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Library management implementation training at Itenas library

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ABSTRACT

Libraries play a crucial role in supporting educational activities by providing information services and relevant library materials that meet community needs, including those of academic libraries in higher education institutions. University libraries function not only as learning resource centers but also as spaces for developing students' academic and professional competencies. Students, as primary users of academic libraries, are entitled to have their needs fulfilled, one of which can be achieved through internship programs. This article discusses the implementation of an internship program, namely the Program Penguatan Profesional Non Kependidikan (P3KNK), conducted at the Library of the Institut Teknologi Nasional (Itenas). The method employed in this program was service learning, implemented in three stages: pre-implementation, implementation, and post-implementation. The results indicate that the internship provided numerous opportunities for self-development through various activities organized by the Itenas Library. Overall, the internship proceeded smoothly, with no significant obstacles from preparation through evaluation. This internship was highly beneficial to the author, particularly by enhancing knowledge and skills in library management, particularly in library services and collection processing.

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ABSTRAK

Perpustakaan memiliki peranan yang sangat penting dalam mendukung kegiatan pendidikan melalui pelayanan informasi serta penyediaan bahan pustaka yang relevan dan mutakhir bagi masyarakat sesuai dengan kebutuhannya, termasuk di lingkungan perguruan tinggi. Perpustakaan perguruan tinggi tidak hanya berfungsi sebagai pusat sumber belajar, tetapi juga sebagai wahana pengembangan kompetensi mahasiswa sebagai pemustaka. Mahasiswa sebagai salah satu pengguna utama perpustakaan wajib memperoleh pemenuhan kebutuhan akademik dan profesional, salah satunya melalui penyediaan kegiatan magang. Artikel ini bertujuan untuk membahas pelaksanaan kegiatan magang atau Program Penguatan Profesional Non Kependidikan (P3KNK) yang dilaksanakan di Perpustakaan Institut Teknologi Nasional (Itenas). Metode yang digunakan dalam kegiatan ini adalah service learning yang dilaksanakan melalui tiga tahapan, yaitu tahap pra pelaksanaan, pelaksanaan kegiatan, dan pasca pelaksanaan. Hasil yang diperoleh menunjukkan bahwa kegiatan magang memberikan banyak kesempatan bagi mahasiswa untuk mengembangkan diri melalui berbagai aktivitas yang diselenggarakan oleh Perpustakaan Itenas. Secara umum, kegiatan magang berjalan dengan baik tanpa kendala yang berarti sejak tahap awal hingga akhir pelaksanaan. Kegiatan ini terbukti memberikan manfaat yang signifikan bagi penulis, khususnya dalam meningkatkan pemahaman dan kemampuan di bidang manajemen perpustakaan, terutama pada aspek pelayanan perpustakaan dan pengolahan koleksi.

Kata Kunci: kompetensi; magang; perpustakaan perguruan tinggi

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INTRODUCTION

Libraries are institutions that have a strategic function in supporting the implementation of education. In educational settings, libraries play an important role in providing community services and library materials (Usholicchah *et al.*, 2024). Libraries are divided into various types and have different purposes, one of which is a university library which has been regulated in the National Library Regulation of the Republic of Indonesia Number 5 of 2024 concerning the National Standard for Higher Education Libraries that "A Higher Education Library is a library that is an integral part of educational, research and community service activities and functions as a learning resource center to support achievement of educational goals based in higher education."

According to Sulistyo Basuki in the book "*Pengantar Ilmu Perpustakaan*", it is explained that a university library is a library found in universities, subordinate bodies, and institutions affiliated with universities. The main goal is to help universities achieve their core missions: education, research, and community service. This is in line with the Tridharma of Higher Education contained in the Law of the Republic of Indonesia Number 12 of 2012 concerning Higher Education, Chapter 1, Article 4. Therefore, Higher Education Libraries must be able to provide educational resources, information, and research support to meet users' needs (Morong *et al.*, 2020). Visitors to the university library are primarily students, followed by lecturers and education personnel. One of the students' needs is to develop skills in their respective fields of study, including librarian competencies for students in the Library and Information Science program. As institutions obligated to meet user needs, libraries are required to implement activities to enhance the skills of library and information science students, such as internships (Alfadila *et al.*, 2024).

Internships are among the most valuable experiences for preparing students for the real world of work. Through internships, students can improve their competencies. In other words, internships serve as a bridge between the academic and professional worlds, enabling the application of theories learned in lectures in real-world work environments (Mumtaza, 2025). A study reported that internship activities conducted in a Library Service not only provide foundational knowledge about library services but also provide real-world experiences that shape students' personalities and prepare them to work (Sari & Indartuti, 2023). In addition, internship activities will usually benefit the library. Through internship activities, the library will gain fresh ideas for library development from students, while students gain valuable practical experience (Azizah *et al.*, 2024). Internship activities in libraries have an important role in supporting learning activities and scientific development (Hanifa *et al.*, 2024).

In this regard, this service aims to discuss internship activities and the Non-Educational Professional Strengthening Program (P3KNK) at the National Institute of Technology (ITENAS) Library. The implementation of P3KNK, which runs from November 25, 2024, to January 31, 2025, provides authors with the opportunity to learn specifically about conditions in the library sector, namely, services and collection management. The main purpose of this P3KNK activity is to gain direct experience about the world of work in the library in terms of service and management of library collections, apply the knowledge that has been learned during lectures, and adapt to the library work environment.

Literature Review

College Library Management

University libraries have their own national standards for their management. The university library standards can ensure that libraries that implement them become high-quality (Hasibuan & Syukri, 2024; Utari *et al.*, 2024). The management of university libraries also plays a role in providing diverse sources of information and knowledge to meet the needs of the academic community, thereby ensuring that the

parent institution's work program aligns with the established vision and mission. In general and based on the Regulation of the Head of the National Library of the Republic of Indonesia No. 13 of 2017 concerning the National Standard for Higher Education Libraries, ten criteria must be met in library management, namely collections, facilities and infrastructure, services, performance reports, library cooperation, library promotion, library staff, library administration, library management, and ICT (Atika *et al.*, 2024).

All of these activities must be carried out by university libraries to support and enhance the performance and quality of education within the university environment. All library functions must be managed effectively to achieve these goals (Usholicchah *et al.*, 2024). In summary, the primary role of university libraries is to serve as liaisons that support the parent institution in carrying out the Tri Dharma of Higher Education, which includes education, research, and community service (Haryono & Cahyono, 2020).

Library and Information Science Student Competencies

Library and Information Science students are prospective library successors who are required to possess competencies in library management, particularly in information technology and digital literacy. Librarians in the digital era are required to have adequate skills and insight in managing information systems, databases, and various software that support the implementation of their duties and responsibilities (Nurhayati & Wijayanti, 2023; Unyil & Pauzi, 2024). The development of librarians' competencies in the digital era requires serious attention to adapt to ongoing changes (Saifuddin & Perdani, 2025).

Librarians also have their own competency standards that have been compiled in the Decree of the Minister of Manpower of the Republic of Indonesia Number 236 of 2019 concerning the Determination of National Work Competency Standards (SKKNI) for the Arts, Entertainment and Recreation Categories of Libraries, Archives, Museums and Other Cultural Activities in the Library Sector. The regulation explains how librarians must organize and conduct their work, what should be done, and how they can use their abilities to solve problems. Examples of competencies that librarians must possess include developing library collections and services, applying library information and communication technologies, and related areas. Some of these can be owned and improved through training, reading more books to strengthen theories, and learning or practicing directly at work (Yunita & Iqbal, 2021). This must be done as a form of accountability to librarians and their workplaces (Utomo & Hery, 2020).

METHODS

Service delivery through the Non-Educational Professional Strengthening (P3KNK) program at the Itenas Library is implemented using the service-learning method. This method aligns with this service because it is a learning approach that helps students understand the material under study by relating it to real-life contexts (Missouri *et al.*, 2022). By integrating community service with direct learning in the field, service learning fosters reciprocal relationships between students and activity partners, thereby improving students' professional competence and providing real benefits for partners, particularly libraries.

This service is carried out through three stages: pre-implementation activities, internship implementation, and post-implementation. Here is the process:

1. Pre-Implementation Activities

The pre-implementation of the P3KNK internship at the Itenas Library began on Monday, November 25, 2024, with the permission of the P3KNK internship group by the Itenas Library. In this pre-implementation activity, a license letter was made. It contains a discussion of the internship schedule and is submitted to the Itenas Library. Initial observations were made to assess the condition of the

Itenas Library and to observe firsthand how social interactions, behaviors, and relevant contexts within the Itenas Library are.

2. Internship Implementation Activities

PK3NK internship activities at the Itenas Library will be held from Monday, November 25, 2024, to January 31, 2025, and will be divided into 2 main activities: library services and collection processing.

3. Post-Implementation Activities

Post-implementation activities included a seminar on the results of the internship program, held on Monday, February 3, 2025. The results of the internship activities conducted are presented to relevant parties, including the Head and Staff of the Itenas Library and the Lecturer of the UPI Library and Information Science Study Program.

RESULTS AND DISCUSSION

Circulation Services

The types of circulation service activities at the Itenas Library include borrowing, returning, and extending the loan period. The author conducts training as a librarian in the service section by carrying out these activities (see **Figure 1**). Here are the steps:

1. Borrowing

The first step is for users to hand over library materials and student cards to the librarian. Second, librarians enter data into SLiMS via the circulation menu (by scanning *barcodes* on books). Third, librarians record the book's return date on the return date sheet. Fourth, librarians return library materials and student cards to users. Finally, the librarian informs the user of the return date in a friendly manner.

2. Returns

The first step is for the user to hand over the borrowed library materials to the librarian. Second, librarians enter data into SLiMS in the circulation menu of the flash return section by scanning the book's barcode, enabling the system to display borrowing data, such as name, date, return date, and any fines. Finally, the librarian informs the user that the return transaction has been completed.

3. Extension

Library materials can be extended a maximum of 2 times. To do this, the first step is for users to hand over the borrowed library materials to the librarian. Second, librarians enter data into SLiMS in the circulation menu and arrange the extension of library materials that are still in use. Third, librarians record the book's return date on the return date sheet. Fourth, librarians return library materials and student cards to users. Finally, the librarian informs the patron of the return date in a friendly manner.



Figure 1. Circulation Services
Source: Author Documentation 2025

In addition to these main activities, the duties of the service librarian include *shelving*, submission of students' final projects, digitization of newspapers, provision of free library letters, and other activities directly related to users. Itenas Library services have been carried out optimally with a library opening schedule from 08.00 WIB to 16.30 WIB every Monday-Friday.

The library service section serves as the link between the library and the user, providing high-quality service to maintain a positive image. The circulation service activities undertaken align with the theory that circulation services encompass all recording activities related to the appropriate, timely use of library collections for the benefit of library services (Margareta, 2022). The circulation service process is directly related to librarians and users (Hariadi *et al.*, 2021). A librarian must provide good service in terms of borrowing, returning, and searching for collections available in the library (Anggraini *et al.*, 2024).

Collection Management

Collection management at the Itenas Library is the task of the collection processing department. The author carried out collection management activities as a librarian at the Itenas Library (see **Figure 2**), which was carried out in the following way:

1. Collection Procurement

The procurement of collections at the Itenas Library is conducted through user surveys that record which book titles are needed for each study program. Book procurement can be funded through purchases, grants, and deposits.



Figure 2. Collection Procurement
Source: Author Documentation 2025

2. Inventory

Inventory activities are carried out by ensuring that the collections ordered are appropriate. Then, the collection is assigned an identity, namely, library stamps, book slips (catalogs), and book borrowing sheets, as shown in **Figure 3**.

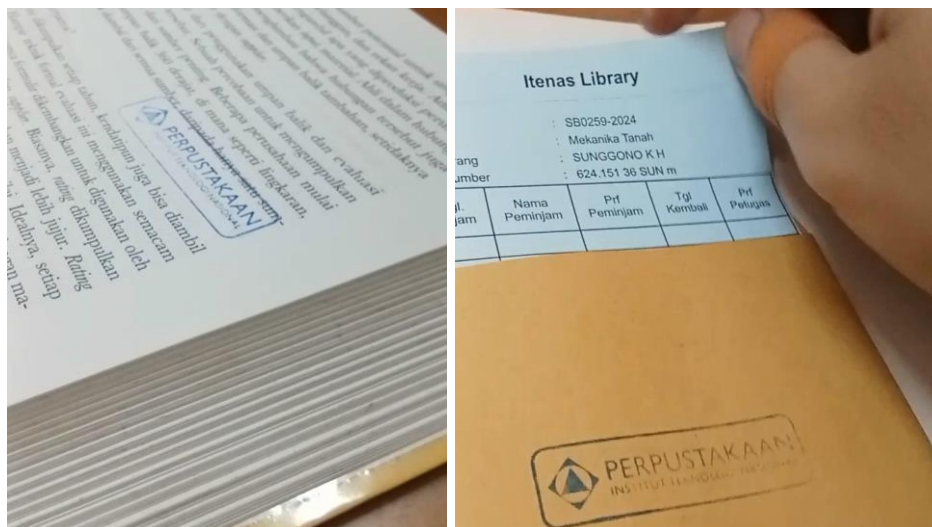


Figure 3. Inventory
Source: Author Documentation 2025

3. Cataloging and Classification

Cataloging is carried out by entering collection data into SLiMS. Then, the collections are classified by subject using the Dewey Decimal Classification (DDC).

Collection management is a mandatory activity in libraries. Collection management activities at the Itenas Library align with the theory that library materials entering the library must be processed before being made available to users (Fransiska, 2023). The goal is to facilitate access and search for information that will be needed later (Kiki & Mulyadi, 2023).

Transfer Media to Final Project

Technological advances have prompted the Itenas Library to transform its management of students' final projects, which were initially in physical form; ultimately, the collection of final projects has been digitized, allowing students to submit their projects as digital *files* via email. Then, for the final student project, which remains in physical form, the ITENAS Library transfers media to facilitate access and storage. The process of the final project media transfer activity at the Itenas Library is as follows:

1. Final project documents that are still in physical form are scanned using a *scanner*. The *scanner* tools used by the Itenas Library consist of 2 (two) types adjusted to the size of the paper to be scanned.
2. Physical documents that have been scanned into digital form are organized in a *database* owned by the Itenas Library.
3. The final project, which is already in digital form, is published on the ETD website, which is used to access student final projects.

The above activity aligns with a theory emphasizing the importance of transferring media for library materials. Media transfer plays a critical role in ensuring the sustainability and usability of documents, enabling their long-term preservation (Zakaria *et al.*, 2025). With media transfer, the document can continue to be used by future generations without compromising its content. However, the original document's physical condition may be damaged (Arwana *et al.*, 2024).

Collection Weeding

During the collection-weeding activity, the author had the opportunity to weed out the damaged collection at the Itenas Library. In addition, weeding of collections is also carried out on collections that are still relevant but are already vulnerable to damage (see **Figure 4**), so they are used as closed collections.

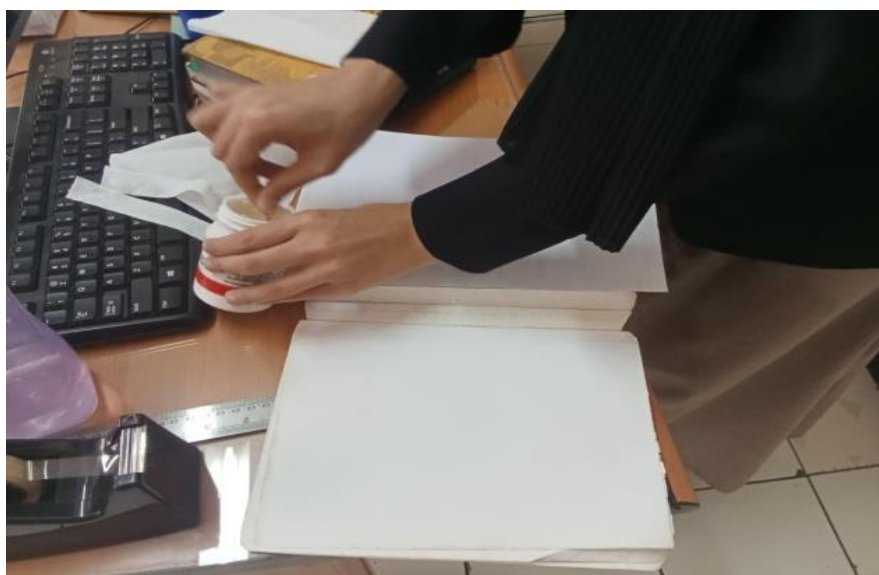


Figure 4. Broken Collection
Source: Author Documentation 2025

Weeding is the process of removing collections from shelves when library materials are no longer used (Karmila, 2023). The collection weeding activities at the ITENAS Library are in accordance with the theory that the cause of collection weeding is due to several factors, such as outdated and irrelevant collections, lack of interest from users, too many copies available, or because the collection has been physically damaged (Mulyadi & Rahmat, 2022).

Stock Recording

The author had the opportunity to take stock at the Itenas Library for 3 days, namely January 22-24, 2025 (see Figure 5). The implementation of stock-taking at the Itenas Library begins with preparation, namely, distributing tasks to each staff member. Then, check each collection for each staff member by scanning the inventory number barcode using a scanner tool in SLiMS, under the inventory menu.



Figure 5. Stock Recording
Source: Author Documentation 2025

Stock-taking in libraries is conducted to verify whether the number of items on the shelves matches the records in the library's system. The above activities align with the theory that stock-taking is typically conducted over multiple days, as each collection must be checked for availability and physical condition (Rahman & Ganggi, 2025). Data from stock-taking activities are useful for the maintenance and development of library materials (Aswarina, 2024).

Instagram Content Creation

Library promotion activities in the P3KNK internship program are carried out by creating Instagram content, which is then collected in a single folder for use by the Itenas Library, as shown in Figure 6. The Instagram content created, which is themed: 1) Itenas Library Facilities; 2) Closed collection; and 3) Stock taking activities.

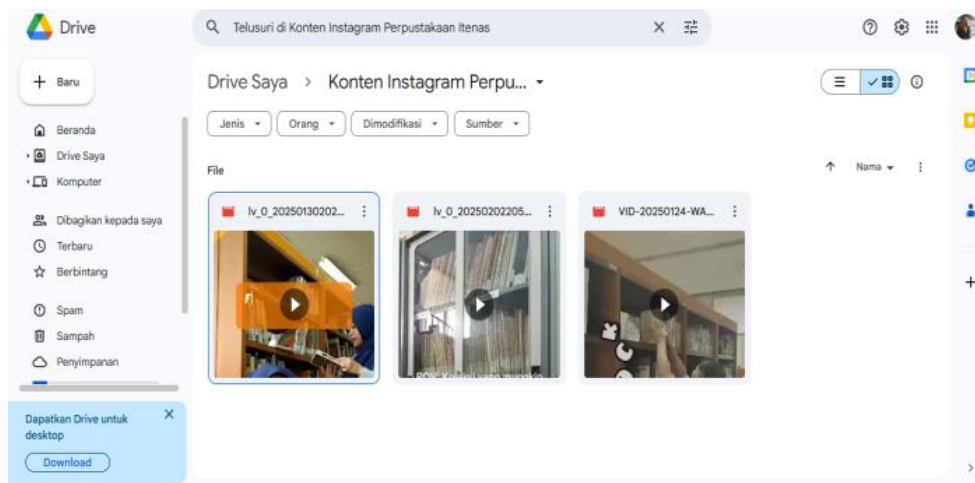


Figure 6. Instagram Content
Source: Author Documentation 2025

Promotional activities carried out at the Itenas Library are in accordance with the theory of library promotion. By creating such content, users' awareness of and interest in the available services, facilities, and collections can increase (Alfianita & Arfa, 2024). This ultimately leads them to make the most of the library (Hanum, 2021).

E-Resources Socialization Activities

The e-resources socialization activity was carried out by the author on Thursday, January 30, 2025. The activity was titled "*Mengupas Ragam E-Resources yang Disediakan oleh Perpustakaan Itenas & Perpustakaan Nasional Republik Indonesia*". The target audience for this socialization activity is the Itenas academic community. The purpose of the Itenas Library in carrying out this socialization activity is to inform about *the e-resources* that have been subscribed to by the National Library of the Republic of Indonesia and the ITENAS Library. In this activity, the author had the opportunity to join socialization activities as an MC (Figure 7).

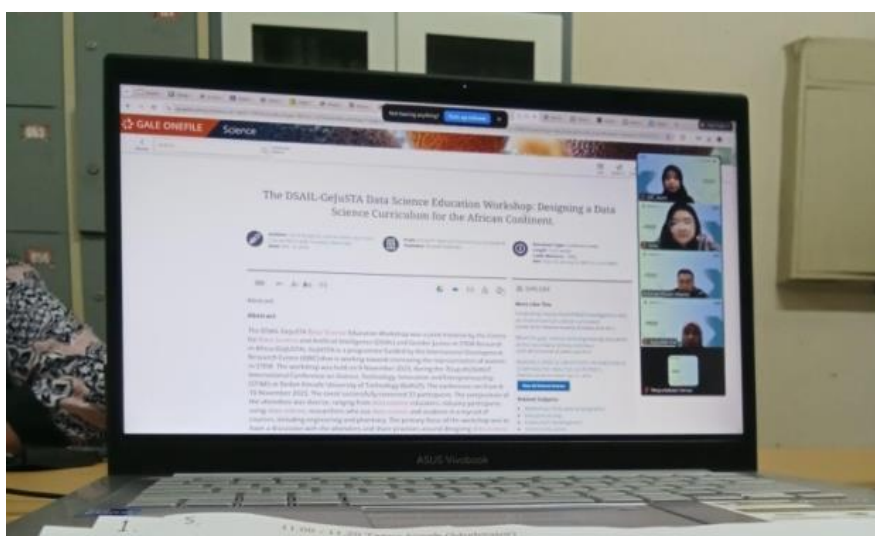


Figure 7. Socialization of E-Resources
Source: Author Documentation 2025

The above activities align with the theory of information literacy. One activity libraries can undertake to improve users' information literacy is the socialization of *e-resources* (Halawa, 2023). Through this socialization, users will be able to access high-quality information sources to meet their research needs (Wardani & Krismayani, 2025). Libraries are ultimately responsible for improving the quality of learning.

CONCLUSION

The internship activities conducted at the Itenas Library were successful. The Itenas Library is highly receptive to hosting this internship and offers numerous opportunities to develop skills through its activities. The internship activities proceeded without significant obstacles, from pre-implementation through post-implementation. This internship activity is highly useful for writers in improving their library management skills, particularly in library service activities and collection processing. The existence of this internship activity is also expected to benefit the Itenas Library. Based on the results of observations during the P3KNK internship activities, the author recommended that the Itenas Library, namely, make a description of the subject of knowledge on each shelf in addition to the description of the classification number.

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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