



## IMPLEMENTATION OF LIBRARY MANAGEMENT IN IMPROVING EXCELLENT SERVICE IN VOCATIONAL HIGH SCHOOLS

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Received: 12-04-2022

Revised: 23-05-2022

Accepted: 12-06-2022

### Abstract

Excellent service in school library management is oriented to the satisfaction of library visitors. As one of the service providers, the library is obliged to provide convenience to service users to encourage literacy awareness among students and all school members. This article aims to describe and analyze the planning, implementation, and supervision of excellent service in school library management at SMK Muhammadiyah Magelang City. This research was conducted using a qualitative descriptive research method. The results of this study indicate that first, the library of Muhammadiyah Vocational School in Magelang City carries out planning including budget planning, infrastructure, human resources, and library materials. Second, the improvement of library human resources is carried out on an ongoing basis to support service performance. Third, supervision in the library of SMK Muhammadiyah Magelang City is carried out by the Principal of the Head of the Library. Supervision in the library is carried out weekly, monthly, and yearly. So from there, the school can analyze what needs need to be given to the library. So, the excellent service carried out by the Muhammadiyah Vocational School in Magelang City has been oriented to the satisfaction of library service users. This can be seen from the planning, implementation, and supervision of excellent services that run optimally.

**Keywords:** Library School, Excellent Service, Library Management

### Abstrak

*Pelayanan prima dalam manajemen perpustakaan sekolah berorientasi pada kepuasan para pengunjung perpustakaan. Sebagai salah satu penyedia layanan, perpustakaan wajib memberikan kenyamanan kepada pengguna jasa untuk mendorong kesadaran literasi murid dan seluruh warga sekolah. Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis perencanaan, pelaksanaan dan pengawasan pelayanan prima dalam manajemen perpustakaan sekolah di SMK Muhammadiyah Kota Magelang. Penelitian ini dilakukan dengan mempergunakan metode penelitian deskriptif kualitatif. Hasil penelitian ini menunjukkan bahwa pertama, perpustakaan SMK Muhammadiyah Kota Magelang melakukan perencanaan meliputi perencanaan anggaran, sarana prasarana, SDM, dan bahan pustaka. Kedua, peningkatan SDM perpustakaan dilakukan secara berkelanjutan dalam rangka menunjang performa pelayanan. Ketiga, Pengawasan di perpustakaan SMK Muhammadiyah Kota Magelang dilakukan oleh Kepala Sekolah terhadap Kepala Perpustakaan. Pengawasan di perpustakaan dilakukan setiap mingguan, bulanan, dan tahunan. Sehingga dari situ sekolah mampu menganalisis kebutuhan apa saja yang perlu diberikan untuk perpustakaan. Jadi, pelayanan prima yang dilakukan oleh SMK Muhammadiyah Kota Magelang sudah berorientasi pada kepuasan pengguna jasa perpustakaan. Hal ini terlibat dari perencanaan, pelaksanaan, dan pengawasan pelayanan prima yang berjalan dengan optimal.*

**Kata kunci:** Perpustakaan Sekolah, Pelayanan Prima, Pengelolaan Perpustakaan

## INTRODUCTION

The library is an institution that organizes learning resources through the process of planning, organizing, mobilizing, and supervising in a work unit.<sup>1</sup> Libraries exist as a means of developing reading potential in a person. Today, interest in reading among students, especially among students, is decreasing. This happens because of advances in information technology and online sites in Indonesia. Students prefer to play online games than read books in the library. Library management is very important in fostering interest in reading among students.<sup>2</sup>

The library is a repository of information and knowledge which is a learning resource used by teachers, employees, and students. They can visit to look for reading during free lessons or break times.<sup>3</sup> Libraries have certain characteristics and requirements, such as the availability of rooms or buildings that are used specifically for libraries, the existence of collections of library materials or readings and other sources of information, the presence of officers who organize activities and service users, then the existence of a community of users, the existence of facilities and infrastructure used and finally the implementation of a certain system or mechanism which is a procedure or rules so that everything goes smoothly.<sup>4</sup>

Libraries are institutions engaged in services that play an important role in storing, caring for, preserving, and presenting the information.<sup>5</sup> According to the Big Indonesian Dictionary, a library is a place, building, or space provided for the maintenance and use of a collection of books, magazines, and other library materials that are kept to be read, studied, and discussed.<sup>6</sup>

So excellent service in user-oriented is the key to the quality of library services. Libraries are expected to be able to develop dynamically following the currents of the times, to be able to capture the needs that are also developing in society in general and users in particular.<sup>7</sup> Libraries whose orientation is to serve the community of users must be responsive to these changes if they do not want to be abandoned. Libraries must quickly adapt to developments, not isolate themselves in their world.<sup>8</sup>

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<sup>1</sup> Felia Santika and Riswanti Rini, "School Library Management Information System," *Nidhomul Haq: Jurnal Manajemen Pendidikan Islam* 6, no. 2 (July 22, 2021): 267–78, <https://doi.org/10.31538/ndh.v6i2.1436>.

<sup>2</sup> Soojung Kim and Sue Yeon Syn, "Practical Considerations for a Library's Research Data Management Services: The Case of the National Institutes of Health Library," *Journal of the Medical Library Association* 109, no. 3 (2021): 450–58, <https://doi.org/10.5195/jmla.2021.995>.

<sup>3</sup> Beth Auten, Rebecca Croxton, and Catherine Tingelstad, "Extending Our Reach: Integrating Librarians and Library Resources into Canvas," *Medical Reference Services Quarterly* 39, no. 2 (2020): 101–12, <https://doi.org/10.1080/02763869.2020.1734395>.

<sup>4</sup> Sunarsih Sunarsih, "Manajemen Perpustakaan Dalam Meningkatkan Kualitas Layanan Di SMK," *Media Manajemen Pendidikan* 2, no. 2 (2019): 311, <https://doi.org/10.30738/mmp.v2i2.4597>.

<sup>5</sup> Nurwarniatun, "Implementasi Manajemen Perpustakaan Di MI Nurul Islam Jombang," *JoIEM (Journal of Islamic Education Management)* 3, no. 1 (2022): 41–54, <https://doi.org/10.30762/joiem.v3i1.7>.

<sup>6</sup> Naimah Naimah, "Manajemen Perpustakaan Dalam Peningkatan Kualitas Layanan Dan Minat Baca," *Intelegensia: Jurnal Pendidikan Islam* 9, no. 1 (June 14, 2021): 24–39, <https://doi.org/10.34001/intelegensia.v9i1.2038>.

<sup>7</sup> Ashley Thomas and Elaine R. Martin, "Developing a Community of Practice: Building the Research Data Management Librarian Academy," *Medical Reference Services Quarterly* 39, no. 4 (2020): 323–33, <https://doi.org/10.1080/02763869.2020.1826185>.

<sup>8</sup> Negeri Purworejo, Rosa Sugesti Hadi, and Shofa Aulia Kumala, "MENINGKATKAN MINAT BACA SISWA DI MTs," n.d., 1–16.

The school library is a place to optimize the function of education, by serving students, especially by cultivating an interest in reading.<sup>9</sup> At the elementary and secondary levels of education, students begin to be led to be able to convert information into knowledge through the introduction of systems, the order of logical relationships between facts, and perceptions of causality or cause and effect.<sup>10</sup> The key to the main idea includes two things, namely: (1) providing reading materials that are easily accessible and by children's interests and (2) library management that makes children feel comfortable and easy to access library materials.<sup>11</sup> This question is very basic to get an answer amid the phenomenon of shifting value order due to the development of information media that has hit society today.<sup>12</sup> Excellent service is always oriented to a) make customers feel important; b) provide friendly, precise, and fast service; c) prioritize customer satisfaction; d) place customers as partners; e) provide optimal service that results in customer satisfaction; f) concern for customers; g) integrated service efforts. Based on the definition of excellent service above, the provision of services in the circulation of library materials must be carried out in a friendly, fast and prioritized library user satisfaction.<sup>13</sup>

The excellent service of the librarian itself can be illustrated by the existence of library activities that go into classes to monitor, support, and facilitate reading gardens in the classroom, unlike other libraries which tend to wait for the arrival of users as evidence of excellent service by the librarian based on this explanation, researchers interested in researching the implementation of library management in improving excellent service at SMK Muhammadiyah Magelang City.

## **METHOD**

This research was conducted by using a qualitative descriptive research method in which the collected opinions, responses, information, concepts, and information in the form of descriptions in expressing problems. Research Time and Place. In this study, the authors took the location at SMK Muhammadiyah Magelang City, which is located at Jalan Tidar No. 21 Magersari, South Magelang, Magelang City. This research was conducted from 23 February 2022 to 4 April 2022.

Sources of data obtained from informants, activities that exist in the location, and documents. Data collection techniques used in-depth interviews, interviews were addressed to the principal, vice-principal for facilities and infrastructure, the head of the library, and the librarian. The second technique is to do passive observation, passive observation is to visit the research location and see the activities of implementing library management at

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<sup>9</sup> Ngatini, "Pelayanan Prima: Upaya Pustakawan Dalam Meningkatkan Kualitas Pelayanan," *Buletin Perpustakaan Universitas Islam Indonesia* 1, no. 1 (2018): 53–70.

<sup>10</sup> Haruddin Haruddin et al., "Penerapan Prinsip Organisasi Dalam Fungsi Manajemen Perpustakaan Di Dinas Perpustakaan Kearsipan Kabupaten Takalar," *LIBRARIA Jurnal Perpustakaan* 7, no. 2 (2019): 363–80, <https://doi.org/10.21043/libraria.v7i2.5572>.

<sup>11</sup> Elva Rahmah, "Mewujudkan Pelayanan Prima Di Perpustakaan Perguruan Tinggi Melalui Penerapan Konsep Total Quality Management (TQM)," *Journal of Chemical Information and Modeling* 53, no. 9 (2016): 1689–99.

<sup>12</sup> Siti Anis Wijayanti, "Hubungan Antara Kepemimpinan Dengan Kinerja Pustakawan Di Taman Baca Masyarakat Kecamatan Gubeng Surabaya," *Tafkir: Interdisciplinary Journal of Islamic Education* 1, no. 1 (2020): 72–78, <https://doi.org/10.31538/tijie.v1i1.8>.

<sup>13</sup> Rambat Nur Sasongko et al., "Manajemen Perpustakaan Sekolah," 1979, 282–86.

SMK Muhammadiyah Magelang City without having to be involved in this activity. The second technique is document analysis. The data collected in this study is data that is by the research focus, namely library services.<sup>14</sup>

The technique of analyzing research data is in the form of field notes, both interview notes and observation notes, photos of library activities, and notes on the results of document analysis. According to Miles & Huberman, data analysis techniques include data reduction, data display, and verification. The three data analysis techniques are not carried out sequentially, but simultaneously and interactively. The analysis starts from the time the data is collected, even data reduction has been designed beforehand by compiling categorizations to anticipate the abundance of collected data.<sup>15</sup>

## **RESULTS AND DISCUSSION**

### **Library Planning**

The Muhammadiyah Vocational School Library in Magelang City carried out adequate planning to achieve its goals. This is done to support the acceleration of progress and improvement of services in it. The planning includes budget planning, infrastructure, human resources, and library materials.

SMK Muhammadiyah Magelang City continues to improve library management and involve parties in it to make the library more organized and well managed. The benefits of administrative order, and library management and management, have a significant impact on helping schools achieve the quality goals that have been set. The quality targets are related to planning library materials and increasing students' interest in reading and literacy.

### **Human Resource Planning**

The improvement of library human resources is carried out on an ongoing basis to support service performance. SMK Muhammadiyah has officers who are competent in their fields.<sup>16</sup> They cooperate well with each other by the position and goals that have been set. Their professionalism can be seen from the title and background of each librarian. In addition, thanks to the competence of each officer and their hard work in improving the quality of library management and services, the Muhammadiyah Vocational School Library in Magelang City received an "A" predicate from the center.

An institution that gets the title "A" in the quality management system indicates that the management carried out by the institution is of quality. This achievement is supported by adequate HR competencies. The Muhammadiyah Vocational School of Magelang City Library managed to plan and implement it well. So that the implementation of all activities in the library can support the quality of schools, which is one of the supporting elements in improving the quality of education.

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<sup>14</sup> Sugiyono, *Metode Penelitian Kuantitatif, Kualitatif Dan R & D*, 2013.

<sup>15</sup> J Moleong, Lexy, *Metodologi Penelitian Kualitatif: Edisi Revisi* (Bandung: PT. Remaja Rosdakarya, 2012).

<sup>16</sup> Rhoni Rodin, Diah Arum Retnowati, and Yanti Putri Sasmita, "Manajemen Perpustakaan Sekolah ( Studi Pada Perpustakaan Ceria SMA N 1 Rejang Lebong )" 1, no. 1 (2021): 1–11.

### **Planning for Library Facilities and Infrastructure**

The library infrastructure of Muhammadiyah Vocational High School in Magelang City has been planned in the procedure for procuring library materials. Planning for the procurement of infrastructure facilities is carried out by the deputy head of facilities and infrastructure who is in charge, the librarian, and of course with the approval of the principal.

Procurement of infrastructure or furniture needed by the library must be able to function as needed. Infrastructure planning includes (1) recording the existing furniture, (2) room availability, (3) furniture specifications, and (4) library layout plan. So that in the procurement of goods there is no accumulation of goods in the library and makes the library comfortable to use for learning.<sup>17</sup>

### **Library Service Planning**

The Muhammadiyah Vocational School Library in Magelang City provides circulation services and technical services. These services are tailored to the users of the library, namely students, teachers, and employees. Therefore, the service is more focused on processing materials so that they feel comfortable using the library. Library services offer all forms of collections owned by the library to users who come to the library and ask for the information they need. Because good library services will create a special attraction for library users.

The quality target set by the library related to library services is to achieve a minimum number of library visitors of 3% every day of the total number of students in the school. The quality targets set by the Muhammadiyah SMK library in Magelang City have been met.<sup>18</sup> This can be seen from the increase in reading interest of library users which is getting better. The quality targets are evidence of documentation in the annual work program at the Muhammadiyah Vocational School library in Magelang City.

### **Library Budget Planning**

Budget planning in the library of Muhammadiyah Vocational School in Magelang City is carried out and adjusted to the needs of the library, such as purchasing library materials, procurement of infrastructure, salaries of librarians, and other supporting facilities. In other words, budget planning is carried out on a priority scale.

Libraries are required to make budget plans and submit them to their parent institution, or other institutions that are obliged to provide budgets to libraries, and elements that require costs include employees, buildings, procurement of goods, and other necessities.<sup>19</sup> Therefore, the school library at Muhammadiyah Vocational School in Magelang City is very necessary for carrying out budget planning that is adjusted to activities in the library.<sup>20</sup>

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<sup>17</sup> Ngatini, "Pelayanan Prima : Upaya Pustakawan Dalam Meningkatkan Kualitas Pelayanan."

<sup>18</sup> Fitwi Luthfiyah, "Manajemen Perpustakaan Dalam Meningkatkan Layanan Perpustakaan," *Journal El-Idare* 1, no. 2 (2020): 189–202.

<sup>19</sup> Teguh Yudi Cahyono, Umi Masruroh, and Sarwono Sarwono, "Implementasi Manajemen Akreditasi Perpustakaan Perguruan Tinggi Berstandar Nasional Di Universitas Negeri Malang," *Jurnal Kajian Informasi & Perpustakaan* 9, no. 1 (2021): 39–58, <https://doi.org/10.24198/jkip.v9i1.28527>.

<sup>20</sup> Sunarsih, "Manajemen Perpustakaan Dalam Meningkatkan Kualitas Layanan Di SMK."

## Implementation of Library Planning

Implementation is the implementation of a plan that has been carefully planned in the field of library work such as planning library materials, human resources, infrastructure, services, and budgets or funds.<sup>21</sup>

### Excellent Service Program Planning in Library Management

Planning is one of the important actions in the process of preparing a set of decisions regarding actions to be taken at a certain time and how to implement them to achieve certain goals. Service program planning at SMK Muhammadiyah Magelang is not much different from libraries in general. However, the main focus that becomes the goal is different, because it becomes an important step to take the right actions and decisions.

The Muhammadiyah Vocational School Library in Magelang City carried out adequate planning to achieve its goals. This is done to support the acceleration of progress and improvement of services in it. The planning includes budget planning, infrastructure, human resources, and library materials.

SMK Muhammadiyah Magelang City continues to improve library management and involve parties in it to make the library more organized and well managed. The benefits of administrative order, and library management and management, have a significant impact on helping schools achieve the quality goals that have been set. The quality targets are related to planning library materials and increasing students' interest in reading and literacy.

Based on what Lasa explained, there are three stages in library planning:<sup>22</sup>

*The first* is the formulation of the present situation. The Lentera Ilmu Library was established on August 1, 1961, with a total building area of ± 224 m<sup>2</sup>. with the initial name at the time of its establishment, namely the SMEA Muhammadiyah Magelang Library. In 2017 the Muhammadiyah Magelang Vocational School library changed its name to the Science Lantern Library which was ratified on October 5, 2020, by the Muhammadiyah Regional Leadership of Magelang City with the number SK 163/III.4.AU/F/2020.

*Second*, Identification of Eases and Obstacles. The strategic location of the library makes it easy for students and teachers to access the school library. In fact, in every corner of the room, TU, Teacher's Room, Mosque, and each class there is a mini reading garden. This is aimed at making books easily accessible and accessible to students and all citizens of SMK Muhammadiyah Magelang City.

*Third*, Planning Development. Following the vision, mission, and objectives of the library, it is necessary to develop a school program to improve the quality of education. There are 3 excellent programs at SMAN 21 Surabaya, including Music Corner, Muhammadiyah Corner, and Display Products. The existence of these three programs is certainly in line with the vision and mission of the school which continues to cultivate an interest in reading in students and the surrounding environment.

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<sup>21</sup> Mansyur, "Manajemen Perpustakaan Sekolah," *Jurnal Perpustakaan Sekolah* 1, no. 6 (2007): 1–14.

<sup>22</sup> Lasa HS, *Manajemen Perpustakaan* (Yogyakarta: Liberty, 2005).

## **Implementation of Excellent Service in Library Management**

The improvement of library human resources is carried out on an ongoing basis to support service performance. SMK Muhammadiyah has officers who are competent in their fields. They cooperate well with each other by the position and goals that have been set. Their professionalism can be seen from the title and background of each librarian. In addition, thanks to the competence of each officer and their hard work in improving the quality of library management and services, the Muhammadiyah Vocational School Library in Magelang City received an "A" predicate from the National Library of Indonesia.

The next activity is implementation, in the activity of the implementation process, of course, cannot be separated from the library staff recruitment system. However, the Muhammadiyah Vocational School in Magelang City was not directly involved in recruiting library staff. This is because the recruitment is held by PDM (Regional Leader of Magelang City) as the institution that oversees SMK Muhammadiyah Magelang City.

The minimum technical service requirements for librarians are high school education and have attended some basic training as a librarian.<sup>23</sup> However, employees who work in the Muhammadiyah Vocational School Library in Magelang City have a bachelor's degree in library science. So that it is more reliable and professional in managing the library.

In addition, an institution that gets the title "A" in the library management system indicates that the management carried out by the institution is of high quality. This achievement is supported by adequate HR competencies. The Muhammadiyah Vocational School of Magelang City Library managed to plan and implement it well. So that the implementation of all activities in the library can support the quality of schools, which is one of the supporting elements in improving the quality of education. Based on what was stated by Bafadal regarding technical services, namely:<sup>24</sup>

### **Head of Library**

Library service activities at Muhammadiyah Vocational School in Magelang City have not been said to be optimal so far, this is due to the imbalance between the librarian who manages the number of books, besides that, the librarian who previously was less concerned about library management so that the principal reshuffled the head of the library. The head of the library who has been chosen is Mr. Karim, he is the Deputy Head of Student Affairs. Mr. Karim is considered capable by the school principal to handle the management of the library so that the implementation of the school library is truly integrated with the learning process at school.

### **School Librarian**

The librarians of the Muhammadiyah Vocational School of Magelang City have completed their only strata education. During their time as librarians, they have attended pieces of training organized by the government and universities. As for the daily activities of the two librarians, namely preparing book loan cards, serving book borrowing, classifying library books, cataloging books, arranging and maintaining library rooms, and maintaining/managing the beauty and cleanliness of the room.

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<sup>23</sup> Dini Suhardi, "Peranan Manajemen Perpustakaan Sekolah Dalam Mendukung Tujuan Sekolah," *EduLib* 1, no. 1 (2011): 11–26, <https://doi.org/10.17509/edulib.v1i1.1140>.

<sup>24</sup> Ibrahim Bafadhol, *Pengelolaan Perpustakaan Sekolah* (Jakarta: Bumi Aksara, 2009).

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The quality target set by the library related to library services is to achieve a minimum number of library visitors of 3% every day of the total number of students in the school. The quality targets set by the Muhammadiyah Vocational School library in Magelang City have been met. This can be seen from the increase in reading interest of library users which is getting better. These quality targets become evidence of documentation in the annual work program at the SMK library.

Tabel. 1. Library management improvements and solutions

Excellent Service Characteristics	Findings	Solution
Attitude Attitude is the behavior that must be displayed when dealing with customers or service users, which includes a harmonious appearance, appearance with positive thinking, and service with respect.	Librarians are very friendly and polite so they make visitors enthusiastic about visiting the library. The librarian, Mrs. Latifani Akyuni, is very responsive, and often helps visitors who are confused about finding references. This makes visitors comfortable and increases their reading interest.	-
Attention Attention is a full concern for customers or service users observing and appreciating the behavior of customers or service users and devoting full attention to customers or service users.	Based on the observations of researchers in the field, the library staff of SMK Muhammadiyah Magelang City did look very warm and friendly in serving library visitors.	-
Action Actions are various real activities that must be carried out in providing services to customers or service users	The management of the library at SMK Muhammadiyah Magelang City is good. However, most of the books collected are old publications	Need to procure new library materials for updating references
Ability Capabilities are certain knowledge and skills that are absolutely necessary to support the excellent service program	Assembling books, making and attaching book bags, book cards, and book return dates, they can also maintain library materials, master computer operations, especially for libraries, and can operate other educational aids such as audiovisual, multimedia, and information technology.	-
Appearance	The appearance of the librarian	-

<sup>25</sup> Elizabeth R. Lorbeer, "Digital Accommodations for Students Living with Print Disabilities: A Literature Review," *Medical Reference Services Quarterly* 39, no. 2 (2020): 139–52, <https://doi.org/10.1080/02763869.2020.1738831>.

Appearance is a person's appearance, both physical and non-physical, capable of reflecting the confidence and credibility of the other party.	himself looks elegant and neat by wearing the daily uniform according to the employee's clothing schedule	
Accountability Responsibility is an attitude of partiality to customers or service users as a form of concern to avoid or minimize customer losses or dissatisfaction.	Errors that often occur in the ministry are actually not so obvious. Because most students forget the date of returning the book so there is a separate punishment for them	Don't let the punishment for those who forget to return the book make them reluctant to borrow again at the library

Library services by librarians at SMK Muhammadiyah Magelang City have been carried out well. Although it can't be said to be maximal and perfect, they are determined to continue to update their services. This can be seen from the attitude of the officers who are polite, friendly, responsive, and deft in serving every visitor. Such an attitude is what is called excellent service, according to Barata's opinion, excellent service is a concern for customers or service users to provide a sense of satisfaction.<sup>26</sup>

In the sense that in the perspective of excellent service, the priority is customer satisfaction so they must provide good service. Then the human resources of the school library must have competence with an innovative approach to produce new insights about the conceptualization of excellence in service excellence.<sup>27</sup> In addition, the characteristics that must be possessed by librarian staff are by Barata's statement, which states that the characteristics of excellent service are based on A6, namely developing excellent service by aligning the factors of (attitude), (attention), (action), (ability), (appearance), and (accountability).<sup>28</sup>

### **Evaluation and Supervision of School Library**

Evaluation is an attempt to measure and source value objectively from the achievement of previously planned results, where the evaluation results are intended to be feedback for planning that will be carried out in the future.<sup>29</sup> According to Hizam, program evaluation is a process that refers to the achievement of goals or by comparing what has been achieved with what should have been achieved by established standards.<sup>30</sup> The school library

<sup>26</sup> Atep Adya Barata, *Dasar-Dasar Pelayanan Prima* (Jakarta: PT Gramedia, 2003).

<sup>27</sup> Monique Pijls et al., "Activities and Experiences of Children and Makerspace Coaches During After-School and School Programs in a Public Library Makerspace," *Journal for STEM Education Research*, n.d., 1–24, <https://doi.org/10.1007/s41979-022-00070-w>.

<sup>28</sup> Atep Adya Barata, *Dasar-Dasar Pelayanan Prima*.

<sup>29</sup> Kay Colthorpe et al., "Drivers for Authenticity: Student Approaches and Responses to an Authentic Assessment Task," *Assessment & Evaluation in Higher Education* 46, no. 7 (October 3, 2021): 995–1007, <https://doi.org/10.1080/02602938.2020.1845298>; Samsul Hadi, Dedek Andrian, and Badrun Kartowagiran, "Evaluation Model for Evaluating Vocational Skills Programs on Local Content Curriculum in Indonesia: Impact of Educational System in Indonesia," *Eurasian Journal of Educational Research* 19, no. 82 (July 31, 2019): 45–62.

<sup>30</sup> Ibnu Hizam, "Evaluasi Program Penyelenggaraan Mtsn Kediri Model Cipp," *SOCIETY* 6, no. 2 (October 31, 2015): 22–42, <https://doi.org/10.20414/society.v6i2.1471>.

as a source of information in schools will have a good performance if it is managed with good management or management. A program can be evaluated according to the three dimensions that Davis put forward:<sup>31</sup>

### **Technical Evaluation**

Technically, the Lentera Ilmu library has provided excellent service to its visitors. The procedure for borrowing and returning books has also been well-systemized. The available facilities are also sufficient to accommodate the creativity of student literacy activities. There are several computers, photos, and art galleries, as well as a representative place to discuss.

However, it is necessary to develop a current and up-to-date information system to keep up with the times of millennial generation students who cannot be separated from devices and social media. This innovation must be in line with the vision of the library which always updates and upgrades knowledge of all ages.

### **Operational Evaluation**

So far, the operation of the Muhammadiyah Vocational School of Magelang has been going well. However, every year there are often obstacles in terms of librarianship and management of the library website system. This year's library employees are reduced by 3 people and it affects the work system and library management. Because they have to bring in new experts and it takes time for them to adapt to the management that has been going on so far.

### **Economical Evaluation**

The library always updates its needs in its annual RAB (budget draft). The need is related to facilities and infrastructure to support the progress of library management.

Budgets for digitizing books and online-based services should be the main focus in recent years. Because students, teachers, and employees, as well as the whole community nowadays, tend to feel at home with their gadgets wherever they are. If the library continues to maintain its classic model and system in serving visitors who come there. Then the library will no longer be an attractive place to meet the thirst for knowledge and knowledge of its visitors.<sup>32</sup>

Good management makes school library activities achieve the goals that have been determined effectively and efficiently. To achieve goals, school libraries need to organize activities. The arrangement of these activities includes planning, implementation, and evaluation. An evaluation and monitoring are very important to do. Evaluation and monitoring are said to be very important because they will determine the next plan.

## **CONCLUSION**

The Muhammadiyah Vocational School Library in Magelang City carried out adequate planning to achieve its goals. This is done to support the acceleration of progress and improvement of services in it. The planning includes budget planning, infrastructure, human resources, and library materials. SMK Muhammadiyah Magelang City continues to

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<sup>31</sup> G. B Davis, *Sistem Informasi Manajemen* (Jakarta: Pusta Binaman Presindo, 1988).

<sup>32</sup> Ashley L Titan et al., "Navigating the Infinite Number of Educational Resources: The Development of a Publicly Available Surgical Educational Digital Resource Library," *Journal of Surgical Education* 78, no. 6 (2021): 1796–1802, <https://doi.org/10.1016/j.jsurg.2021.04.019>.

improve library management and involve parties in it to make the library more organized and well managed. The benefits of administrative order, and library management and management, have a significant impact on helping schools achieve the quality goals that have been set. The quality targets are related to planning library materials and increasing students' interest in reading and literacy.

The improvement of library human resources is carried out on an ongoing basis to support performance. SMK Muhammadiyah has officers who are competent in their fields. They cooperate well with the position and goals that have been set. Their professionalism can be seen from the title and background of each librarian. In addition, thanks to the competence of each officer and their hard work in improving the quality of library management and services. The library of Muhammadiyah Vocational School in Magelang City carries out planning including budget planning, infrastructure, human resources, and library materials. Second, the improvement of library human resources is carried out on an ongoing basis to support service performance. Third, supervision in the library of SMK Muhammadiyah Magelang City is carried out by the Principal of the Head of the Library. Supervision in the library is carried out weekly, monthly, and yearly. So, from there the school can analyze what needs need to be given to the library. So, the excellent service carried out by the Muhammadiyah Vocational School in Magelang City has been oriented to the satisfaction of library service users. This can be seen from the planning, implementation, and supervision of excellent services that run optimally.

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