Optimization of Library Services at SMK Negeri 8 Makassar

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ABSTRACT

Library service is the provision of library material services owned by a library to library visitors or users who come to the library. The library is also defined as a container or place to store information where the information has various types and forms and is managed in accordance with the applicable or predetermined system. This research is a qualitative research with a descriptive type of research that aims to find out how to optimize library services at SMK Negeri 8 Makassar. The informants in this study were the head of the library, library staff, and 3 students of SMK Negeri 8 Makassar. Data collection techniques through observation methods, interview methods, and documentation methods. The data analyzed is data collected at the time of the study. Activities in data analysis are; data collection, data presentation, data condensation and conclusions. The results showed that library services at SMK Negeri 8 Makassar were categorized as optimal. Seeing the focus in this research, namely: Circulation services in the optimal category; Information services in the optimal category; tutoring services get results that are quite optimal.

Keywords: *Visitors, services, libraries.*

INTRODUCTION

Education is an important need for every human being as an effort to direct and develop himself into a being who has a personality (Aras & Arhas, 2022; Jamaluddin et al., 2021). In (Law No. 20 of 2003 concerning the National Education System, 2003) article 1 Paragraph 1 states: Education is a conscious and planned effort to create a learning atmosphere and learning process so that students actively develop their potential to have religious spirituality, self-control, personality, intelligence, noble character, and skills for themselves, society, nation. , and country. With education, a person can change his mindset for the better, and can distinguish what is right and what is wrong. In addition, education is expected to form groups or groups of people who are knowledgeable and have noble character, as described in the objectives (Law No. 20 of 2003 concerning the National Education System, 2003) chapter II Article 3, which states that: The purpose of National Education is to develop the potential of students to become human beings who believe and are devoted to God Almighty, have noble character, are healthy, knowledgeable, capable, creative, independent and become democratic citizens and responsible.

School is an institution for learning and giving lessons to students who want to study and improve their abilities so that later they can become useful human beings for their homeland, nation and religion (Sirait et al., 2017, 2019; Suprianto et al., 2018). The purpose of holding

educational institutions is to require students to be able to study independently or in groups to increase their knowledge in learning so that later they can have the qualifications and qualities needed in society and the world of work later (Chakraborty & Jayaraman, 2019; Saleh et al., 2021). As stated in the fourth paragraph of the Preamble of the 1945 Constitution, namely: "Protecting the entire Indonesian nation and the entire homeland of Indonesia, advancing public welfare, educating the nation's life, and implementing world order". Efforts must always be made to educate the life of the nation so that the nation is built to grow stronger, bigger and achieve faster results, namely an intelligent and prosperous nation so that it can face various challenges that are getting bigger and harder in the era of global competition today and in the future. .

Superior and competitive human resources require him to continue to learn throughout his life. An important means of providing learning opportunities for every member of the community is the library. Libraries are very important to support the achievement of the goals or ideals of the nation, but this must also be accompanied by a good service system because it will affect the convenience of library visitors and several other factors (Muayyadah et al., 2020; Niswaty et al., 2020; Nugraha, 2014). Among students in general, these factors can be in the form of influence from friends, the availability of reading facilities or book collections and also the atmosphere in the library itself. But as time goes by and also advances in information technology, students are sometimes lazy or even don't need to read books anymore in doing their assignments. Moreover, when a student is asked to write a paper or even a scientific work that requires him to read a book or literature to complete the task. However, with information technology, students no longer need to read books to get the information they want because in just a few minutes students can find the information they are looking for (Salam et al., 2018; Tahir & Darwis, 2021). No longer have to bother reading books or literature that takes a long time and without realizing this mindset has become a culture among students because they rely on the conveniences offered by the sophistication of information technology. This is a challenge so that it is necessary to improve library services to attract visitors or users.

METHOD

This research is a descriptive qualitative research is research that intends to understand the phenomenon of what is experienced by the research subject, for example behavior, perception, motivation, action, and others. The data obtained from the research results, in order to be able to answer all problems related to research, namely: primary data and secondary data (Sugiyono, 2019). Primary data is data obtained directly from informants. Data collection was obtained through interviews, document review, and direct observation with resource persons related to the optimization of library services at SMK Negeri 8 Makassar obtained from research informants, namely: the head of the library at SMK Negeri 8 Makassar; librarian of SMK Negeri 8 Makassar; (3 people) Students of SMK Negeri 8 Makassar. While secondary data is data obtained from literature materials, documents and so on that can support a research.

The data is described in accordance with the existing reality and is guided by the questions in the interviews in the field. After the data has been collected and then presented in the form of words and sentences which are then drawn conclusions based on the facts that appear as they are to avoid the occurrence of different perceptions of the focus to be studied, the researcher refers to

the tori from (Bafadal, 2011) there are 3 (three) school library services, namely; circulation services; information services; and tutoring services.

The data collection techniques in this study were using observation, interview, and documentation techniques. Data analysis techniques in this research are data collection, data condensation, data presentation and data verification or conclusions.
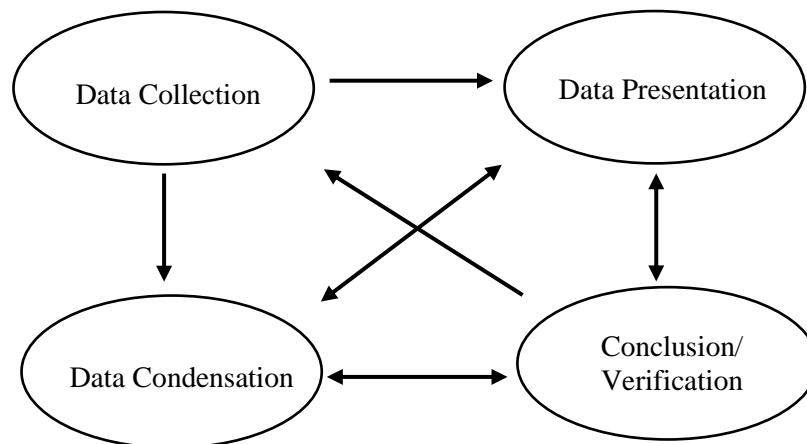

Figure 1. Interactive Data Analysis Section (Miles et al., 2014)

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RESULT AND DISCUSSION

Through the school library, students can search for information and increase knowledge apart from the lessons learned in class because the library provides textbooks, science and so on that can be read and borrowed according to applicable rules. To find out the optimization of library services at SMK Negeri 8 Makassar, there are 3 (three) indicators used, namely; circulation services; information services; and tutoring services.

Circulation Service

Circulation service is the activity of serving the borrowing and returning of school library books. In this circulation service, what must be emphasized is the process of a procedure carried out by librarian in serving the borrowing and returning of school library books. Circulation service is also a recording activity in the use and use of collections with the aim of being on time for the benefit of other users.

In the process of borrowing and returning library books, they use an open system, namely, students look for books they want to borrow and then take them to the librarian to collect book data and the librarian will notify the book borrowing period.

Based on the results of interviews conducted by researchers at SMK Negeri 8 Makassar, it can be concluded that in serving the borrowing and returning of books the librarian serves well and friendly. This is also supported by the observations of researchers in the field which show

that the librarian in serving is indeed quite friendly and kind and always provides direction to library visitors.

Information Services.

The school library must be able to be a source of information for everyone who needs it where basically the information service aims to provide answers to questions from library visitors who need information or instructions about certain materials.

In this case, the information service will be well organized if it fulfills two main factors, namely, the completeness of the book collection and the ability of the librarian. The complete collection of books includes dictionaries, encyclopedias, handbooks and scientific reports. As for the ability of librarians, they must have extensive knowledge and know the contents and characteristics of each reference material in the library.

Based on the results of interviews conducted by researchers, it can be concluded that the completeness of the book collection in the library of SMK Negeri 8 Makassar is quite complete and the ability of librarian is also quite good. This is also supported by the results of observations of researchers in the field which show that the collection of books in the library is quite complete and the officers also serve every visitor's needs well.

Tutoring Services

A librarian must be able to help provide tutoring for students in schools where he or she collaborates with teachers in certain fields of study or with school counselors in meeting the needs of students.

Librarians also usually help individual or student processes to achieve optimal development, which means students or students who experience difficulties or problems in learning according to those faced by students and usually this is relatively adaptable.

Based on the results of interviews conducted by researchers, it can be concluded that tutoring is usually only carried out by subject teachers while librarian only focus on lending and returning books and supervising students who visit the school library. This is in line with the results of researchers' observations during research, where researchers have never found or seen librarian conducting tutoring in the library.

DISCUSSION

Circulation Service

Circulation service is an activity to serve borrowing and returning books in the library. Based on the findings in the field through observations, interviews and documentation that have been carried out by researchers, they found that library services at SMK Negeri 8 Makassar are open every day except holidays or there are sudden school activities that must be followed by librarian. Then related to borrowing and returning books, students are no longer confused because they already know the procedures or procedures for borrowing and returning books.

Based on the results of research on circulation services that have been implemented optimally, namely by registering all students who want to borrow books on the borrowing and returning books that have been provided, this is supported by the results of research from (Ismail & Dervish, 2016) that the procedure for borrowing and returning must go through the following stages: finding the book you want to borrow; bring in service personnel; conduct book data collection; and notify the period of borrowing books.

Information Service

To provide the best service and a sense of comfort to library visitors who come, of course, must provide good facilities, a complete collection of books and last but not least, the ability of librarian to provide information to users with the aim of providing answers to questions from visitors. library. Then, regarding the completeness of the collection of books in the library of SMK Negeri 8 Makassar, it is quite complete.

Based on the findings of researchers in the field through interviews, observations and documentation, they found that the information system service at SMK Negeri 8 Makassar was optimal, this is in line with the opinion of (Bafadal, 2011) who stated that "information services in the school library are a form of service to students. library visitors to obtain information for everyone who needs it Nugraha (2014:27) also stated that "information system services at the library aim to provide information to library visitors starting from book collection, member data collection, borrowing and returning books and reports on receipt of fines".

Tutoring Services

Based on the results of interviews, observations and documentation of researchers regarding the optimization of library services at SMK Negeri 8 Makassar, especially regarding tutoring services, the researchers found that related to tutoring in the library at SMK Negeri 8 Makassar, in this case, it was only carried out in interspersed classrooms when the subject teacher gave Theory. This was done because basically the library of SMK Negeri 8 Makassar was only focused on borrowing and returning books, a means to dig up information about the subjects taught in class and other things outside of the subject.

Tutoring services are still quite optimal, this is because the librarian has not implemented tutoring services for students who visit the library but students only come to read and borrow books in the library. So this research is not in line with the opinion of (Bafadal, 2011) which states that "a librarian must be able to provide tutoring to students at school". This is because the librarian has not collaborated with teachers and guidance officers or school counselors to provide tutoring outside the subjects taught.

CONCLUSION

Based on the formulation of the problem and the results of research conducted by researchers regarding the optimization of library services at SMK Negeri 8 Makassar, it was concluded that the management of library services at SMK Negeri 8 Makassar was optimal because it saw the focus of this research, namely; circulation services in the optimal category; information services in the optimal category; tutoring services in the category of quite optimal.

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