



## OPTIMIZATION OF SCHOOL LIBRARY SERVICES TO INCREASE STUDENTS' VISITING INTEREST

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Received 12-12-2023 | Revised form 20-12-2023 | Accepted 31-12-2023

### Abstract

*This study aims to analyze the optimization of services in a school library. The research employed a descriptive qualitative method, which seeks to describe the results of observations of phenomena as well as credible and valid data sources related to the optimization of school library services. The subject of this study was the library of MAN 1 Banjar, while the object of the study was library visitation at MAN 1 Banjar. The results indicate that library visitation services have not yet been optimized. The average number of visitors per month is approximately 20 people. The conclusion of this study highlights the need to increase the book collection and utilize internet facilities to maximize the number of library visitors. The implication of this study is to provide insights for improving library services in order to increase school library visits.*

**Keywords:** service, improvement, school library

### Abstrak

Penelitian ini bertujuan untuk menganalisis optimalisasi layanan di perpustakaan sekolah. Penelitian menggunakan metode kualitatif deskriptif, yang berupaya mendeskripsikan hasil pengamatan fenomena serta sumber data yang kredibel dan valid terkait optimalisasi layanan perpustakaan sekolah. Subjek penelitian ini adalah perpustakaan MAN 1 Banjar, sedangkan objek penelitian adalah kunjungan perpustakaan di MAN 1 Banjar. Hasil penelitian menunjukkan bahwa layanan kunjungan perpustakaan belum dioptimalkan. Jumlah pengunjung rata-rata per bulan adalah sekitar 20 orang. Kesimpulan dari penelitian ini menyoroti perlunya menambah koleksi buku dan memanfaatkan fasilitas internet untuk memaksimalkan jumlah pengunjung perpustakaan. Implikasi dari penelitian ini adalah untuk memberikan wawasan untuk meningkatkan pelayanan perpustakaan dalam rangka meningkatkan kunjungan perpustakaan sekolah.

**Kata kunci:** layanan, perbaikan, perpustakaan sekolah.

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## **A. PENDAHULUAN**

Education in the school environment aims to elevate human dignity and improve the quality of human resources. To achieve optimal educational quality, improvements in supporting facilities are required. One of the important facilities that support teaching and learning activities is the school library (Novianti et al., 2019). The learning process in the school environment takes place through well-structured, comprehensive stages and is supported by careful yet flexible planning. As an educational institution, schools involve various essential elements such as educators, students, curriculum materials, and supporting facilities in order to create educative interactions (Rahmat, 2014).

Each component within the education system constitutes part of an interconnected subsystem that mutually supports and influences one another in achieving overall educational goals. If one element is not optimally organized or operates inefficiently, it may have an impact on other elements. As educational institutions, schools should focus on their primary function, namely providing learning services for students. In order for schools to function as effective and efficient organizations, it is necessary to implement management practices that are aligned with the values and culture prevailing within the school environment. These efforts must also consider comprehensive management aspects to encourage improvements in the quality of the teaching and learning process (Rahmat, 2014). Therefore, the responsibility and contribution of competent teachers, school principals with strong leadership qualities, students, parents, and the wider community are crucial in supporting the success of optimal school management.

Success in education is not solely determined by the learning process that takes place within schools but is also influenced by the availability of supporting facilities. One such facility is the school library, which functions not merely as a physical building or a place to store books, but also as an information center and an institution that provides knowledge, making a significant contribution to schools and the communities that utilize it (Siskawati et al., 2019). In the school environment, the library serves as a vital information center for both elementary and junior secondary education levels. The services provided address the information needs of all members of the school community, including students, teachers, school leaders, and administrative staff. Teachers and librarians should strive to cultivate students' reading habits in the library, with the aim of enabling students to independently seek and obtain information from library resources.

Before explaining the meaning of a school library, it is important to first understand the concept of a library in general. This is necessary because the term "school" in "school library" merely serves as a modifier of the word "library." A fundamental understanding of the general concept of a library serves as the primary foundation for further comprehension of the school library. In other words, a school library is one form of library as a whole (Bafadal, 2014). The school library is a facility under the responsibility of the school principal and serves all members of the school community, including students and educators. Its existence plays an important and strategic role in supporting the development of students' abilities as well as the entire academic community within the school. Therefore, the library should not be regarded merely as a complementary facility, but rather as an integral part of the school learning process.

Library services are part of technical activities that require careful planning in their implementation. The primary objective of these services is to connect library users with the reading materials or information they need. For library services to operate effectively, supporting elements are required to ensure smooth library activities. These elements include service users, library collections, librarians, budgets, facilities, and adequate infrastructure. Through library services, users are able to access information optimally from a variety of available sources, as these services function as a medium for providing information and facilities needed by library users.

Library services should be designed to be more engaging, responsive, friendly, and well-targeted. The main focus of service provision should be oriented toward user needs, while continuously adapting to developments in information technology. In addition, a humanistic and friendly approach should be applied by placing library users at the center of policy direction and service development (Aulawi, 2012). Overall, library services represent activities that provide assistance or facilities to users without discrimination based on social status, economic background, religion, or other differences.

School library services aim to support all students in broadening their knowledge, enhancing intelligence, sharpening thinking skills, and developing competencies through various available information resources and facilities. The collections assembled by the library include various forms, both printed and digital, serving as a means of preserving knowledge. All library materials are managed, organized, and made available to meet the needs of library users (Aulawi, 2012).

## **B. METODE PENELITIAN**

This study is classified as descriptive qualitative research. The qualitative approach aims to explore in depth the understanding of various complexities that arise in the dynamics of human interactions (Sarwono, 2006). To support data presentation, the researcher paid particular attention to detailed data recording through comprehensive, in-depth, and thorough narrative descriptions that reflect the actual conditions in the field (Nugrahani, 2014).

The primary focus of qualitative research is human beings, as humans constitute both the root of the problems and the agents who possess the potential to identify solutions. Nevertheless, this approach is not limited solely to individuals. Other objects of investigation may include events, historical backgrounds, objects such as artifacts, photographs, and cultural heritage from the past. Essentially, the scope of qualitative research encompasses human beings along with their activities, cultures, and legacies (Sarwono, 2006).

According to Denzin and Lincoln, qualitative research is conducted in natural settings, with the primary aim of understanding and interpreting events or phenomena by employing a variety of methods characteristic of qualitative inquiry (Sidiq & Choiri, 2019). Based on the explanation above, this research employs a descriptive qualitative method aimed at describing the results of observations of phenomena as well as reliable and valid data sources related to the optimization of school library services in attracting students' visitation interest at MAN 1 Banjar.

### C. ISI DAN PEMBAHASAN

The collection development at the MAN 1 Banjar library is carried out through purchases, grants, or donations. Based on the observations conducted by the researcher, it can be concluded that the library's collection is still inadequate, particularly with regard to general books, fiction, and non-fiction materials. However, the collection of textbooks is relatively sufficient.

Based on the data obtained, the current collection at the MAN 1 Banjar library consists of 124 textbook titles, 41 fiction titles, 50 non-fiction titles, and 78 reference book titles. At present, the MAN 1 Banjar library does not have any electronic collections (e-books).

According to the results of an interview conducted with Mrs. S, the library manager at MAN 1 Banjar, on January 14, 2025, she stated:

“Koleksi buku ada di perpustakaan di dapatkan dari pembelian oleh pihak sekolah, dan sumbangan siswa. Namun untuk beberapa tahun ini lebih fokus kepengadaan buku pelajaran atau buku paket. Namun saya sudah mencoba mengajukan kepada kepala sekolah untuk pengadaan buku selain buku pelajaran atau buku paket tetapi belum ada tanggapan sampai saat ini karena keterbatasan dana. Sehingga tidak ada penambahan terhadap koleksi umum yang ada di perpustakaan. Untuk buku-buku umum sekarang cenderung kurang lengkap. Sedangkan untuk sumbangan berasal dari Alumni MAN 1”

The researcher also conducted interviews with N class X A students, he said that:

“harapan saya untuk koleksi perpustakaan bisa ditambah lagi seperti buku cerita dan novel untuk menambah bahan bacaan di perpustakaan, agar saat kami berkunjung ke perpustakaan kami mempunyai pilihan bahan bacaan yang beragam”

Based on the interview results regarding library collection acquisition through purchases and gifts or donations, procurement through purchases utilizes the available budget funds, namely the budget obtained from the Bantuan Operasional Sekolah (BOS), which had been allocated in advance.

Based on the observations conducted, the library facilities and infrastructure are considered adequate, although they cannot be categorized as complete. The MAN 1 Banjar library has areas for collections, reading spaces, and work areas, and is equipped with several facilities such as tables, reading desks, chairs, bookshelves, lockers, cabinets, computers, and printers. The total building area of the MAN 1 Banjar library is 80 m<sup>2</sup>, with a land area of 99 m<sup>2</sup>.

According to the interview with Mrs. S, the library manager, she stated:

“keadaan sarana dan prasarana disini seperti yang bisa dilihat cukup baik, namun untuk ruang pengelola perpustakaan juga masih menyatu dengan ruang baca. Serta disini kami masih kekurangan beberapa rak buku sehingga sebagian buku yang ada di perpustakaan masih di tumpuk di lantai dan sebagian buku yang tidak terpakai kami masukkan ke dalam kardus”

The researcher also conducted interviews with N class X A students, he said that:

“Kondisi perpustakaan disini sudah cukup nyaman karena tidak berisik, sehingga memudahkan untuk konsentrasi saat belajar, harapan saya semoga nanti kedepannya ruangan ini bisa di luaskan lagi, meja-mejanya ditambah, dipasangkan AC dan disediakan wifi agar memudahkan kami dalam mencari materi pelajaran yang tidak ada diperpustakaan”

From the data obtained by researchers, the facilities and infrastructure available at MAN 1 Banjar can be detailed as follows, namely circulation desk 1, work desk 1, seating table or reading table 3, chairs 2, bookshelves 12, lockers 1, whiteboard 1, printer 1 and computer 1. The MAN 1 Banjar library does not yet have enough computers for the needs of library management.

a. Library Manager

One of the requirements for establishing a library is to have a library manager who will be tasked with managing library administration and serving users who visit the library.

From the results of observations that researchers have made, the number of library managers at MAN 1 Banjar is two, with one head librarian and one library management staff. The head of the library also works as a teacher, namely Mrs. Hikmawati, S.Pd, and Mrs. Saidatun Nufus, A.Md as the library manager.

As a result of the interview with Mrs. S., she said that:

“untuk pengelolaan perpustakaan saya melakukan sendiri baik dalam hal mengelola perpustakaan dan mengurus segala administrasinya di perpustakaan”

The research experiencing too much difficulty in managing the library because the library manager is indeed from the library department.

a. Library Services

Service hours at the MAN 1 Banjar library are from Monday to Friday from 07.30-15.30 WITA. The results of the interview conducted with Mrs. S, as library manager at MAN 1 Banjar on January 14 2025 are as follows:

"Pelayanan perpustakaan di MAN 1 Banjar mulai hari Senin sampai dengan Sabtu dari pukul 07.30 sampai 15.30"

The circulation process for this service is designed in a practical way, prioritizing student comfort so that it is easier for them to borrow or return books at the library. As for the procedure for borrowing books in the library, students can immediately search for the book they want and take it to the circulation desk to be recorded by the officer on the loan card. Meanwhile, to return books, students return the books to the officer and hand over the loan card, then the officer will

record the books that have been returned on the loan card. As the results of the interview with Mrs. S. on January 23 2025 are as follows:

“cara peminjaman seperti biasa kalau ada siswa yang datang dan sudah mengetahui buku yang dicari bisa saja langsung mengambil bukunya di rak yang tersedia. Kemudian dibawa ke meja sirkulasi untuk saya catat di kartu peminjaman, tapi kalaunya siswa baru yang belum mengetahui saya tanyakan serta saya jelaskan terlebih dahulu tata cara peminjaman buku yang tersedia di perpustakaan, kemudian saya tanyakan peminjaman bukunya untuk di bawa pulang atau meminjam hanya untuk di bawa ke kelas kemudian di kembalikan lagi, kalau di bawa pulang baru saya catat di kartu peminjaman yang sudah disediakan”

The researcher also asked students what their responses were regarding library services, with N class XA female students visiting the library, he said:

“adapun pelayanan yang terdapat di perpustakaan MAN 1 Banjar ini menurut saya sudah bagus saja, petugasnya ramah dan bertanggung jawab juga mengingatkan kepada kita misalkan lupa untuk mengembalikan buku yang kita pinjam biasanya dan juga misalkan kita tidak dapat mencari koleksi yang kita perlukan beliau mengarahkan”

Based on the explanation above, it can be concluded that the borrowing service is usually carried out directly by students to look for the books they need on the bookshelves provided in the library room. The following is a list of the number of books/collections borrowed at MAN 1 Banjar.

**Table 1. List of Number of Books Borrow.**

No.	Peminjam	Bulan									
		Jul	Agt	Sep	Okt	Nop	Des	Jan	Feb	Mar	
1.	Teacher	6	3	6	4	1	0	6	7	3	
2.	Student	20	12	6	9	18	0	9	12	12	
3.	Total	26	15	12	13	19	0	15	19	16	

## 2. Students' Library Visitation Interest at MAN 1 Banjar

The optimization of library services to attract students' visitation interest at MAN 1 Banjar, as reflected in the visitation records, indicates that students' enthusiasm for visiting the library remains relatively low. Most students visit the library only when they are assigned by teachers to search for learning materials. However, some students also utilize the library space for group work and discussion. This was expressed by N, a Grade X A student and library visitor, who stated:

.“saya berkunjung ke perpustakaan untuk meminjam buku sebagai penambah bahan bacaan dan mencari materi untuk mengerjakan sebagian tugas dari guru kalau tidak diberikan tugas dari guru saya tidak berkunjung ke perpustakaan”.

According to the interview with Mrs. S, the library manager of MAN 1 Banjar, it was revealed that:

“untuk meningkatkan minat kunjung siswa ke perpustakaan saya meminta untuk para guru bisa mengajak siswa memanfaatkan sarana dan prasarana yang di perpustakaan dalam proses belajar mengajar, kemudian meminta para guru mengajak siswanya untuk berkunjung ke perpustakaan 5-10 menit sebelum memulai pelajaran dan mengajukan pengadaan koleksi umum selain pengadaan buku paket untuk penambahan koleksi yang ada di perpustakaan MAN 1 Banjar ini”

Adequate library facilities and infrastructure can attract students' interest in visiting the library. There are many supporting and inhibiting factors in increasing students' visitation interest in the library. One of the inhibiting factors related to library facilities is the availability of adequate collections provided by the library. In addition, the influence of technology makes it easier for students to access information anywhere without having to visit the library. The following are the visitation data of the MAN 1 Banjar Library.

The school library is one of the supporting facilities in the learning process at schools and, in relation to teaching and learning activities, plays an important role in improving the quality of education. Through the school library, students can obtain information and expand their knowledge beyond what they receive in classroom learning. This is because the library provides not only textbooks but also other books related to various fields of knowledge. Based on the observations conducted by the researcher, the optimization of library services to attract students' visitation interest will not function effectively without adequate facilities and infrastructure as essential supporting elements of the library.

Therefore, in order to achieve these objectives, a school library should meet several requirements, including the following:

#### **a. Library Collection**

The collection in a school library should be adjusted to meet students' information needs. Although textbooks may form part of the collection, it would be more optimal if the library also provided additional reference materials to complement learning content. These materials may include both fiction and non-fiction books, which can serve as attractive reading options for students when visiting the library.

Currently, collection development at the MAN 1 Banjar library focuses primarily on the procurement of textbooks. The library manager has made efforts to propose the acquisition of supplementary learning materials; however, due to limited school funding, these plans have not yet been realized. Library collections can also be expanded based on students' needs to support

their learning activities. Libraries may add materials that are difficult for students to obtain, either because of limited availability or high prices.

In addition, collection development is not carried out solely through purchases but also through a policy requiring graduating students to donate books to the library, with the provision that each student contributes one book. This initiative is expected to increase the diversity of reading materials available in the library.

#### **b. Facilities and Infrastructure**

Based on observations, the MAN 1 Banjar library already has a separate room and fairly adequate supporting facilities. However, there is still a shortage of bookshelves, resulting in some books being placed on the floor due to limited storage capacity. Furthermore, the library management may propose the procurement of computers to facilitate library management through an automated library system, improve service quality, and enhance users' access to information.

#### **c. Library Management**

For a library to be managed effectively, it requires managers or staff who possess knowledge in the field of Library and Information Science. Based on observations and interviews conducted by the researcher at the MAN 1 Banjar library, it was found that the library already has a manager with an educational background in Library Science.

In addition to having a library manager with a relevant educational background, further training may be provided to enhance professionalism and qualifications. Such training would enable library managers to expand and develop their knowledge, thereby optimizing library services and improving future performance.

#### **d. Library Services**

Library service hours at MAN 1 Banjar amount to approximately 36 hours per week, from Monday to Friday. In addition to regular service hours, the library provides book lending services (circulation services), which are still conducted manually by recording loans on borrowing cards, as an automated library system has not yet been implemented due to limited funding and insufficient supporting facilities. The library management also collaborates with teachers in utilizing the library as a learning facility within the instructional process. Furthermore, to introduce students to the library, its services, and available resources, the library manager may organize a Library Tour at the beginning of the new academic year to help students understand the benefits and functions of the library in supporting their learning activities.

### **2. Students' Library Visitation Interest at MAN 1 Banjar**

Based on observations and interviews conducted, it can be concluded that students' visitation interest at MAN 1 Banjar remains low. In relation to efforts to optimize school library services, one of the supporting factors influencing visitation interest is the availability of library facilities themselves, such as adequate and diverse book collections that can attract students to visit the library more frequently. Therefore, in order for the school library to be utilized optimally,

students' visitation interest and reading motivation need to be fostered and enhanced through various efforts, both within and beyond the school environment.

Thus, one way to increase students' visitation interest, in addition to providing diverse collections of both fiction and non-fiction materials, is for teachers to actively utilize available school facilities, particularly the school library. By encouraging students to visit the library to search for learning materials or complete assignments, teachers can also create a more engaging and less monotonous learning atmosphere. This approach is expected to help achieve learning objectives more effectively.

## **KESIMPULAN**

Based on the research conducted on fiction and non-fiction collections, the results indicate that learning materials are used by students to complete assignments and by teachers as teaching references. Library collections can also serve as digital reference sources. All reference collections can be further developed to facilitate the search for new and updated references. The implication of this research is the expansion of library collections in schools to enhance their scope and usefulness.

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