EDULIB
Journal of Library and Information Science

Librarian perceptions of the implementation of the national standards of library in University of Diponegoro Library

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A B S T R A C T

This study aims to determine the librarian's perception of implementing the National Library Standard at the UPT Library of Diponegoro University, Semarang. This qualitative research method uses observation and interviews as data collection techniques. Interviews were conducted in a semi-structured manner and involved five informants. The data obtained were then analyzed using thematic analysis from the results of data analysis determined 4, namely, the application of the SNP, the function of the SNP, the constraints on the application of the SNP, and the evaluation of the SNP. The application of the SNP includes the development of collections, infrastructure, library materials processing, and staff. The function of the SNP is to improve the quality of collections, consideration of accreditation assessment, reference in management, and reference uniformity of library management in Indonesia. Obstacles to applying SNP are constraints in the management and constraints of library policy. The evaluation of the SNP includes the SNP adding a discussion on up-to-date virtual visits, detailed explanations regarding the addition of collections, coordination between PNRI and the Ministry of Research, Technology and Higher Education regarding the application of higher education SNPs, administrative discipline, and continuing to implement SOPs and guidebooks. The results of this study are helpful for university libraries that implement SNP and for libraries that plan to use SNP as a standard for library services in universities.

A R T I C L E   I N F O

1. INTRODUCTION

The National Library Standard, often abbreviated as SNP, becomes a guideline or rule in carrying out activities in the library so that it follows the regulations that have been set, including service, processing, procurement, and development carried out following the rules. Suppose the activities in the library are under the standards. In that case, the library activities intended for librarians and their users may be optimal.

The National Library of the Republic of Indonesia compiles SNP (National Standards for Libraries), which include school libraries, university libraries, district or city public libraries, special or government libraries, and village or urban village libraries. According to (Suwarno, 2017), the library as an information resource center is the backbone of an institution's advancement, especially in educational institutions, where the demands for adaptation to the development of information are very high. This is because the dominant users are academics whose need for information is so strong that the library inevitably has to think about trying to develop itself to meet user needs. The library's organization aims to help students and teachers or lecturers complete tasks in the teaching and learning process.

According to SNP 013:2017, a university library is a library that aims to meet the information needs of teachers and students in universities. Based on the previous description, PNRI (National Library of the Republic of Indonesia), as the primary library institution, formulated the National Library Standard as a guideline for library management in Indonesia.

The Diponegoro University Library is part of a higher education institution, so the Diponegoro University Library UPT applies the PT SNP (National Standard for College Libraries) formulated by PNRI (National Library of the Republic of Indonesia) in 2017. PT SNP (National Standard Library) Higher Education) contains a description of the rules for organizing libraries, including library collections, library facilities and infrastructure, library services, library staff, library administration, and library management (PNRI, 2017).

According to Lasa Hs, library standardization has a goal, namely towards standard quality, to improve the quality of university library management and adjust national education standards (Lasa Hs, 2014). In applying the National Standards for Higher Education Libraries, the reference used in this research is previous research by (Hakim et al., 2020) with the title "Implementation of SNP 010: 2011 University Libraries at UPT Lancang Kuning University Pekanbaru". This study discusses the implementation of the National Library Standard 010: 2011 regarding university libraries.

In this study, applying the PT SNP is the basis of how the conditions and atmosphere in the UPT Library of Diponegoro University are so after knowing conditions in the library. Field conditions will be the basis for seeing how field conditions affect the librarian's perception.
Thus, the PT SNP (Standard National University Library) which has been formulated by PNRI (National Library of the Republic of Indonesia) is essential to be researched. This is related to the purpose of this research, to find out how the library perceives the PT SNP (National Standard for Higher Education Libraries) application in the UPT of Diponegoro University libraries. Researchers have a reference in measuring the perception bases on the SNP PPT (National Standard for College Libraries) 013:2017 is intended as a reference for organizing public and private university libraries.

Standards are formal rules that can be applied to all sectors of industry and commerce and include tests, terms, definitions and symbols, construction and display specifications or "performance", codes and rules. , and other matters of a technical nature (Saleh, 2009).

In the Government Regulation of the Republic of Indonesia Number 24 of 2014 concerning the implementation of Law no. 43 of 2007 concerning libraries, article 1 number 4 states that the National Library Standard (SNP) is the minimum criterion used as a reference for the

activities of organizing, managing and developing libraries in the jurisdiction of the Unitary State of the Republic of Indonesia (Indonesia, 2014).

The law's national library standard (SNP) is a form of regulation whose application is binding or mandatory (Utomo, 2009). National Library Standards include library collection standards, facilities, and infrastructure standards, library service standards, library staff standards, and management standards. The National Library of the Republic of Indonesia compiles SNP (National Standards for Libraries), which include school libraries, university libraries, district or city public libraries, special or government libraries, and village or sub-district libraries.

The National Standard for Higher Education Libraries (SNP PT) is a set of guidelines established by the National Library of the Republic of Indonesia in 2017. It outlines rules for organizing university libraries, covering collections, facilities, services, staff, administration, and more. Universities are required to align their libraries with these standards, in accordance with National Education Standards. SNP PT 013:2017 includes specifics such as scope, legal basis, definitions, collections, facilities, services, membership, staff, management, and technology.

The Library Council of New South Wales describes some of the standard library functions, namely, as follows: (i) To evaluate library performance; (ii) Setting targets for upgrading service; (iii) Planning for service requirements; (iv) Provide the best servicel; (v) Develop an evidence-based setting for sourcing innovative equipment and services and practitioners' strategies to match services to community needs (Library Council of New South Wales, 2012)

According to (Robbins, 2001), perception is a process in which individuals organize and interpret their sensory impressions to give meaning to their environment. From the above understanding, researchers can conclude that perception is a process of learning or giving meaning to information to stimuli. Obtaining stimulus from the process of sensing objects, events, or relationships between symptoms is then processed by the brain. In this study, applying the PT SNP is the basis for how the conditions and atmosphere in the UPT Diponegoro University Library are so after knowing conditions in the library. Field conditions will be the basis to see the influence of field conditions on the librarian's perception.

2. METHODS

This research is research that uses qualitative research methods. The research approach that the author uses is qualitative, the process is intended to describe the librarian's perception of the application of the National Standards for Higher Education Libraries (SNP PT) 013:2017 at the UPT Diponegoro University Library as a whole. The data collection method in this study was carried out by observation and interviews. The interviews were semi-structured and were conducted with 5 informants, namely the head of the librarian, the librarian, and the head of administration. The data obtained from the interviews are then processed using thematic analysis. In this study, the data analysis process in detail, the researchers used the stage flow offered by Lincoln & Guba (Nowell et al., 2017), as follows: (i) Familiarize yourself with data (Familiarizing yourself with your information). At this stage, after obtaining data from informants through interviews, then listening to the recorded interview results and transcribing the interview conversations into a written transcript. (ii) Generating initial codes. At this stage, the researcher makes codes on the interview transcripts that follow the research needs so as not to deviate from the research objectives, the codes are made based on the formulation of the research problem. (iii) Searching for themes. After the researcher has created the first code, at this stage, the researcher groups similar or similar principles, then the researcher makes a table to facilitate the code grouping process, after all

the identical or similar codes are put together and formed groups, then the researcher create a theme name for each code group found, the name of the designed theme can reflect the contents of the codes in that group. (iv) Reviewing themes. At this stage, the researcher validates the themes that have been created in the previous stage. (v) Define and name the theme. At this stage, the researcher provides the final themes obtained from the four processes that have been described previously. So that the final themes that have been formed can answer the formulation of research problems, because they have entered the final stage and the final themes obtained are the function of the SNP, the application of the SNP, the obstacles to the application of the SNP and the evaluation of the SNP. (vi) Making a report (Producing the information). This stage is the last stage after the researcher is entirely sure if the themes already represent the meaning of the overall data obtained and can answer research questions.

3. RESULTS AND DISCUSSION

UPT Diponegoro University Library Semarang in library management refers to the National Standards for Higher Education Libraries (SNP PT) formulated by PNRI (the library aims to find out how librarians perceive the application of SNP (National Standards for Libraries) at the UPT Diponegoro University Library. Based on the analysis data using the thematic analysis method obtained 4 themes, namely, the SNP's application, the SNP's function, the constraints on the application of the SNP, and the evaluation of the SNP.

3.1. Application of SNP

Based on the results of data analysis, the UPT of the Diponegoro University Library in the application of the PT SNP (National Standard for Higher Education Libraries) includes collection development, infrastructure, library materials processing, and library staff.
In the field of collection development, based on the PT SNP (National Standard for College Libraries) number 13 In 2017 the types of library collections in the form of written, printed, digital, and/or recorded works consisted of fiction and non-fiction. The types of groups at the UPT Diponegoro University Library include published, non- print, fiction, non-fiction, and mandatory books. The required books owned by the UPT Diponegoro University Library consist of various study programs based on the syllabus, which is the guideline in the library. Thus, the types of collections at the UPT Diponegoro University Library follow the SNP of PT. In addition, the PT SNP (University Library National Standard) number 13 of 2017 regulates weeding activities, namely, weeding is carried out at least 1 (one) time in 3 (three) years through coordination with related departments/study programs (PNRI, 2017). UPT Diponegoro University Library has conducted a re-enumeration or stock-taking once a year.

Regarding the number of collections in the UPT Diponegoro University Library, the quantity of supplies is under the SNP and in accordance with the study program. Thus, collection development activities at the UPT Diponegoro University Library are currently almost per the national standards of university libraries.

Facilities and infrastructure are all types of facilities at the UPT Diponegoro University Library, whose providers refer to the National Standards for Higher Education Libraries. Facilities and infrastructure available at the UPT Diponegoro University Library include disabled access, book display facilities, wifi, manual dates, automatic stairs, and CCTV. In addition, there are facilities for regulating room conditions, including air conditioning and AC in each service, sufficient lighting, and four generators to avoid other obstacles so that they

can perform services optimally. This is based on a statement from the fourth informant, Mr. Subgiyanto, as the head of TU at the UPT Diponegoro University Library.

Regarding facilities and infrastructure, the library room also includes facilities and infrastructure in the library. Based on the PT SNP (National Standards for College Libraries), the library space consists of a collection room, library room, workspace, other room/toilet, living room, seminar/theater, lobby, and public expression area (PNRI, 2017). The library rooms available at the UPT Diponegoro University Library include discussion rooms, circulation rooms, reference rooms, independent study rooms, multimedia rooms, administration rooms, head of the library, procurement and processing rooms, meeting rooms, librarian rooms, places of worship, and toilets. Thus, the UPT of Diponegoro University Libraries, in providing facilities and infrastructure, has complied with the standards set.

In addition, the Diponegoro University Library Unit has so far processed library materials following the national library standards. Another effort in implementing the National Standards for Higher Education Libraries is related to library staff. Based on data analysis, the library staff at the UPT Diponegoro University Library consisted of the head of the library, librarians, technical staff, and administrative staff. Librarians at UPT Diponegoro University Library already have essential competencies in their fields, and almost all librarians graduate from S1 and S2 libraries. The UPT Librarian of Diponegoro University technical team is a D3 library for science graduates. In terms of library staff, the Diponegoro University Library Unit has so far implemented and approached the national standard for university libraries. Thus, the overall UPT of the Diponegoro University Library almost follows the National Library Standards procedure.

3.2. SNP Function

The function of SNP (National Standard of Libraries) is the second theme in this research. This theme tells about the librarian's perception of the role of the National Library Standard (SNP). According to the first informant, the librarian of the collection development section, the function of SNP (National Standards for Libraries) is to improve the quality of collections.

Another function of the National Library of Indonesia (SNP) is as a consideration for the accreditation assessment. According to the second informant, namely the librarian in processing library materials. SNP PT (National Standard for College Libraries) is necessary to implement. The National Library Standard (SNP) is a consideration for the accreditation assessment. The National Library Standard also serves as a reference in management. This means the library should apply the SNP PT in its implementation.

The National Library Standard (SNP) also serves as a reference for uniformity in library management in Indonesia. Thus, the function of the PT SNP (National Standard for University Libraries) based on the librarian's perception is to improve the quality of collections and to consider accreditation assessment as a reference in management and a reference for uniformity in administration.

3.3. SNP Implementation Constraints

The UPT of the Diponegoro University Library in implementing the SNP has obstacles, namely, in the management and policy of the university. UPT Diponegoro University Library has problems adding print collections. Based on the National Standard for Higher Education Libraries Number 13 of 2017 for adding an annual group of at least 3 percent of the total existing supply (PNRI, 2017). UPT Diponegoro University Library currently has less than 1

percent increase in its printed collection for a year. Based on the statement of the first informant, the librarian of the collection development section.

In an attempt to implement the National Library Standards, UPT Diponegoro Library is constrained related to library policies. These policies include policies regarding electronic services. The UPT of Diponegoro University Library in providing printed collections is decreasing. That's why UPT Diponegoro University Library currently strengthens electronic services such as e- books, e-journals, etc. Intending to make Diponegoro University a research-based only university.

UPT Diponegoro University Library currently strengthens electronic services so that the procurement of printed collections decreases, intending to make Diponegoro University an only research-based university. UPT Diponegoro University Library, in collection development activities, there are other obstacles. The obstacle is the budget policy in the development of the collection.

The UPT of the Diponegoro University Library related to the budget and policies changes every year. It was adjusting the procedures and budgets for the library's priorities. The UPT for Libraries at Diponegoro University has two types, household operational and library support budgets. UPT Diponegoro University Library related to the budget, the procurement of books every year decreases. Thus, other available budgets are used to encourage different aspects of the library's vision and mission.

3.4. Evaluation of SNP

National Library Standards for Higher education (SNP PT) applies to public and private university libraries, including universities, institutes, high schools, academies, and polytechnics. Regarding the evaluation of the SNP, according to the first informant, the hope is that the UPT of the Diponegoro University Library can be fulfilled under the national library standards. In addition, the library's national standards should include a state-of-the-art discussion. The first informant conveyed this as a librarian in the collection development department.

The first informant also argued that several things must be revised from the national library standard, the statement is about a detailed explanation of the addition of collections, as well as adding a discussion about online scientific journals and audiovisual collections in the PT SNP (Standard National College Library). In addition, the National Library of the Republic of Indonesia (PNRI), as the institution that determines the library, should coordinate with the Ministry of Research, Technology, and Higher Education regarding cooperation related to the application of SNP PT.

Another thing that needs to be considered in the application of SNP PT. According to the second informant, administrative discipline in applying SNP (National Standards for Libraries) is very important. The organizational sentence must be carried out, because the accreditation assessment requires physical evidence from the administration. Thus, in applying national library standards, administrative discipline is also essential to support the implementation. In addition, libraries must also implement SOPs and manuals as references in the library.

Thus, it can be concluded that, SNP (National Standards for Libraries), there are several evaluations, namely, SNP (National Standards for Libraries) adding a discussion of up-to-date information, a detailed explanation of the addition of collections, a discussion of virtual visits, and coordination between the National Library and the Ministry of Research, Technology and Higher Education regarding the application of the PT SNP (National Standard for Higher Education Libraries). In addition, in supporting the application of SNP (National Library

Standards), administrative discipline in the application of SNP (Library National Standards) as well as running SOPs and guidebooks as references in the library.

4. CONCLUSION

Based on the results of data analysis, the researchers found 4 themes, namely, the SNP's application, the SNP's function, the SNP's constraints, and the SNP's evaluation. The application of SNP (National Standards for Libraries) became the first theme found. The application of SNP (National Standards for Libraries) at the UPT Diponegoro University Library includes collection development, infrastructure facilities, library material processing, and librarian staff. UPT Diponegoro University Library in collection development activities based on the type of collection, weeding, and the number of groups is almost close to the national library standards that have been set. UPT Diponegoro University Library provides facilities and infrastructure in accordance with national library standards. These facilities and infrastructure include disabled access, book display facilities, wifi, manual stairs, automatic stairs, CCTV, room condition settings, adequate lighting, and four generators to avoid other obstacles to performing services optimally. The UPT of Diponegoro University Libraries in processing library materials follows national library standards. UPT Diponegoro University Library librarian is currently almost under the SNP (National Standard for Libraries). In conclusion, the UPT of the Diponegoro University Library is almost under the national library standards.

The function of the national library standard became the second theme found in the results of the data analysis. The theme of the role of the national library standard emerged after the National Library Standard (SNP). The function of the national library standard is based on the librarian's perception, as an improvement in the quality of collections, as a consideration for accreditation assessment, as a reference in management, and as a reference for uniformity in library management in Indonesia.

Obstacles to applying the National Library of Standards (SNP) became the third theme found in the results of the data analysis. UPT Diponegoro University Library has obstacles in implementing national library standards. These constraints include management constraints and constraints related to library policies. Management constraints in applying national library standards include the addition of printed collections, library opening hours and limited human resources in the library. The UPT of the Diponegoro University Library in implementing the national library standards is also constrained by library policies. Policy constraints at the UPT Diponegoro University Library include policies regarding electronic services, budget policies in collection development, and limitations in university budget policies.

Evaluation is the fourth theme based on the results of the data analysis that has been carried out. The evaluation in question is by looking at the application, functions and constraints, the need to evaluate SNP (National Standard Library) for the future. In the National Library Standard (SNP), there are several evaluations, namely, the National Library Standard (SNP) adding a discussion on the latest, a detailed explanation regarding the addition of collections, a discussion on virtual visits, as well as coordination between the National Library and the Ministry of Research and Higher Education regarding the application of the PT SNP (National Standard for College Libraries). In addition, in supporting the application of SNP (National Library Standards), administrative discipline in the application of SNP (Library National Standards) as well as running SOPs and guidebooks as references in the library.

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