Siber International Journal of Education Technology (SIJET)
🌐https://review.e-siber.org/SIJET   ✉ siberpublisher.info@gmail.com   ☎ +62 812-1046-7572

Library Utilization and Services at Kota Kinabalu Indonesian School

Sharmili Mohamed Rafi[1]
[1] School of Komuniti Bentong, Ministry of Higher Education, Malaysia, sharmili0312@gmail.com

Corresponding Author: sharmili0312@gmail.com

Abstract: This study aims to get an overview of services to library visitors at the Kota Kinabalu Indonesian School . This type of research is descriptive quantitative research. Data processing techniques use percentage formula statistical techniques. The research findings show that there is still a lack of collections of library materials because the existing collections are not sufficient to meet students' needs, catalogs and classifications have not gone well so that students have difficulty finding the books they want. Services and guidance to readers in the use of the library provided by librarians have been carried out however, at the stage of using the library as a learning resource in general students have used the library a lot on the students' own awareness.

Keyword: Utilization, Service, Library.

INTRODUCTION

Today every school has a library, regardless of the size of the library, whether the library is permanent or not. Almost every year the government distributes library books to every school throughout Indonesia. In addition, the business world and social organizations often provide assistance or donations in the form of library books to certain schools. It's just how the school concerned follow up. In this regard, there are schools trying to build a permanent library space, and equipped with adequate facilities. This usually happens in schools that are in a capable community environment, in the sense that they have considerable support from their parents or the surrounding community.

The school library is a means of supporting the achievement of educational goals in schools, the library is an educational resource, learning resource center and learning media center (Supardi, 1982:15) . The importance of the existence of libraries in schools is also explained in RI Law Number 20 of 2003 article 35 paragraph 1, it is explained that: "Standard educational infrastructure facilities include study rooms, sports areas, places of worship, libraries, laboratories, workshops, playgrounds, creative and recreational areas and other learning resources needed to support the learning process including the use of information and communication technology".

From the description that has been explained, it can be said that education cannot be carried out properly if the teaching staff and students are not supported by the learning resources needed for the implementation of teaching and learning activities.

Utilization of the library as a learning resource will be optimal if the facilities and services in the library are effective. The system and personnel who manage the library should be professional so that they can serve the needs of library visitors. Besides that, it 's not very friendly librarians in providing borrowing and returning services is also one of the reasons students are lazy to visit the library. The library does not provide a book catalog, so visitors search directly on the bookshelves. The catalog is a directional tool for visitors to find the book they want. Librarians rarely help students who want to know the location/information about the book they want to find.

In terms of the use of the library by students, it seems that the library is not a place that is liked by students. This can be seen from the number of visitors who come to the library. Generally students come to the library to borrow books if asked by the teacher or when the teacher cannot come for teaching and learning activities, not on their own initiative.

Kota Kinabalu Indonesian School Library has 4 employees. The management structure of the Kota Kinabalu Indonesian School Library is as follows :

Table 1. Organizational Structure of the Kota Kinabalu Indonesian School Library

NO	OFFICE	NAME	EDUCATION
1	Chairman	Erlina	Indonesian
2	Member	Suharyati	Indonesian
3	Member	Misvawati	High School
4	Member	Yuniarti	High School

Judging from their educational background, they not a graduate of a library archive or not from an appropriate educational background, but a graduate of Indonesian language S1 and high school. This can affect the management system in the library because all library administrators do not have basic knowledge in the library field, for example in compiling collections, cataloging systems, and book classification.

based on results observation early in the library Indonesian school in Kota Kinabalu on 10 October 2014 , the number is known 729 students. Books in the library consists from book fiction reading And book package used by student as source Study. Amount _ book reading normal consists of 1669 books , and 4428 books from BOS funds distributed to students.

Based on the observations of researchers at the Kota Kinabalu Indonesian school, the researcher only conducted research on **Services to Library Visitors at the Kota Kinabalu Indonesian School,** which included services provided by librarians and the use of the library as a learning resource for students.

LITERATURE REVIEWS

Libraries are not something new among the community, libraries have been organized everywhere, such as in schools, both public and vocational schools, both elementary and secondary schools. Likewise in offices , even now public libraries have been promoted both at the district level to the village level (Ibrahim Bafadal , 2014:1).

In general, according to Pawit M. Yusuf and Yaya Suhendar (2005: 1) the library has a meaning as a place in which there are activities of collecting, processing, and disseminating (service) all kinds of information, both printed and recorded in various media such as books. , magazines, newspapers, films, cassettes, tape recorders, videos, computers, and others.

The understanding of the library according to Sutarno NS (2006: 27): " The word library comes from the word library, which means book, books, then library can be prefix per and suffix an to library. The library means a collection of reading books, literature books (Indonesian Big Dictionary-KBBI) .

Another meaning of the library is according to Sulistio Basuki (1993:3): "Libraries is A room, section A building nor building That used alone For keep book And issue other usual saved according to system arrangement certain For used reader, No For for sale".

Based on expert opinion above can It was concluded that the definition of a library is more general and broad, which includes a room, part of a building/building , or a separate building which contains collections that are arranged and arranged in such a way that it is easy to find and use if at any time the reader needs it. .

Collections of knowledge and information in the form of books and non-books are also found in institutions called documentation centers, information centers and others, which have the same duties as libraries, namely collecting, storing, processing and disseminating knowledge and information contained in library materials. Libraries convey information in the form of collections.

Library management according to Sutarno NS (2005:61) is the process of processing, compiling, storing, packaging so that it is neatly arranged, easily traceable, rediscovered and accessed by users. Understanding management according to Rokhmin Dahuri (2001) more explain management library means "A process of activity bibliography that includes activity start from processing until with service user library, activities processing material References is something activities that include activity inventory book, classification, cataloging, completion And drafting shelf book".

Based on two opinion on can concluded understanding management library in a manner general is the work includes maintenance and care so that the entire collection of the library remains in a clean, intact and good condition. While preservation activities are in the context of preservation and conservation because to maintain historical values and documentation.

As a library organization, it is hoped that it will be able to carry out professional management, both regarding human resources, facilities and infrastructure, and information technology. Good management will be able to move the organization in an efficient and effective manner. The term professional at least contains the notion of being transparent, accountable, and disciplined and responsible.

METHODS

Research is a quantitative research , descriptive in nature , because this research seeks to reveal and understand the reality in the field as it is (objectively) . According to A. Muri Yusuf (1997:80) "Descriptive research is a type of research that aims to describe systematically, factually and accurately regarding the facts and characteristics of a particular population or trying to describe a phenomenon in detail.

Descriptive research can identify data that shows the symptoms of an event and provide a systematic, actual description of a research result.

To process this data, the researcher used a simple statistical technique using the percentage frequency formula . How to calculate the percentage is as follows:

$$P = \frac{f}{N} = 100\,\%$$

P   = percentage number
f = the frequency of respondents' answers to each question, the percentage of which is being sought.
N   = number of respondents or number of samples
        This calculation is done manually with the help of Microsoft Excel.

RESULTS AND DISCUSSION

Library services have the goal of serving readers to obtain the library materials they need, so that users know what is in the library and other library activities, for example library promotion activities.

Library materials that are many but not used by anyone for any reason, is a big mistake. Services provided by paying attention to user satisfaction is the initial stage in the success of a library. Based on the results of research on library services, including:

1. Technical Service

From the results of research that has been done by the author using the documentation method regarding the availability of collections in the library, it seems that a collection of books is available, but not sufficient to meet the needs of all students. Besides that, non-book collections also still experience many deficiencies.

This situation will certainly make the library less functioning as stated by Ibrahim Bafadal (196:2) "Library materials are not only in the form of books but also non-book materials such as magazines, newspapers, brochures, micro films, maps global and pictures that can be used in learning" .

To complete the lack of collections from the school library, it is necessary to add collections, for example by increasing the allocation of library funds from existing sources of funds at the school.

Furthermore, from the results of the observations that the researchers made, as seen regarding the cataloging, classification and compilation of collections. As illustrated about cataloging . Cataloging is the process of making a bibliography (books, magazines, CDs, micro films and so on) belonging to a library. This list serves to record collections owned, assist the retrieval process, and develop international bibliographic standards. The Kota Kinabalu Indonesian School Library has not yet used a cataloging system but only has book data or library collections on the librarian's computer. Cataloging school library books is very important, because the catalog serves as a means of informing what books are in the school library. With the librarian's catalog it is also easy to find out what books they have and which they don't have.

According to the basics of library science: "The library catalog is a record or list of library materials owned by a library or several libraries arranged according to certain rules and systems. (Fundamentals of Library Science, 2003)".

According to Qalyubi (2007:138) the function of the catalog is as follows:
a. Record someone's work on the same title.
b. Arrange author entries appropriately so that all of one person's work is on the same heading.
c. Record all the titles of library materials owned by a library.
d. Shows cross references of several terms or the same names used as headings.
e. Provide instructions for the location / location of library materials arranged in the library. provide a description of each work owned by a library so that library users (users) can get complete information about the work.

Then about the classification of books in the library . The classification system can be based on book characteristics, so that books with the same content can be grouped together. There are several classification systems for school library books, including the alphabetic system, author names , book title alphabetical system, book usability system, publisher system, physical form system, language system, subject/content system. Based on the results of observations, the collection of books in the library has not been classified very well, because some of the collections of books are mixed , both titles, authors, and publishers.

With regard to classification, librarians must have basic knowledge of classification, so that librarians can make an appropriate decision whether or not librarians determine the

classification system to be used. In addition, librarians must have basic knowledge about libraries, which librarians can obtain through special education or upgrading in the library field.

Furthermore, regarding the preparation of a collection of books in the library. Based on the results of field observations, the books in the library have been arranged systematically. The arrangement of books on the shelves must be done standing up so that the books are clearly visible. Thin books should stand in the frame but need to be supported using standard brackets. With the arrangement of the books standing, the book labels can easily be read.

2. Reader Service

Based on the research that has been carried out as obtained from the questionnaire regarding reader services which include guidance services to readers in the use of the school library as a learning resource, borrowing services and returning school library book collections.

Guidance services for readers have not been fully felt to be satisfactory for students. The lending service system is an open service system. This system is freedom for students To enter the room for books or other library materials and choose the books or other library materials from the shelves according to your tastes and needs . Based on the results of observations in the field, students were given the right to choose the collections needed, but students had previously been briefed on the rules for utilizing library collections.

In the service of borrowing references or dictionaries, it is better if the librarian officer takes them, this aims to overcome the loss of books when the librarian is off guard. Moreover, the number of these books is very limited.

In the return service the librarian gives a time limit in accordance with applicable regulations, this is in accordance with the answers given by students. For the service of returning books borrowed by students, there were not many problems, it's just that librarians were overwhelmed in recording students who borrowed and returned books. This is due to the uneven division of tasks for each librarian in serving students. To overcome this problem, two librarians on duty must be compact and able to work together and help each other in their duties.

As according to Noerhayati S. (1987:100) states: "libraries are services. Service means busyness. Library materials must be available at any time for those who need them: in class or outside of class. The dynamic use of library materials requires close collaboration between class teachers, students and librarian teachers .

3. Library utilization

Based on the results of interviews with the head of the librarian, literature studies were given to new students (grade VII), when these students carried out Student Orientation Period (MOS) activities. One of the MOS programs informs about the library, what books are available, and how to borrow them. Utilization of the school library as a learning resource is highly dependent on the availability of various book collection materials that support the school curriculum in facilitating the learning process.

Based on the results of observations obtained in The field study shows that in visiting the library students are motivated because the collections in the library are not directed by teachers and librarians.

Realizing the use of the library as a source of learning and generating interest in students visiting the library, the collection of library materials should be supplemented by allocating the library's budget as well as possible from various sources of funds in schools, besides that it can also be applied to the local National Education Department.

4. Questionnaire Data Value

To measure the frequency of the questionnaire results given to students regarding Services to Visitors at the Kota Kinabalu Indonesian School Library , the authors display

the results of data processing as follows: The average value range in the results of the questionnaire given to students has a score of 83.15 . In addition, the highest score on the results of the student questionnaire has a score of 110, and the mean score on the results of data processing is 82 and the lowest score on the results of the questionnaire has a score of 54.

Based on the results of data processing, the students who got the highest score of 136 (71%) indicated that the service to visitors at the Kota Kinabalu Indonesian School library was categorized as good and 56 (29%) stated that the service to visitors at the Kota Kinabalu Indonesian School library was still not good. satisfying.

CONCLUSION

Based on the description of the results of the research and discussion that has been disclosed regarding Services to Library Visitors at the Kota Kinabalu Indonesian School . It can be concluded as follows:

1. Most of the technical services carried out by librarians have been carried out well , however there are several steps that have not been fulfilled, including the availability of incomplete book collections and a cataloging system that has not been implemented so that the library does not function as educative, informative and recreational.
2. Services and guidance to readers provided by librarians to students have been implemented, such as the procedures for borrowing and returning books, as well as the regulations that apply to library visitors.
3. The use of the library as a learning resource has been carried out well, but there is still a lack of the role of teachers and librarians directing students in using the library.

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