Library Management in Improving Library Services in Institute of Technology Palm Indonesia Palm Oil Indonesia

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ABSTRACT

This study was conducted to improve library services at the Indonesian Palm Technology Institute (ITSI) Library by applying the functions of management. This study aims to determine library management in improving library services at the Indonesian Palm Technology Institute (ITSI) Library. This research uses qualitative research methods. The collection method uses observation, interview, and document study methods. The results stated that the success of a college library service is determined by the satisfaction and feasibility of the library users as users and owners of information needs. Optimal service will lead to attraction and visitation as well as the usefulness of the library as an information center. In principle, the quality indicators of library services cannot be separated from the influence of the application of management functions that have been combined in library management, namely planning, organizing, directing, and controlling. Library management is an action in organizing and managing the library both in terms of human resources, systems, information sources, service functions, and the ins and outs of library activities with the target achieved. The Indonesian Sawit Institute of Technology (ITSI) library has currently implemented library management in accordance with the management processes and functions as has been made in a policy and SOP for each service. Although it has been implemented and has been running significantly. However, the application of library management continues to be implemented and continues to be carried out, upgrading both in terms of planning, organizing, directing, and controlling in order to achieve predetermined goals.

Keywords: Library Management, Library Services.

INTRODUCTION

The information needs of library users are one of the responsibilities that must be fulfilled by the library in helping and meeting their needs. This information is based on a need that is an issue owned by students in supporting learning activities. The context of the university library in question is the academic community, namely students, lecturers/teachers, and education staff. As a scientific community, they certainly have duties and responsibilities in completing the tri dharma of higher education, namely research, community service, and education. The transformation of learning activities makes the library's information needs more and more. So from the demand for information needs, the role of libraries in the university environment is very important and becomes a place to support the accessibility and visibility of information to users efficiently and the realization of the tri dharma of higher education.

Basically, the college library is a very important unit in the academic environment. The library is not only a supporting facility

but also the heart of the university. Improving the quality of higher education cannot be separated from the role of the library as an information center, research center, recreation, education, and deposit and aims to realize the implementation of the tri dharma of higher education, namely research, education, and community service. The main task of the college library is to provide information services to library users in an appropriate, independent, effective efficient, and professional manner.

One of the components of a university library is library service. This component becomes one of the factors of satisfaction and the image of library services to good and bad users. The library becomes an instrument in providing services to the users maximally. It is stated that good service from the library will bring hope for users to continue to explore information and visit the library. The services in question are services related to the availability of collections, circulation services, membership services, audio-visual services, research consultation services, free library services, and other types of services from each individual library. The question is, who is responsible for and drives these services?

The executors of library service activities are librarians all library staff and college library volunteers. The competencies and abilities possessed by librarians and the division of job descriptions for each service certainly have tasks and parts to do. But all of this is in one command or organizational structural line created and initiated by the head of the library as the leader of the organization.

However, basically, library service activities do not run smoothly or are not in accordance with the expectations/targets that have been designed. Most library services are affected by several factors including the incompetence of librarians in providing services to library users, the availability of library information for library users' information needs, disharmony between fellow employees or reduced team spirit, lack of leadership attention to the existence of the library and inadequate budget in implementing each work program. This kind of problem may only be experienced by most libraries, but most of them have met the standard. The reason is back to the understanding of organization and library management that is not terrorized and this is also a solution in improving library services as much as possible by implementing library management.

Management is a process of achieving goals that are planned, organized, mobilized, and supervised from all activities and resources owned. The library is an institution that manages key information sources in the education and training process, both in schools, universities, the world of work, and society in general. The library is a barometer of a nation's progress, meaning that the progress or decline of a nation can be seen from its library because the library is one of the social institutions created by the community and maintained by the community. The existence of a library is very much needed for the community, especially for every educational institution, because with the library students can easily find references for each curriculum material taught and can further broaden the horizons of the material they get.

So in its application, college library management is the best effort or solution in achieving a target of each library program design either long or short term with a planning approach, organization, actualization and monitoring process, and service evaluation. Library management requires standards or procedures for each service area so that it can be more directed, planned, organized, and facilitate the service process for users.

Based on observations made at the Indonesian Palm Technology Institute (ITSI) Library is trying to implement an integrated library management system and perform in accordance with the principles of predetermined management. ITSI Library in achieving its goals requires human resources and other resources in the form of

resources and, techniques or systems, physical, equipment, information, ideas or ideas and technology. These elements are managed through a management process that includes planning, organizing, leading, and controlling, which is expected to produce products in the form of goods or services that can be utilized by student users. So library management is expected to increase student interest in the library as a library user. Efforts to improve optimal service patterns require optimal library management.

Based on the above context, the authors are interested in conducting research with the title "Library Management in Improving Library Services at the Indonesian Palm Technology Institute (ITSI)".

LITERATURE REVIEW
Management
According to the Big Indonesian Dictionary, management is the effective use of resources to achieve goals. Management is a series of activities on the effective and efficient use of organizational resources that have management goals and functions to achieve organizational goals (Wibowo 2019, 3). Meanwhile, according to (Hasibuan 2016, 2) says that management is the art in organizing the process of using resources effectively and efficiently to achieve a certain desired goal. Furthermore, another understanding states that management is a set of activities in the process of planning, organizing, directing leading, and controlling the use of organizational resources with the aim of achieving predetermined goals (Wahjono, et al. 2020, 7).

Based on the above understanding, it is said that management is a process of action in carrying out the management function of an organization with the aim of achieving predetermined goals effectively and efficiently and having an impact on the organizational environment.

Library Management

Management is not only in the environment of an organization engaged in marketing but in the library environment is also very necessary for library management. In the sense that management can also be interpreted as managing or managing which cannot be separated from the organizational environment or a company. Library management is a science that organizes or manages a library (Sutarno NS 2008, 125). Another definition states that library management is a technique in organizing and managing, motivating human resources and securing information sources, evaluating performance, and benefiting library services with the aim of achieving certain targets efficiently (Basuki 2018, 449).

Based on the above understanding, it can be said that library management is a set of activities in managing and organizing libraries including systems, human resources, budgets, policies, work programs, supervision of information resources, performance evaluation, and library services that have goals and objectives that must be achieved. Library management is also inseparable from its role and function and its influence in realizing the order and existence of higher education libraries

College Library
According to Library Law Number 43 of 2007, a university library is a library under the auspices of a university that has the goal of educating the lives of the people by realizing the tri dharma of higher education, namely education, research, and community service. College libraries have a duty and role in providing services to users. The task is to collect, maintain, store, organize, and disseminate information to users/visitors optimally in supporting the scientific community with information and fulfilling their information needs.

Based on the National Higher Education Library Standards Number 13 of 2017 outlines that the Higher Education Library aims to: 1) provide library materials and access to information for library users for

the benefit of education, research, and community service; 2) develop, process, and utilize collections; 3) improve library users' information literacy; 4) utilize information and communication technology; 5) preserve library materials, both content and media.

Management Approach to College Library Services

In Library Law Number 43 of 2007 Chapter V Article 14 explains that library services are carried out in an excellent manner oriented according to the interests of users and adjusted to national library standards aimed at optimizing services to users. In general, each organization's higher education library services have a variety of types of services tailored to the needs and orientation of the interests of users.

Library service is a library activity that is provided optimally related to the provision of library materials, library services, information consultation, and other forms of services oriented to the interests of users. The process of this activity is carried out in accordance with the specified library operational procedures and standards and the results of organizational decisions and university leaders. In general, there are several college library services including:

a. Circulation services
b. Member service
c. User education services
d. Reference service
e. Free library service
f. Information search service
g. Photocopying and internet services
h. Cross-service library services

This type of service has differences and similarities in each library, which are adjusted to the policies and procedures decided by the head of the library organization. This service is carried out by librarians and all staff with the organizational command of the head of the library who is responsible for each library service. User satisfaction is one of the significant pluses and services performed by librarians. Good service will attract the attraction and reading interest of library

users who continue to utilize library services optimally.

The library management approach in improving college library services cannot be separated from the management functions themselves as stated by the researchers. (Hasibuan 2016, 40-41) explains that there are several functions of management including:

a. Planning

Planning is one of the management functions related to determining strategies, policies, procedures, and their scope which has the aim of achieving a predetermined design.

b. Organizing

Organizing refers to the arrangement or grouping of systems and structures in carrying out each job and program by human resources with the aim of achieving certain goals.

c. Directing

Directing is a process of action carried out by organizational leaders against human resources or staff in carrying out their duties and responsibilities in accordance with policies, procedures, and systems that have been decided together.

d. Control

Control is the final action process of all organizational activities in evaluating performance, managing, and supervising organizational resources in order to achieve certain goals in accordance with the organization's plans and work plans.

This management function can be used as an approach to improving library services more effectively and efficiently and achieving the objectives of each work program and form of performance. So, it can be said that the application of management to library services, does not only display information/library material services to users but also applies planning to the supervision process on library service system information, functions, and types of services provided by the library to users.

According to (Mathar 2021, 56) said that the results of the research, it was stated that the quality indicators of college library services

included: Orientation to users; Library conditions; Facilities; Effectiveness and efficiency of services; Staff performance; and Types of services; The principle of benefits; Management and service systems; User participation; College Library promotion. The quality of this service can be further improved based on the functions of library management.

MATERIALS & METHODS

This research uses qualitative research methods. Qualitative research is a research method used in examining a research object where the research instrument is the researcher himself, data collection techniques are triangulated and data analysis is inductive, the research results are understanding the meaning, construction of phenomena, and finding phenomena (Sugiyono 2018) The research is more focused on management towards improving library services at ITSI. The research method is carried out by the process of collecting data through observation, interview, and document analysis.

RESULT AND DISCUSSION

Planning

ITSI Library service planning has been included in the short-term and long-term work plans. One of the plans is to make policies and SOPs for each service and work area within the library. Currently, ITSI library serves ± 100 lecturers, ± 1700 students, ± 98 employees. The library stores more than 7,159 titles and 11,168 copies of printed library materials. The printed collection is grouped with the Dewey Decimal Classification (DDC) system 22 edition. The library's housekeeping system is automated including cataloging, circulation services, and procurement of library materials. To find collections, the library provides search tools in the online catalog, namely OPAC (Online Public Access Catalogue).

In the planning function, ITSI Library has a planning process for carrying out services to users optimally and based on determining goals and orientation for the benefit of users. The head of the library is responsible for the implementation of the planning process on librarians and library staff who are the implementers.

Organizing

Library service management needs organizational action both from the service system, work programs every year, monthly and weekly, policies and human resources, or librarians as field implementers of library users who use library services.

ITSI Library by the head of the library in the structural ranks has formed an organization and division of work systems and job descriptions of each librarian in carrying out each service.

Briefing

Direction is a process of action taken by the organization's leaders towards human resources or staff in carrying out their duties and responsibilities in accordance with policies, procedures, and systems that have been decided together. This direction is carried out by the library leader in coordination with the line of command.

ITSI Library by the head of the library directs or leads the library and is responsible for all activities and work programs in the library. Library leaders provide an understanding of how to serve users well and in accordance with existing SOPs and national library standards and prioritize the orientation of the interests of users. ITSI Library has several library services provided to users and has been regulated in the library SOP. Here are the types of services:

a. Circulation services in ITSI libraries include membership, borrowing, renewal, return, billing, and issuance of library exemption certificates (SKBP).

b. Reference services are library service activities to help users find information by answering questions using reference collections and providing guidance to find and use reference collections. Reference services in ITSI libraries are reading services and photocopying

services where because the collection is limited, library materials or collections are not loaned out. But if the library user or user needs the collection, we are allowed to take a photocopy.

c. This Internet service can be easily accessed through wifi and HotSpot provided by the library. Internet services can be used freely and for free only if the user is a member of the library. As a member, the library will provide a user name that can be used to access the library's internet services. ITSI Library provides free internet services to its users by providing several computer units to be used to access information needed by the ITSI academic community.

d. ITSI Library currently uses the SLIMs 9 Bulian program to facilitate library management and information access. ITSI Library provides Online Public Access Cataloque (OPAC) to make it easier for users to search for information in the library quickly and easily.

e. ITSI Library also provides digital services to its users, this is a variation of the type of service needed by users. Currently, the ITSI library has digitized its library materials such as books and student final project collections which makes it easier for users to access the information they need easily.

f. ITSI Library enters the new academic year conducting user education services, especially for all new students. The purpose of user education is so that users can easily use the library properly and correctly.

g. ITSI Library not only provides information in the form of printed media such as books, journals, proceedings, scientific papers, and magazines but also provides audio-visual services that can enrich the information provided by the library. With this audio-visual service, it can increase the memory of library users.

h. ITSI Library also provides photocopying services for users who want to have the reference books they need.

The types of services above are ITSI library services that can be provided to users. However, these types can be practiced according to the library's own capabilities. Providing many services to users is indeed a good value for the library.

Control

Control is the final action process of all organizational activities in evaluating performance, regulating, and supervising organizational resources in order to achieve certain goals in accordance with the organization's work plans and plans.

This library service management function aims to determine the results of performance and become a forum for monitoring the continuity of the implementation of duties and responsibilities to organizational resources by librarians in carrying out types of services to users. Evaluation of service performance is one of the successes of a library organization. a library leader, of course, has a big responsibility in overseeing every service carried out by librarians, not only the availability of collections but the types of services, systems, and roles carried out by librarians.

ITSI Library under the command of the head of the library continues to supervise and evaluate each librarian's performance so that the targets in the work plan and the demands of the library users' interests are met.

CONCLUSION

The success of a college library service is determined by the satisfaction and feasibility of the library users as users and owners of information needs. Optimal service will lead to attraction and visitation as well as the usefulness of the library as an information center. In principle, the quality indicators of library services cannot be separated from the influence of the application of management functions that have been combined in library management,

namely planning, organizing, directing, and controlling. Library management is an action in organizing and managing the library in terms of human resources, systems, information sources, service functions, and the ins and outs of library activities with the target of achieving the quality of library services.

The Indonesian Palm Technology Institute (ITSI) Library has implemented library management in accordance with the management processes and functions as set out in a policy and SOP for each service. Although it has been implemented and has been running significantly. However, the implementation of library management continues to be carried out and continues to be carried out, upgrading in terms of planning, organizing, directing, and controlling in order to achieve predetermined goals.

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