

STRATEGY FOR OPTIMIZING THE MANAGEMENT OF LIBRARY CIRCULATION SERVICES

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Abstract

This research examines the management of circulation services in the Diplomatic Library of the Ministry of Foreign Affairs. The diplomacy library is a special library under the auspices of the Indonesian Ministry of Foreign Affairs. Circulation service management is useful for improving circulation services. This research aims to analyze whether circulation service management in diplomatic libraries is running well or not. This research uses qualitative methods with observation, interviews and documentation. This research involved interviews with librarians and users. The results of the research show that the management of circulation services in diplomatic libraries has been carried out as effectively as possible but there are still things that need to be improved so that the use of circulation services increases. Good management of circulation services will indirectly introduce diplomatic libraries and effective use of circulation services proves that management of diplomatic libraries is running well

Keywords: *Circulation Services, Diplomatic library, Management*

INTRODUCTION

The current growth in science, technology and culture emphasizes the importance of developing human resources as the main capital for the nation's future. This is crucial in supporting the progress of national development. Therefore, to broaden the knowledge of the public and employees regarding foreign affairs and strengthen the implementation of government policies in this field, it is important to provide library services within the Ministry of Foreign Affairs.

On April 29 2019, the Secretariat of the Foreign Policy Strategy Agency managed the Ali Atlas Library which was later renamed the Diplomacy Library. However, in 2021, with the publication of Minister of Foreign Affairs Regulation Number 6 of 2021 concerning the organizational structure and work procedures of the Ministry of Foreign Affairs, responsibility for managing the Diplomacy Library was transferred to the Domestic Education and Training Center (Gembaran et al., 2022).

The Ministry of Foreign Affairs of the Republic of Indonesia provides library services through the Diplomacy Library which is located in the Education and Training Center complex of the Ministry of Foreign Affairs (Kemlu). As the central library at the Ministry of Foreign Affairs, the Diplomacy Library plays a role as a learning support facility and diplomatic infrastructure. With four service managers, the Diplomacy Library aims to manage its services effectively so that they can be utilized by the Ministry of Foreign Affairs community and the general public (Syam, 2022).

The Diplomacy Library applies an open service model, where users have the freedom to access the collection space and choose the materials they need themselves. However, the types of collections that can be loaned are limited to printed materials only, while library materials cannot be loaned. The circulation services provided include borrowing, returning, extending and rearranging collections. This service is open to all those under the Ministry of Foreign Affairs, with a borrowing limit for library collections of 14 days. To ensure maximum service, the Diplomacy Library must follow technological developments. One aspect emphasized is circulation services, which are an important part of meeting user needs. Research conducted by Silviana in 2021 discusses circulation service management at SMAN 1 Baitussalam, Aceh Besar, with the aim of increasing visitor interest in the school library. This research involved the head of the library, library staff, and students as research subjects. Qualitative methods are used to collect in-depth information about phenomena that occur in the field. The research results show that library circulation service management involves a series of planning steps which include needs analysis, service program development, collection management, facility arrangement, and staff placement. However, there are still shortcomings in the administration of circulation services which affect students' interest in visiting. These obstacles are caused by limited human resources, lack of adequate facilities and infrastructure, which hamper circulation services to students (Anshari & Silviana, 2021). The latest research by Hanifah and Dev in 2023, entitled "Management of library circulation services in increasing interest in visiting users at SMA Negeri Purwodadi," The aim is to increase interest in visiting the SMA Negeri Purwodadi Library while identifying factors that support or hinder the management of circulation services. Using a qualitative approach, this research describes the condition of circulation services in the library. The research results show that the management of circulation services at the Purwodadi High School Library has included all the necessary stages, namely planning, organizing, implementing and supervising. In planning circulation services, various strategies have been implemented such as the use of an open service system, the Inlislite application, giving rewards, and plans to implement barcode scanning in the borrowing and return process.

Library facilities and collections are also updated regularly. Organization is carried out by dividing tasks among circulation service management staff. During the implementation of circulation services, special attention is paid to the comfort and cleanliness of the library environment to attract visitors. Borrowing, return and statistical recording procedures are also carried out in accordance with established provisions. Supervision is carried out by circulation service staff and includes various activities such as borrowing, returns and visits, which are then recorded in routine reports. From the results of this monitoring, it is known that interest in visiting has increased in the last two years (Hanifah & Dev, 2023). Based on the analysis of previous research that is relevant to the title of the research being conducted, the novelty in this research is the circulation service system implemented by the Indonesian Ministry of Foreign Affairs' Diplomacy Library. This system allows visits and borrowing of books by users outside the Indonesian Ministry of Foreign Affairs. Researchers are interested in exploring the extent of

service optimization strategies implemented by the Diplomacy Library in managing the circulation system (Lubis et al., 2024).

Circulation services at the Diplomacy Library must manage their services well. This condition emphasizes the need for libraries to prioritize improving their facilities and services. The quality of circulation services is a key element in assessing the effectiveness of a library. Even though it has an extensive collection, if circulation services do not run efficiently, the value and performance of the library becomes questionable. On the other hand, if the circulation process runs smoothly and actively, it shows that the library is operating well. Circulation services are the thing that has the most direct contact with users because it involves borrowing and returning library material transactions. This includes various activities such as making membership cards, the process of borrowing and returning books, billing, implementing sanctions, loan-free policies, and creating statistics. Although often associated with the process of borrowing and returning, circulation services actually include all recording activities related to the use of collections in a timely manner and according to user needs. The effectiveness of circulation services also reflects the reputation of a library. Improving circulation services can help provide better services to users, make it easier to monitor collections, and maintain the quality of library collections. Overall, library services aim to provide information through optimal service to users and achieve superior service standards. Therefore, effective circulation service management is the key to increasing visitor interest in the library.

In July-November 2023, the Diplomacy Library recorded 53 visits. According to the management, there was a decrease in the number of visitors due to the library management period which limited visits to internal visitors only. During the library management period, circulation services were still minimally used by visiting users, while the number of users who used circulation services in July-November was 15 people with a total of 30 copies of library materials.

The Diplomacy Library of the Indonesian Ministry of Foreign Affairs is a special type of library established by government institutions with the specific aim of meeting the information needs of their environment. This library aims to support the development and improvement of the duties and functions of the institution, as well as its human resources (Putri S, 2013).

Library Services are activities that offer assistance, facilities and library collections to users who need information. The aim of library services is to provide fast and easy access for users to obtain the information they need. The library also acts as a learning resource center and provides deposit services for the community within the parent institution (Indonesian National Standardization Agency, 2009).

Circulation services are one of the key services of a library that directly interact with users. In this service, there is a process for borrowing and returning library materials, which allows users to borrow and return materials in the library. Apart from that, this service also includes recording statistics and making reports regarding library visitor activities (Zalim, 2020).

RESEARCH METHOD

This research uses a qualitative approach to explore "Management of Circulation Services in the Diplomacy Library of the Indonesian Ministry of Foreign Affairs". This is descriptive research which aims to provide an overview or explanation of the situation or event as it exists in the field. The focus of the research is to describe how circulation services are managed at the Diplomacy Library. A qualitative descriptive approach was chosen because it allows researchers

to obtain the data needed to answer research questions more easily. This research uses a qualitative approach to explore "Management of Circulation Services in the Diplomacy Library of the Indonesian Ministry of Foreign Affairs". This is descriptive research which aims to provide an overview or explanation of the situation or event as it exists in the field. The focus of the research is to describe how circulation services are managed at the Diplomacy Library. A qualitative descriptive approach was chosen because it allows researchers to obtain the data needed to answer research questions more easily.

The subjects of this research were chosen because they were considered to have the ability to provide information that was relevant to the research objectives. Before starting the research, the researcher has determined the research subject. Most of the research data comes from this subject, especially those that have information related to the factors studied. Informants are parties who provide information regarding the situation and conditions of the research background. The existence of informants is very important for researchers because it helps in collecting the information needed in research. The informants who were the focus of data collection were selected using a purposive sampling technique, namely a data collection technique with certain considerations. In this case, the researcher chose two informants who were considered to represent the population and were related to the title and objectives of this research

Table 1. List of Informant Names

Source	Position	Units
Informant 1	Librarian	Library Manager
Informant 2	Librarian	Library Manager

This research combines two types of data sources, namely primary and secondary data. Primary data was obtained directly through interviews, while secondary data was obtained from various sources such as books, documents and related articles. Data collection is a crucial stage in the research process, where the appropriate technique really depends on the type of research, objectives and data sources used. Field Research Techniques involve direct research at the scene, such as interviews, observations, or data collection at locations relevant to the research. For data analysis, this research will use a qualitative approach by referring to the concepts explained by Miles and Huberman as discussed in Ahmad Rijali (2019)

RESULT AND DISCUSSION

This research reveals the Management of Circulation Services in the Diplomacy Library of the Indonesian Ministry of Foreign Affairs. By conducting interviews with various parties, including librarians and users, this study provides a comprehensive understanding of the initiative. Based on the observations that have been made, it can be concluded that the management of circulation services at the Diplomacy Library is quite good, although there are still several aspects that need to be improved.

Circulation services are one of the important services in libraries that directly interact with users. This is where various activities for borrowing and returning library materials are carried out, allowing users to borrow and return materials. Therefore, the Diplomacy Library must ensure that its circulation services are managed well so that users can use them effectively and efficiently.

Based on the results of the interview, the researcher concluded that the Diplomacy Library has succeeded in managing its circulation services in accordance with established standards,

including in the aspects of planning, organizing, implementing and supervising as regulated in Article 43 of the Draft Government Regulation (RPP) Implementation of Law Number 43 2007.

1. Planning

Planning circulation services in the context of improving library services is a crucial step that requires careful planning. This planning becomes the basis for implementing circulation services to achieve the set goals. In an effort to improve circulation services, the initial stages include analyzing needs and preparing service programs, improving facilities and infrastructure, as well as procuring a collection of library materials. The Diplomacy Library has redesigned the SOP for its circulation service procedures so that circulation services at the Diplomacy Library are better in operation. The Diplomacy Library has also begun to optimize the recording of circulation services online, namely using Slims so that you can immediately see how many times the circulation service has been used and completing barcode scanning to make circulation services easier (Mafriza et al., 2022).

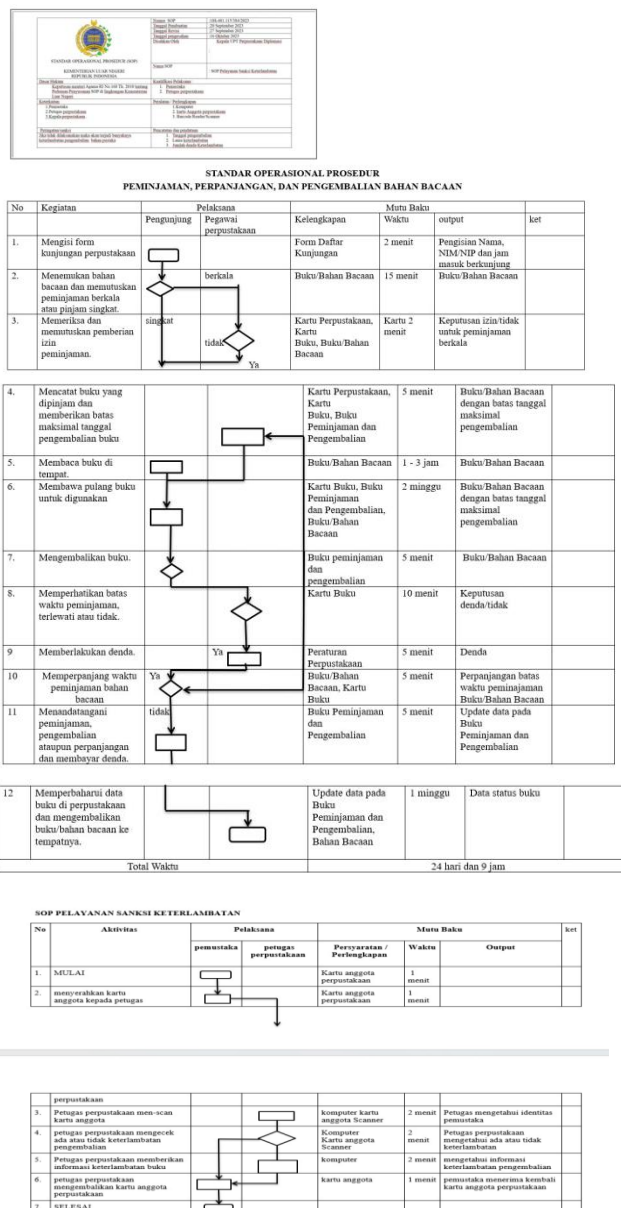


Figure 1. Circulation Service SOP Planning

2. Organizing

Organization is a key responsibility in library operations. In order for services to run effectively, the head of the library and staff must work together continuously and divide tasks according to their respective duties and functions. The Diplomacy Library has two functional librarians and two library technicians. The Diplomacy Library itself does not yet have a legal or written head of library, but the diplomacy library has a head of library whose function is the head of the Planning, Development and Evaluation Division which oversees the Diplomacy Library. This is confirmed by a statement from the Diplomacy Library librarian:

"The Diplomacy Library specifically does not have an attached organizational structure, but in terms of function the Diplomacy Library has a Head of the library who is the Head of the Planning, Development and Evaluation Division because the Diplomacy Library is under the auspices of PPE so indirectly the head of the library is also the Head of the PPE Division" (Librarian 2, Monday, November 20 2023)

There are also not enough librarians at the Diplomacy Library because there are a lot of collections that need to be processed. This is reinforced by Mr Airlangga's frequent visits to the Diplomacy Library:

"In my own opinion, the staff working in the Diplomacy Library is not sufficient because there are a lot of books that have to be processed and this diplomacy library is a combination of all the libraries in the Ministry of Foreign Affairs. More staff should be added." (Mr Airlangga, Tuesday, November 21 2023)

In terms of organizing the Diplomacy Library, it is necessary to form its organizational structure legally and in writing so that the division of tasks and authority is also more focused and in accordance with their respective main tasks and functions.

3. Implementation

The implementation of Circulation Services takes place in accordance with procedures established by the library. Circulation Service activities at the Diplomacy Library include borrowing, returning, extending and rearranging books on shelves (shelving). The Diplomacy Library does not apply for membership cards because the circulation service can only be used internally by the Ministry of Foreign Affairs, so there is no need to make a membership card, nor does free borrowing apply in the Diplomacy Library. The collections in the Diplomacy Library have a total of 32,000 library materials which are divided into four sections, namely, Reference Collection, Ali Alatas Collection, General Collection, and Ministry of Foreign Affairs Publications. Only 12,000 of the collections have just been put on the shelves and around 2,000 copies are still being processed to OPAC. The collections recorded at OPAC are still relatively small, making it difficult for users to find the books they want. This is reinforced by a statement from Mr Airlangga who routinely searches for library materials through OPAC:

"The data in OPAC is not complete, because a lot of the book data I'm looking for is not in OPAC so I have to search manually and there are still many books I need that are not available in the Diplomacy Library, therefore, I have to look for other book references" (Mr Airlangga, Tuesday, November 21 2023)

The Diplomacy Library applies an open service concept where users are given the freedom to search for their own library materials. However, circulation services are only available internally at the Ministry of Foreign Affairs, so the membership process is not required because user data has been registered automatically. Starting November, the Diplomacy Library has returned to recording its circulation services online, previously more often

using a manual system where borrowings and returns were recorded in a ledger. The data required when borrowing books directly is name, NIP, book title and signature, the same as for online borrowing, the only difference is the signature. Users can ask about the availability of the collection they want to borrow by email and make a reservation in advance if they want to pick up books directly at the Diplomacy Library so that the books they want to borrow can be prepared by the librarian first because the Diplomacy Library is located quite far from the Ministry of Foreign Affairs. Borrowed books can be taken from the information service desk available at the Diplomacy Library. Borrowing and returning books can also be done by the user's representative, provided that they confirm first with the librarian. Each user is allowed to borrow up to five books for two weeks, with the option to extend for an additional two weeks. However, not all collections can be loaned because some of them are in fragile physical condition. The Diplomacy Library does not apply a fine system for late returns of collections. On the other hand, users are only reminded when the book return schedule has ended. If a book is lost, the user is expected to replace it with a similar book (Pratiwi et al., 2024).

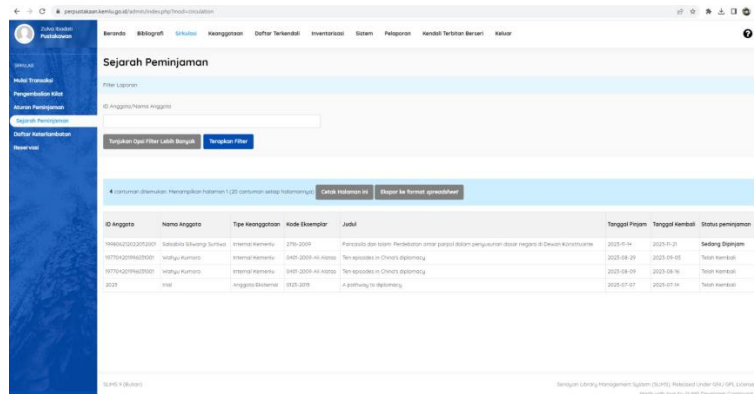


Figure 2. History of Circulation Service Lending at SLiMS

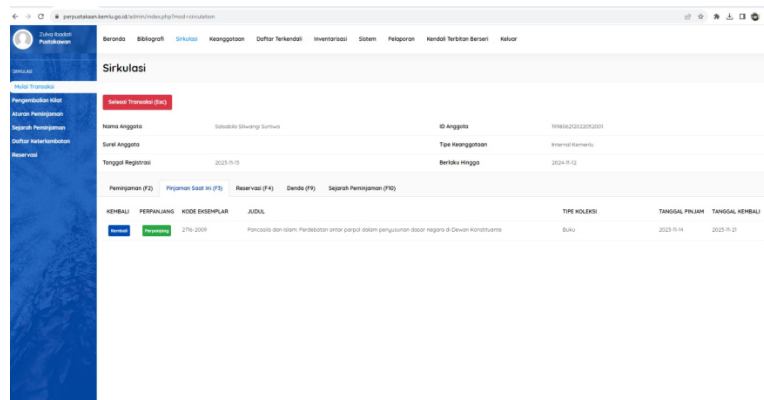


Figure 3. Loans at SLiMS

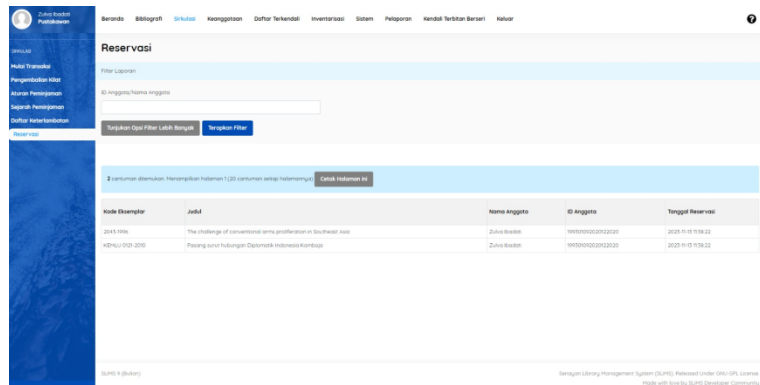


Figure 4. Online reservation



Figure 6. Information Desk



Figure 7. Computer for searching book data in OPAC

4. Supervision

Supervision functions as an evaluation of activities that have been implemented, with the aim of increasing their effectiveness in the future. Supervision of circulation services is the responsibility of staff in monitoring all activities that occur therein. To monitor circulation service usage activities, reporting is carried out once a year and periodic evaluations are carried out to assess whether the circulation service is running well or not.

In fact, the management of circulation services in diplomatic libraries is still experiencing obstacles with a decline in the use of circulation services. The obstacles to managing circulation services in diplomatic libraries are that collection data is still not widely available at OPAC, barcode scanning tools do not yet exist so borrowing and returning activities are less effective. Another obstacle also exists in returning books because many users borrow

books from the central Ministry of Foreign Affairs in Palembang, which often causes delays in returning library materials.

Thus, it is important for the management of circulation services at the Diplomacy Library of the Ministry of Foreign Affairs to be optimized from planning to implementation. This aims to ensure that the services provided can reach the maximum level so that the use of circulation services can increase.

CONCLUSION

Overall, the management of circulation services at the Diplomacy Library of the Indonesian Ministry of Foreign Affairs has been implemented well. Circulation Services at the Diplomacy Library use two methods where users can borrow books online and offline. The Diplomacy Library has implemented circulation service management by paying attention to four main stages: planning, organizing, implementing and monitoring. In planning the service, they use the Slims application and plan to implement barcode scanning to simplify the process of borrowing and returning books. Organization is carried out by dividing tasks among circulation service management staff, although this responsibility is still the shared responsibility of all librarians. The implementation of circulation services at the Diplomacy Library has gone well, but further promotion is still needed to increase the number of users of circulation services, as well as improvements in data management so that book information is more easily accessible to users. Supervision is carried out by circulation services staff, which includes monitoring circulation activities such as borrowing, returning and renewing books, and the results are recorded in the annual report. From the results of this supervision, it was revealed that the use of circulation services had decreased and there were problems related to significant delays in book returns.

SUGGESTION

Based on the results of research on the management of circulation services at the Diplomacy Library, the following are suggestions that are expected to provide benefits to stakeholders:

1. Diplomacy Library staff can improve the management of circulation services by utilizing barcode scanning and creating library programs so that they can increase the utilization of circulation services.
2. Data input to OPAC is done quickly so that readers do not have difficulty finding the book data they need
3. Creating a legal and written organizational structure for the Diplomacy Library so that the division of duties and authority can run well
4. Re-promote existing services at the Diplomacy Library, especially circulation services, so that they are better known within the Ministry of Foreign Affairs so that visits and use of circulation services at the Diplomacy Library increase.
5. The next researcher can carry out similar research, but from a different perspective, in order to produce new innovations.

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