Bandung City Library and Library Service (Disarpus) demonstrated that experiential learning plays a significant role in strengthening students' competencies in librarianship. Experiential learning is an approach that focuses on direct experience and self-reflection on that experience (Morris, 2020). The learning process occurs through real involvement in the work environment, direct interaction with certain situations, and in-depth reflection on the experiences (Suleman, 2024).

Library services are technical activities carried out by librarians, with the main function of bringing together library users with library materials quickly and accurately according to the needs of the library users (Yuliana & Mardiyana, 2021; Yusuf & Hayatuddiniyah, 2020). Through involvement in various areas of activity, such as circulation services, children and youth services, information retrieval, collection preservation, and ICT applications, interns not only put the theory learned during lectures into practice but also develop a contextual understanding of public library operations. Activities during the program demonstrate that technical competencies, such as INLISLite-based service transaction management, shelving, weeding, and collection restoration, can be honed when students are placed in real-world work situations.

For example, shelving activities require precision in identifying call numbers and where the collection should be displayed. If done incorrectly, this will make it difficult for librarians to find the collection they are looking for. Therefore, it is important for librarians to get used to reading and memorizing at least the top ten call numbers for each topic in the DDC system, then matching them with the appropriate shelf location so that shelving activities can be carried out more efficiently (Ag *et al.*, 2020; Anggraeni *et al.*, 2021; Fitriah *et al.*, 2022). Accuracy is also required in the practice of weeding collections. Practitioners need to know which library materials still have relevant information value and which ones need to be withdrawn because they are no longer useful to users or are no longer suitable for service (Karmila, 2023). This weeding process is usually carried out over a period of time and through certain considerations in each library.

In preservation and restoration activities, interns are required to repair collections neatly and effectively, ensuring that damaged collections can be used for long-term preservation. This is considered a librarian's responsibility to safeguard the collections they handle, both in terms of their information value and their form (Rodin *et al.*, 2021; Maknun & Hadayani, 2023). When a collection is handled carefully, the likelihood of further damage is reduced; preservation is a preventive measure against further damage. However, restoration is a relatively expensive process, requires a considerable amount of time, and requires the use of certain additional materials that can potentially alter some of the collection's physical appearance (Fauziyah *et al.*, 2022).

In addition to improving technical skills, P3KNK activities also strengthen the interns' soft skills, particularly in communication, excellent service, and problem-solving. Direct interaction with library users of various ages, from children and teenagers to the general public, requires interns to be able to provide simple, clear, and friendly explanations. Based on a study by Zahra *et al.* (2025), Librarians need to recognize users' needs by age group, particularly children, who require a playful approach, for example, through interactive storytelling activities. Involvement in children's and youth services also provides a broader understanding of the library's social function as a space for education, recreation, and early literacy development. Thus, this program contributes to the professional readiness of interns as future information workers.

However, the program's implementation also encountered several obstacles that required attention. Limited human resources meant that tasks had to be distributed on a rotating basis, so not all areas of activity could be carried out optimally. Furthermore, the lack of written guidelines for preservation activities led to inconsistencies in decision-making, particularly in determining which collections needed restoration or weeding. Information retrieval issues, such as not finding collections that were still available according to the OPAC, indicated that oversight of collection arrangement and data updating still needed to be strengthened. These findings demonstrate that the presence of interns not only supports library operations but also provides a space for reflection that can inform improvements to the library's existing service system.

The development of ICT has made a major contribution to the management of modern libraries, especially in facilitating internal operations and improving the quality of services to users (Adna *et al.*, 2022; Muis & Fendy, 2024). The application of ICT in this program, such as the use of the INLISLite automation system, Google Sheets, web browsers, and email, has been proven to simplify the administration and management process of collecting data.

An automation system supported by hardware that meets specifications, combined with applications, software (INLISLite), and cloud-based email and data storage services from Google, enables library services to be carried out efficiently, collaboratively, in real-time, without being limited by physical location (Amaliah *et al.*, 2022; Fatmawati, 2020; Ramadani *et al.*, 2025). ICT use does not require the most sophisticated, paid devices or applications; rather, librarians can creatively leverage platforms and media to facilitate library services, thereby making ICT use in libraries successful (Fahrizandi, 2020). However, as service providers, we naturally want to provide the best for our users. Librarians are required to provide excellent service through fast, accurate, high-quality information that assists users in decision-making or meets their immediate needs. This also relates to the rights of users once they become library members (Pangestu & Utami, 2022; Taufiq *et al.*, 2022).

Libraries are providing online services, combining conventional services with the use of ICT, to the greatest extent possible. These services include online membership card delivery and collection renewals. However, limitations remain, including the absence of an automatic notification feature for online renewals, which can cause confusion for users. This situation suggests that service digitization should be accompanied by enhanced features that prioritize user convenience and provide clear guidance.

Overall, the results of the P3KNK program at the Bandung City Library and Library Service (Disarpus) demonstrate that the synergy between educational institutions and public libraries can create a practical learning environment while contributing to improved library services. This program not only provides opportunities for students to develop professional competencies but also assists libraries in fulfilling their role as information providers and public literacy resources. Going forward, strengthening technical policies, optimizing the use of ICT, and more systematic planning for internship development will further enhance the quality of similar programs in the future.

## CONCLUSION

The implementation of the P3KNK Program at the Bandung City Library and Library Service plays a crucial role in strengthening the quality of library services through direct student involvement in a real-world work environment. Through core library activities such as collection management, circulation services, user education, information retrieval, and the use of ICT, students can integrate theoretical knowledge gained in lectures with professional practice in the field. This experiential learning process not only enhances technical skills but also develops important soft skills such as professional ethics, communication, and collaboration skills relevant to the field of library and information science.

In the context of library services, the presence of P3KNK participants supports service optimization, assists librarians in carrying out their duties, and encourages innovation in service delivery. However, several challenges remain, particularly related to program coordination, resource availability, and consistent guidance, necessitating improvements in subsequent implementation periods. Overall, the implementation of the P3KNK Program at the Bandung City Library and Library Service demonstrates its strategic role in supporting library service performance while preparing competent prospective librarians. These results are expected to inform efforts to strengthen similar programs and to increase the contribution of academic-practical collaboration to library development.

## **AUTHOR'S NOTE**

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