
(Research Article)

The Role of Library Facilities and Infrastructure Management in Improving Educational Services at SMKN 1 Sangatta Utara

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Abstract: This study aims to analyze the role of library facilities and infrastructure management in improving educational services at SMKN 1 Sangatta Utara. In improving the quality of educational services, the existence of a well-managed library as a center for information and literacy resources is important, which supports the teaching and learning process in schools. Good management of facilities and infrastructure in the library can increase interest in visits and create a conducive learning atmosphere, which ultimately contributes to improving the quality of education. This study uses a qualitative approach with a descriptive design, which collects data through observation, interviews, and documentation at SMKN 1 Sangatta Utara. The results of the study indicate that library facilities and infrastructure management has a very important role in improving the quality of educational services in schools. Efforts made by the library to improve educational services include developing book collections that are relevant to curriculum needs and student interests as well as improving facilities and the quality of library staff. Library management involves the stages of planning, organizing, developing human resources, leadership, controlling, and maintenance to maintain smooth library management and improve the quality of services provided to students. Overall, systematic and student-oriented management has the potential to increase the role of the library as an effective and efficient learning center in supporting the educational process in schools.

Keywords: Facilities; Infrastructure; Library and Educational Services

1. Introduction

A library is an institution that manages various information in various forms. Its existence in an institution is important so that the institution's goals are achieved. Libraries can be a force to educate the nation's life because they are no longer just a room or building but a dynamic educational tool. Libraries have a strategic role in educating the nation's life, both in developed and developing countries. The existence of libraries is a necessity in the progress of human civilization and culture. Libraries are centers of information, science, technology, arts, culture and recreation. (Anggraeni et al., 2023)

As per the regulation of Law of the Republic of Indonesia No. 43 of 2007 Article 38 paragraph 1 concerning libraries, a library is an institution that manages a collection of written works, printed works and/or recorded works professionally with a standard system to meet the educational, research, preservation, information and recreation needs of users as a library organizer that provides libraries for facilities and infrastructure in accordance with national library standards. In the world of education, libraries are a support for teaching and learning activities. The purpose of school libraries is to meet the information needs of students and educators accurately and quickly. School libraries can be a driving force to realize the maximum teaching and learning process and play a very important role in education in schools. School libraries also equip students with lifelong learning skills. As a source of information, school libraries must be able to present the right information for their users because the right information will be able to make important decisions in. (Suhardi, 2011)

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According to Rusydi Ananda and Oda Kinata Banurea, school libraries are one of the educational facilities in developing students' knowledge and skills. The implementation of school libraries requires various facilities and infrastructure that are arranged in such a way and maintained properly so that they can truly function as a support for the implementation of libraries effectively and efficiently. With the existence of library facilities and infrastructure, it is very helpful in increasing the knowledge and insight of readers for both students and teachers. Of course, the existence of libraries in schools can improve the quality of education. School libraries have a fairly important position in educational units, therefore, the implementation of school libraries must be integrated with the curriculum implemented by the school. Learning resources play an important role in the success of education, so the existence of school libraries must implement good management of facilities and infrastructure. (Ulhaq, 2022)

A good library is a library that has adequate collections and library materials. The completeness of the facilities and infrastructure in the library will certainly affect the interest of the public in visiting because a comfortable library atmosphere will make the learning atmosphere in the library conducive. Without the interest of the public in visiting, the library cannot function optimally. In an effort to increase the interest in visiting, the library needs to study and understand how the development of the completeness of library facilities and infrastructure affects the interest of the public in visiting. (Anggraeni et al., 2023)

Quality education services are greatly influenced by various factors, one of which is the existence of a well-managed library. A library that has an adequate collection of library materials and complete facilities and infrastructure will play an optimal role in supporting the teaching and learning process. The completeness of library facilities and infrastructure is not only important for providing adequate access to information, but also for creating a comfortable and conducive learning atmosphere. This comfortable atmosphere will in turn increase interest in visits, both from students, teachers, and the wider community. Without a high interest in visits, the library will not be able to function optimally. Therefore, good management of library facilities and infrastructure is very important to increase the effectiveness of education services in schools. (Falah, 2022)

School libraries have a very important role in supporting the teaching and learning process. In the midst of technological advances and developments, libraries no longer function merely as a place to store books, but have developed into a center for learning resources that can provide access to information, knowledge, and literacy for all school residents. As an educational institution committed to quality, SMKN 1 Sangatta Utara also views the library as an intellectual heart that can enrich students' learning experiences. Therefore, the management of library facilities and infrastructure is an important aspect in ensuring that the library can function optimally to support the quality of educational services in schools. Because one of the factors that determines the success of the quality of education is educational facilities. Where complete educational facilities available at schools greatly affect the smooth and effective educational process in the classroom. So in simple terms, school equipment management is a process of linking all school educational equipment that is effective and efficient. (Adinda Lestari, Achmad Junaedi Sitika, 2021)

The implementation of library facilities and infrastructure management in schools is often faced with various challenges. Some obstacles such as the lack of adequate supporting facilities, and the lack of competent library management staff. These challenges often hinder efforts to optimize the function of the library as a learning center that can be accessed by students and teachers. In this context, it is important to examine the role of management in optimizing library facilities and infrastructure, as well as exploring strategies that can be done to deal with these obstacles.

Based on the results of observations at SMKN 1 Sangatta Utara, it was found that the management of library facilities and infrastructure has not been fully optimal in improving educational services at the school. Some of the problems identified include the incomplete collection of books available and the limited supporting facilities that support the comfort and effectiveness of the learning process in the library. The success of an educational institution in improving educational services is highly dependent on the availability of adequate facilities and infrastructure in the library. This is related to the quality of service provided by officers and the comfort of users in using library facilities. As is known, a library is said to be successful if the existing collections, facilities, and services can be utilized optimally by users, both students and teachers. The growth and development of a library's performance can be

said to be optimal if many users use the library to support their learning activities. Based on this phenomenon, the purpose of this study is to analyze the role of library facilities and infrastructure management in improving educational services at SMKN 1 Sangatta Utara.

3. Method

The approach used in this study is a qualitative approach with a descriptive research type. Qualitative research aims to understand phenomena in depth through detailed descriptions, utilizing various natural methods. (Yuliani & Supriatna, 2023) This study is adjusted to the main objective of describing the management of library facilities and infrastructure in improving educational services at SMKN 1 Sangatta Utara. This study requires researchers to go directly to the field to collect research data directly, so that researchers act as the main instrument in data collection. Regarding data sources, researchers obtained two types of data sources, namely primary data and secondary data. Primary data comes from the Head of the Library and library officers at SMKN 1 Sangatta Utara, while secondary data is obtained from documents related to the management of library facilities and infrastructure in schools.

Data collection was carried out using three main techniques, namely observation, interviews, and documentation. Observations were carried out by directly observing the condition of the library at SMKN 1 Sangatta Utara, including existing facilities, management of facilities and infrastructure, and services provided to visitors. Interviews were conducted using interview guidelines containing a series of questions to obtain information related to the management of facilities and infrastructure applied in improving educational services in the library. This interview was conducted with the Head of the Library and library officers. In addition, documentation was used to collect documents related to the management of library facilities and infrastructure at SMKN 1 Sangatta Utara. The collected data will be analyzed descriptively through the steps of data reduction, data presentation, and drawing conclusions. This analysis technique will provide a clear picture of the role of library facilities and infrastructure management in improving educational services at SMKN 1 Sangatta Utara .

4. Results and Discussion

In identifying and evaluating the condition of library facilities and infrastructure at SMKN 1 Sangatta Utara and efforts to improve educational services through existing facility management. The library is one of the important facilities in supporting the learning process in schools. Therefore, good management of library facilities and infrastructure is very necessary to improve the quality of educational services. Data were obtained through direct observation and interviews with the head of the library and related staff.

Based on the results of the interview with the Head of the Library, the facilities and infrastructure in the SMKN 1 Sangatta Utara library are sufficient to support learning activities. This library has a collection of books consisting of various types, including textbooks, reference books, as well as fiction and non-fiction books. Overall, there are 5,043 book titles with a total of 17,038 copies available for students. In addition to the book collection, other facilities that support library services such as computers for information access and multimedia equipment are also available. However, during the observation, it was found that although the book collection already covers various categories, some book categories are still limited. For example, books related to certain technologies and vocations are not yet available in sufficient quantities. This indicates that although the collection is quite complete, collection development still needs to be carried out so that students' reference needs can be met more optimally.

Library management emphasizes the importance of the availability of facilities and infrastructure that are in accordance with user needs. In a study by Adek Purnama (Purnama et al., 2020), adequate library collections are a key factor in supporting effective learning. The first is adequate library room facilities including library comfort such as air conditioning, fans, air fresheners, trash cans, online catalogs and so on, and the second is an increase in library budget funds from the foundation, the third is professional human resources and has a background in library education and communication science, the third is support from the principal, the fourth is the variety of library materials available including textbooks, non-fiction books, fiction books, newspapers, online magazines, and so on, and the last is the existence of a reading corner program as a solution to the limited time students visit the library and the location is not so strategic and the existence of a free library program. Although the book

collection in the SMKN 1 Sangatta Utara library is quite complete, several book categories that are still limited indicate that collection development needs to be continued to keep up with the needs of the ever-evolving curriculum. In this case, library collection management based on educational needs analysis is important, as in the research conducted by Endhar Priyo, which states that collections must be continuously reviewed and updated to support the teaching and learning process. (Utomo, 2019)

The management of library facilities and infrastructure at SMKN 1 Sangatta Utara has been carried out well. The head of the library, who was interviewed, explained that the management of facilities and infrastructure is carried out with structured procedures. Every year, the procurement of facilities and infrastructure is carried out based on the proposed budget, with funding sources coming from BOS funds and the school committee. This procurement includes the purchase of new books, computer equipment, and other supporting facilities. According to Ibnu Faruk, facilities and infrastructure as an integral part of all learning activities in educational units have functions and roles in achieving learning activities according to the curriculum of the educational unit (Fauzi, 2020). In order for the provision of facilities and infrastructure to be appropriate and efficient (effective and efficient), a proper needs analysis is needed in planning its fulfillment. The management of facilities and infrastructure that involves various stages, such as procurement, maintenance, and disposal of facilities, is a basic principle in effective library management. The theory of resource management in the context of libraries emphasizes the importance of sustainable and planned management. (Gailea, 2024) By using a budget from BOS funds and the school committee, the management of library facilities and infrastructure at SMKN 1 Sangatta Utara follows this principle. However, the provision of facilities that are in accordance with needs and more structured routine maintenance will further improve the quality of service

Based on the interview with the Head of Library, there are several strategic plans that are being and will be carried out to improve the quality of educational services in the library. These plans are divided into three categories as follows:

4.1 Short-Term Plan: To immediately improve the quality of service, the library plans to optimize existing facilities and infrastructure. This includes improving existing computer facilities, expanding the reading room to make it more comfortable, and adding to the book collection to meet students' reference needs. The head of the library also stated that book procurement will focus on topics that students often search for but are still limited in the collection.

4.2 Medium-Term Plan: In the medium-term plan, the library plans to integrate online and offline library services. The use of applications for online book lending and the provision of digital book catalogs will make it easier for students to access library collections, both directly and remotely. This also aims to accommodate the growing need for digital literacy among students.

4.3 Long-term Plan: For the future, the library plans to realize a fully online library service system. With a fully online service system, students and educators can access library collections more practically and efficiently without having to come directly to the library. This is also expected to support distance learning and the use of technology in education.

The library service improvement plan proposed by the head of the library, such as book collection development, reading room optimization, and online services, is in accordance with the theory of strategic management in the context of education. Hanson (2019) explains that short-, medium-, and long-term service improvement strategies must be implemented continuously in order to provide real improvements in the quality of educational services. By increasing digital access and managing collections that are more relevant to student needs, libraries can become more efficient and useful resource centers.

Management of facilities and infrastructure can be understood as organizing the process, starting with planning, acquisition, storage and distribution, use, maintenance, inventory and disposal and organizing needs, as well as organizing that is purposeful and goal-oriented (Putri et al., 2024). According to Rusydi Ananda, library management includes various stages, from planning to maintenance. There are several stages in library management planning, organizing, human resources (HR), leadership, control and maintenance in library management at SMKN 1 Sangatta Utara play an important role in ensuring that the library can function efficiently, effectively, and responsively to student needs and efforts to improve educational services. (Ananda & Banurea, 2017)

First, In the library planning process, objectives must be formulated specifically, measurable, achievable, relevant, and have a clear time limit (SMART). This is important to ensure that each goal set can be achieved with existing resources, and is relevant to the needs of library users. Achievement of these goals must be supported by effective resource allocation, periodic evaluation, and staff involvement in planning to ensure successful implementation. In Ibnu Faruk's research, planning must be carried out carefully and thoroughly, both in relation to the characteristics of the facilities and infrastructure needed, the number, type, and constraints, along with the price. (Fauzi, 2022) The planning stage in library management at SMKN 1 Sangatta Utara involves identifying the needs of collections and facilities that are relevant to the curriculum and student interests. Planning is carried out through regular meetings involving the head of the library, library staff, and input from teachers. This process is in line with the opinion of Lewis (2018), who stated that comprehensive planning will help the library meet user needs more appropriately and sustainably. (Hamurdani et al., 2024)

Second, the organizing stage includes arranging collections and grouping facilities based on their types and functions, making it easier for students to find the references they need. The head of the library stated that the library has implemented a digital-based cataloging system to improve accessibility. This is supported by research from Ahmad Sani which states that efficient organization can improve the effectiveness of library services and speed up access time for users. (Sani, 2017)

Third, Human Resources (HR) is an important component in library management. At SMKN 1 Sangatta Utara, the head of the library and staff routinely attend training to improve their competence in managing collections and services. According to the interview report, this training includes the development of information technology skills, such as the use of library software and online services, as well as improving communication skills to provide better services to students, which shows that the development of library HR competencies contributes significantly to improving the quality of library services. (Dani Hermawa, 2021)

Fourth, Good leadership greatly influences the smooth management of the library. The head of the library at SMKN 1 Sangatta Utara acts as a leader who is able to direct staff in achieving the library's vision as a center for quality learning resources. Through effective communication and good collaboration, the head of the library strives to maintain staff motivation in providing the best service. So that it is able to provide good supervision for the staff, so that the staff always feel supervised and create satisfactory work results to achieve the success of the library's goals. This is in line with the leadership put forward by Idzari Rahman, who emphasizes the importance of supportive and directive leadership to achieve organizational goals. (Rahman, 2021)

Fifth, Control or supervision in library management is also an important factor in maintaining service quality. At SMKN 1 Sangatta Utara, control is carried out by conducting service evaluations every quarter. In this evaluation, the head of the library and staff review the achievement of targets and identify problems faced, such as the need for additional collections or facility improvements. This evaluation allows the library to take corrective action in a timely manner, in accordance with the opinion of Ananda Rusydi, who emphasized that continuous evaluation is very necessary to improve library service performance. (Ananda & Banurea, 2017)

Sixth, the maintenance stage is also a crucial component in ensuring that library facilities and infrastructure can function optimally. Routine maintenance is carried out on computers, bookshelves, and other facilities to keep them in good condition and ready for use by students. According to the head of the library, this maintenance is carried out periodically by involving special technicians and internal resources, so that the quality of the facilities is maintained. This is in line with the view of Ibnu Faruk, who stated that preventive maintenance can reduce the risk of damage and extend the life of library facilities. (Fauzi, 2022)

Overall, the efforts made by the SMKN 1 Sangatta Utara library in managing facilities and infrastructure have shown seriousness in improving the quality of educational services. A systematic and user-oriented management approach, from planning to maintenance, are steps that support the achievement of effective and efficient library services. This is expected to increase the role of the library as a center for learning that is effective and provides a positive contribution to the educational process in schools.

5. Conclusion

Based on the results of the research data presentation above, it can be concluded that the management of library facilities and infrastructure at SMKN 1 Sangatta Utara has a very important role in improving the quality of educational services in schools. Efforts made by the library to improve educational services include developing book collections that are relevant to the curriculum needs and interests of students, especially in the fields of technology and vocational. Improvement of facilities is carried out by adding supporting facilities such as computers, internet access, and multimedia tools to create more interactive learning. The library also provides training to library staff so that they are more efficient in managing facilities and infrastructure and can provide better services to users.

Library management at SMKN 1 Sangatta Utara also involves the stages of planning, organizing, human resource development, leadership, controlling, and maintenance. All of these stages are important to maintain the smooth management of the library and improve the quality of services provided to students. Overall, this systematic and student-oriented management has the potential to increase the role of the library as an effective and efficient learning center in supporting the educational process in schools.

Therefore, in improving the quality of library services at SMKN 1 Sangatta Utara. First, library managers need to focus more on developing book collections related to technology and vocational fields, which will greatly support the needs of students at SMKN 1 Sangatta Utara. The selection of books that are in accordance with curriculum developments and learning needs must be a top priority in book procurement. In addition, libraries should improve existing facilities, especially computers and multimedia equipment used to support access to information. A comfortable environment will also create a conducive atmosphere for students to learn. Library managers need to be given training to improve their competence in library management, including in terms of collection management and services to visitors. Competent management staff will greatly support the smooth operation of the library. In addition, libraries need to continue to pay attention to the management of facilities and infrastructure with more structured and planned principles. Routine maintenance of facilities and the removal of facilities that are no longer relevant will help improve the quality of library services. Finally, given the limited funds available, libraries can utilize the budget more efficiently and optimize funds from other sources to meet the needs of facilities and infrastructure that have not been achieved. By implementing these recommendations, it is hoped that the library at SMKN 1 Sangatta Utara can improve its function as an optimal learning resource center and support the quality of educational services at the school more optimally.

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