EVALUATION OF THE ACHIEVEMENT OF NATIONAL REGENCY/CITY LIBRARY STANDARDS AT THE SURABAYA CITY LIBRARY AND ARCHIVES SERVICE

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Abstract

The library of the District/City is likened to a university for the community, playing a role in enlightening the lives of all layers of society. This research aims to understand and describe the results of the implementation of the National Standards for District/City Libraries (SNP District/City) in the Surabaya City Library and Archives Department. at the Dinas Perpustakaan dan Kearsipan Kota Surabaya. This research uses a mixed method with the convergent parallel design. Data for this study were obtained through observation, interviews, and indicators related to SNP Kabupaten/Kota. The study shows that the results of the implementation of SNP District/City in the Dinas Perpustakaan and Kearsipan Surabaya City are quite good, with an average achievement score of 73% of the specified standards. Library management standards achieved the highest score at 94%, while library service standards received the lowest score at 55% of the qualification of SNP Kabupaten/Kota

Keywords*: evaluation; implementation; national standards for district/city libraries*

INTRODUCTION

A library is an institution or forum formed to provide the public with access to various information, knowledge and reading materials. According to Yudisman (2020), the function of libraries is that libraries do not look at social status, level of education, religion, politics, gender or age. One category of library is a city library or commonly called a public library. Mussuryani (2019) stated that public libraries are likened to people's universities or community universities. This is because the position of the public library is a strategic plan for educating the nation's life, because its function is to serve all levels of society to obtain and enrich various knowledge.

Referring to the Regulation of the Head of the National Library of the Republic of Indonesia Number 8 of 2017 concerning National Standards for Regency/City Libraries, libraries are professional institutions in managing collections of printed works, written works, or recorded works in a standardized system to meet users' needs for preservation, research, education, recreation and information. Kasanah (2016) in his thesis explains that the importance of every public/city library in implementing Regency/City SNP is to bring the library to an optimal level of order in accordance with the vision and mission of the public/city library itself. This is a form of government support as a decision maker and can be used as a guide or benchmark in library management. In fact, adding literature is also very important in libraries,

according to Anita's (2023) analysis. Libraries that have a lot of literature also increase the number of visits to the library.

Surabaya is a literacy city in Indonesia which was established on May 2 2014, Hamid & Shintawati (2018). The city of Surabaya is the second largest capital city in Indonesia with a population reaching 3,000,076 people in 2023 (wikipedia.org). Meanwhile, from the 2021 survey by the National Library, the percentage of interest in reading in Surabaya was 67.41 percent. Apart from that, this percentage is higher than the average in East Java which is 64.2 percent or nationally which is 59.5 percent (kompas.id). Based on this data, it is appropriate for the Surabaya City Dispusip Public Library to implement Regency/City SNPs in accordance with these regulations.

However. Based on data on the web dispusip.surabaya.go.id/satudata, the category indicator for the number of library book borrowings according to their status in March 2023 was 1,853, but in April 2023 there was a decrease of 47%, namely 510 visitors. Likewise, the indicator for the number of library visits in March 2023 was 59,264, but in April 2023 there was a decrease of 53%, namely 31,471 visitors. In previous research by Hermadilla (2022), the lack of digital collections also reduced the number of book borrowings and interest in coming to the library due to the completeness of the collections in the library.

Apart from that, based on initial observations, the Surabaya City Dispusip only has 7 librarians. Meanwhile, the Regency/City SNP emphasized that in terms of human resources/public library personnel, the total number of library workers (librarians) who have qualifications in the library and information department is at least one person for every 75,000 Regency/City residents. With the population of Surabaya City, according to the SNP, the total number of qualified librarians is 39 librarians. As stated by Suwarno (2010), librarians are identified as one of the important elements in libraries. Its presence is considered important in providing services to library users with the aim of ensuring public satisfaction with the services they receive.

Paryani (2018) revealed that Regency/City SNP evaluation refers to the process of assessing and measuring library performance based on standards set by the authorities or regulatory bodies. The purpose of this evaluation is to ensure that the library meets the criteria that ensure service quality and operational sustainability. Evaluations based on Regency/City SNPs help libraries to continue to improve the quality of their services, meet community needs, and comply with standards set by the relevant authorities at the national level. Apart from this, there is also a library standard implementation. Putra (2022) according to Putra, standardization is also important. With the digital aspect, standardization is more efficient and does not take a lot of time or make basic mistakes.

Based on the results of the evaluation that has been carried out on the implementation of Regency/City National Library Standards (SNP) at the Surabaya City Library and Archives Service, there are several important findings that need to be considered:

1. Library Collection Standards. Surabaya City Dispusip has achieved 75% of the overall library collection standard indicators. However, there are still shortcomings in terms of fulfilling rare collections and digital collections. The number of additional collection titles has also not reached the desired target.

2. Library Facilities and Infrastructure Standards. Surabaya City Dispusip has implemented 85% of the total indicators. However, the library location is considered less strategic and there is still a shortage of multimedia equipment such as computers for information and communication use.

3. Library Service Standards. Even though it has reached 55% of the total library service indicators, there are several deficiencies in terms of library service hours, number of memberships, number of visits, and number of collections lending circulation.
4. Library Staff Standards. Surabaya City Dispusip has implemented 67% of the total library staff indicators. However, there are still deficiencies in terms of leadership of the head of the library and an adequate number of librarians according to standards.
5. Library Organization Standards. Surabaya City Dispusip has implemented 75% of the total library implementation indicators. However, there are still shortcomings in terms of conformity of the organizational structure with national regulations.
6. Library Management Standards. There are deficiencies in strategic planning and making work plans that are approved and determined by the Head of the Library.

Based on these findings, the Surabaya City Dispusip needs to make improvements and improvements in various aspects to ensure compliance with Regency/City SNP standards. This can be done through increasing library collections, improving facilities and services, recruiting more qualified librarians, adjusting organizational structures, and improving overall library planning and management.

This research seeks to fill research gaps that did not exist before, and make Regency/City SNPs the subject of scientific research, which focuses on Regency/City SNPs for government institutions. Therefore, researchers are interested in measuring how well the achievements of this district/city SNP have been put into practice, especially those related to collection standards, service standards, facilities and infrastructure standards, personnel standards, organizer standards and library management standards.

RESEARCH METHOD

The type of research used is mixed method research. Sugiyono (2018) states that mixed research methods are a research method that combines quantitative and qualitative methods to be used together in research, so that the data obtained is more comprehensive, valid, reliable and objective. Based on the views of Creswell (2012), this research uses one design, namely the convergent parallel design. This design attempts to combine qualitative and quantitative methods by conducting two different types of research at the same time. NurmaliaI (2017) revealed that evaluation using this method is very effective in finding standard performance indicators. In the process sequence method, efforts will be made to collect data, analyze and produce research results. After that, the two will be mixed, merged, compared and validated. Primary data sources are taken from interviews, observation, and measurement of indicators and secondary data from documentation techniques. The outcome of this design depends on the results produced in the two methods. The focus of the research focuses on evaluating the implementation of Regency/City SNPs referring to the Regulation of the Head of the National Library of the Republic of Indonesia Number 8 of 2017. The location of this research is the Surabaya City Dispusip Public Library.

RESULT AND DISCUSSION

The results of this discussion reveal a number of findings that provide in-depth insight into the key factors that influence library management standards. In addition, the findings provide deeper information about how collection management, physical infrastructure, service quality, library human resources, regulations, and organizational management influence library

quality and effectiveness. Therefore, with the results of this discussion, we can gain the insights needed to develop more effective strategies in improving library management standards and strengthening the role of libraries as key information resources for society.

Findings and analysis from the evaluation of Regency/City SNP achievements are presented in table form:

Library Collection Standards

Table 1. Standard Qualifications for Library Collections

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not achieved
Collection Standards	Library collections according to community needs	V	
	Has a variety of collections such as collections		V
	periodicals, references, local content, rare collections, and government publications	V	
	Collection needs are based on age level, profession and special needs	V	
	The composition and total types of collections are in accordance with regional development policies	V	
	Written works, collections of manuscripts, gray literature	V	
	Printed works include magazines and books	V	
	Recorded works, collections of sounds and images, video and sound recordings		V
	Electronic works are digital collections	V	
	Number of type A titles, minimum 7,000 titles		V
	The total addition to the collection is 0.025 per capita every year		V
	Minimum collection is 5% of the total collection in the current year	V	
	Collection development every 4 years	V	
	Policies include weeding library materials, processing and selection, procurement	V	
	Policies are set by the head of the library	V	
	Each year we add to the collection as needed		V
	Population > 200,000 budget allocation @ 2,500 per capita per year	V	
	Carrying out stock taking and weeding collections once every three years	V	
	Processing based on a standard system	V	
	There is regular maintenance of the collection	V	

Source: Researcher, 2023

Surabaya City Dispusip has achieved 75% of the overall library collection standard indicators, this shows that the library has most of the desired collection standards. Libraries not only have adequate collections but are also well managed in accordance with established standards. However, we still don't have rare collections like one of the oldest collections of the National Library, namely Negara Kertagama, written by MPU Tantular, Ramadhan Supratman (2021). Apart from that, we still don't have collections in electronic form or digital collections. According to Widiyawati (2023), collection management is also a reference for the future of libraries. The more physical and digital collections in the library, the more interested people from several groups or communities will see it.

The number of additional collection titles according to the Regency/City SNP is 0.025 per capita per year. Based on population data, the city of Surabaya has a population of 3,000,076 people, so: 3,000,076 people x 0.025 = 75,001. This means that the number of additional titles in the library collection each year must increase by 75,001 titles. The number of titles in the Surabaya City Dispusip collection in 2021 is 474,479, in 2022 there are 537,301 and in 2023 (November) there are 500,480. This means that there is still a lack of additional collection titles. Likewise, the City Regency SNP indicator regarding the up-to-date collection published in the last three years must reach at least 5% of the total collection in the current year. In 2023, the number of library collections will decrease by more than 5% from 2022. This is due to the weeding of library materials.

Standards for Library Facilities and Infrastructure

Table 2. Standard Qualification of Library Facilities and Infrastructure

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not achieved
Facilities and Infrastructure Standards	Easy to reach and strategic location		V
	Land is owned and/or controlled by the Regional Government with clear legal status	V	
	The minimum building area is 0.008 m^2 per capita and the nature of the harvester	V	
	The building meets construction, technological, aesthetic, technological standards	V	
	Has general facilities and special facilities	V	
	Collection, reading, staff areas are organized effectively, efficiently, aesthetically	V	
	Collection storage space, information access and service facilities	V	
	Collection storage room	V	
	Means of access to information	V	
	Library service facilities	V	
	Work Furniture 1 set	V	
	Storage Furniture	V	
	1 set of computers equipped with technology and information		V
	Other Equipment	V	

Source: Researcher, 2023

Based on the table above, the Surabaya City Dispusip has implemented 85% of the total indicators. In this case, the facilities and infrastructure indicators show good progress in infrastructure and supporting facilities. Kartika (2021) believes that in order for a library to run, the first step that must be taken is to have an available location or land. Each library should pay special attention to the choice of location or land. This means that the location of the library is not just empty land that can be used, but the library should be placed in a place that is easily accessible to the public and strategic. Apart from that, the land should be under the ownership of the Regional Government and have clear legal status, Wahid (2022). The library location is on Jl. Rungkut Asri Tengah No.5-7, located in the eastern part of Surabaya. This location is not strategic because it is not in the center of Surabaya City, so it can affect user visits.

The Surabaya City Dispusip library building is equipped with a parking area as well as public facilities such as a reading room, toilets and special facilities such as a special room for children. Apart from that, the need for facilities and infrastructure to use equipment appropriate to the type of service provided is also an important factor, including at least 1 set of work furniture, tables and chairs for staff, librarians, circulation desk. There are also storage furniture, such as newspaper racks, bookcases, magazine racks, lockable cupboards, and catalog shelves to ensure easy organization and access to library collections. In this library, there are no catalog shelves in the form of books, but barcodes on each bookshelf to check and find the book references needed. Multimedia equipment such as a set of computers for information and communication in the library is still not available. There are 2 sets of computers but their functions are different. 1 set of computers to fill in the visitor list and 1 set of computers to search the book catalogue. Murtando (2021) believes that equipment in libraries must include information systems and digital collections in order to have a special classification process for books in libraries.

Library Service Standards

Table 3. Library Service Standard Qualifications

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not Achieved
Service standard	Types of technical services, user services	V	
	Circulation services and reference services	V	
	A minimum of 8 hours a day and added according to user needs		V
	Collaboration between libraries and other agencies	V	
	Collaboration in the use of library resources	V	
	The total number of library members is at least 2% of the total population		V
	Minimum total visits of 0.10% per capita per year		V
	The minimum collection loan amount is 0.125% of the total collection		V
	The results of the satisfaction survey are at least 60% who express satisfaction once a year	V	

Source: Researcher, 2023

In accordance with the table above, the Surabaya City Dispusip has implemented 55% of the total library service indicators. Dispusip's types of library services include library services such as circulation services for borrowing and returning books, making library membership cards and also reference services. Siregar (2004) states that technical services, which involve collection maintenance, procurement and cataloguing, require the formulation of good working mechanisms and procedures. This is necessary so that collection development work can be carried out efficiently and without obstacles. There is also additional maintenance for collections for special needs, according to Mahanisa (2021). People with special needs also sometimes like to read books. The more collections in the library, the more communities or groups of people with special needs will be happy because of the completeness of the collection.

Library Staff Standards

Table 5. Standard Qualifications for Library Staff

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not Achieved
Library Staff Standards	The head of the library is a librarian, appointed from experts in the library field		V
	Minimum academic qualifications for librarians are Diploma II in library field	V	
	The library's technical staff, namely non-librarian staff, support the implementation of functions	V	
	Technical personnel: computer technical personnel, administration and others	V	
	The minimum number of personnel is 1 (one) person for every 25,000 district/city residents	V	
	The minimum number of librarians is one person for every 75,000 district/city residents		V

Source: Researcher, 2023

Based on the table above, the Surabaya City Dispusip has implemented 67% of the total library staff indicators. Fulfillment of this standard reflects the existence of policies that support the existence of qualified library staff adequate to meet community needs. Government Regulation Number 24 of 2014 Article 39 concerning the Implementation of Law Number 43 of 2007. This article means that a library must be led by a library director, unless there is no one in an institution who meets the requirements for that position. The Surabaya City Dispusip does not have a Head of Library but a Head of the Dispusip Service and is not a librarian or expert in the library field, but has a managerial position. In this case, the Surabaya City Dispusip still does not meet the qualifications of the Regency/City SNP.

According to Republic of Indonesia Law Number 43 of 2007 concerning Libraries, librarians are individuals who have acquired competence through librarian education and/or training. Librarians have responsibilities and duties in managing and serving the library. The number of librarians in accordance with the Regency/City SNP in the library and information sector is a minimum of one person per 75,000 regency/city residents. The calculation is: 3,000,076: 75,000 = 40 librarians. Meanwhile, the number of librarians in the Surabaya City

Dispusip is 7 librarians. This means that the comparison is very far, not even 50% of the total, so that the Surabaya City Dispusip has not met the Regency/City SNP.

Library Operation Standards

Table 6. Standard Qualification Success Indicators

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not Achieved
Library Operation Standards	Library management has collections, facilities and infrastructure, services, personnel and budget	V	
	Regency/city libraries are established by the provincial/city government based on regional regulations	V	
	Library management is guided by the national library system	V	
	The organizational structure of Regency/City Libraries refers to Regulations		V
	Director of the National Library Number 10 of 2016 concerning Guidelines for Nomenclature of Regional Library Services		V

Source: Researcher, 2023

Based on the table above, the Surabaya City Dispusip has implemented 75% of the total library management indicators. This shows that aspects of library management have reached adequate standards. Fulfillment of this standard reflects the existence of a legal basis and organizational structure that supports library sustainability and consistency with national guidelines. In accordance with data from bappedalitbang.surabaya.go.id that:

> *"The organization and management of libraries as regulated in Surabaya City Regional Regulation No. 5 of 2009 states that libraries are institutions that manage collections 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, including reading parks and reading corners. In an effort to increase the interest and culture of reading in the people of Surabaya City and improve access and quality of libraries, the Surabaya City Government provides regional libraries, mobile libraries that serve in schools and parks, provides community reading parks (TBM) in sub-districts and sub-districts, and on-site. -other public service places such as health centers, city parks, RW halls, flats and Liponsos. Improving services by utilizing information technology."* (bappedalitbang.surabaya.go)

The operation of the library refers to the national library system, namely according to the provisions of the City Regency SNP. In addition, the organizational structure of Regency/City libraries is in accordance with the Regency/City SNP, namely referring to National Library Director Regulation Number 10 of 2016 concerning Guidelines for Nomenclature of Regional Library Services. However, the organizational structure of the Surabaya City Dispusip refers to the Surabaya City Mayor's Regulation No. 86 of 2021 concerning Position, Organizational

Structure, Description of Duties and Functions and Work Procedures of the Surabaya City Library and Archives Service.

Library Management Standards

Table 7. Standard Qualifications for Library Management

Standard Qualifications	Success Indicators	Observation Results	
		Achieved	Not Achieved
Library Management Standards	Planning consists of strategic plans, work plans and annual work plans	V	
	The strategic plan is prepared by the library in accordance with regulations	V	
	The strategic plan is approved and determined by the Head of the Library	V	
	The strategic plan is described in short-term work plans and medium-term work plans	V	
	Apply management principles	V	
	The library implements a quality-based management system	V	
	Library supervision is carried out through supervision, evaluation and reporting	V	
	Supervision is carried out by library leaders and representative institutions of interested parties	V	
	Evaluation of library institutions and programs is carried out by library administrators and/or the community	V	
	Reporting is carried out by the library leadership and submitted to the library administrator		V
	Reports are made periodically with reference to the duties and functions of the library	V	
	Reporting functions as evaluation material for library management	V	
	The library prepares a budget plan regularly	V	

Source: Researcher, 2023

Based on the table in the library management standards, the Surabaya City Dispusip achieved an achievement of 94%, this shows effectiveness in administrative and operational management. The effective implementation of planning, supervision, evaluation and budget management reflects seriousness in library management so that it can meet strategic objectives. In this case, the library has implemented almost all standard management indicators, however, only one has not been implemented, namely regarding reporting. Reporting is carried out by the leadership and submitted to the library administrators and carried out periodically with reference to the duties and functions of the library. The Surabaya City Dispusip is different from the Regency/City SNP, which is explained as follows:

> *"The report is usually reported by officers from Siola and submitted to library administrators such as myself or Mrs. Galuh when it comes to library management and budgets. Self-reporting is carried out periodically and via WhatsApp or e-mail" (F. Jandris, interview, 9 August 2023)*

Referring to the Regency/City SNP indicators in the Surabaya City Dispusip which include collection standards, facilities and infrastructure standards, service standards, personnel standards, implementation standards and library management standards, it can be seen that the percentage of achievements included in the indicators is quite high, namely 75%. This can be seen in the table below.

Table 8. Presentation of Achievements

Standard Qualifications	Percentage of Achievement
Library Collection Standards	75 %
Library Facilities and Infrastructure Standards	85 %
Library Service Standards	55 %
Library Staff Standards	67 %
Library Operator Standards	75 %
Library Management Standards	94 %
Average Regency/City SNP Achievement Score	75 %

CONCLUSION

The implementation of the Surabaya City Dispusip achievement value is 75%, which means that most of the indicators in the Regency/City SNP based on the Regulation of the Head of the National Library of the Republic of Indonesia Number 8 of 2017 have been implemented well. High achievements in library management and infrastructure show success in several aspects. Of the 67 indicators required to achieve the determined Regency/City SNP, the Surabaya City Dispusip public library has met 51 standards, which shows adequate performance. The implementation of Library Management Standards has been carried out very well and has resulted in the indicator with the highest achievement value, namely 94%. Apart from that, improvements need to be made, especially in Library Service Standards which still have the lowest achievement, namely 55%, especially by improving the indicator of library service hours, so that users feel comfortable so that other indicators can be increased such as the number of library members, the number of library visits and the number of loan circulation. collection material.

SUGGESTION

During the discussion, it was found that although there were achievements in several aspects of the standard, there were still several deficiencies that needed to be corrected. Some of them :

1. Rare Collections and Digital Collections: Even though the library has adequate collections, there is still a lack of rare collections as expected in the standards. Likewise, digital collections are still not fully available
2. Library Service Hours: Providing adequate library service hours is very important to ensure accessibility for the Community.
3. Visits and Loan Circulation: The number of visits and loan circulation is still below the target applied in the standard. This shows the need for further efforts to increase public interest in using libraries and accessing the collections available in libraries.

4. Head of Library and Number of Librarians: Quality leadership and the presence of adequate librarians are very important for effective library operations and management.
5. Library Membership: The number of library membership is still far from the target implemented in the standards. Steps to increase membership numbers, such as special campaigns or programs or coming to school may need to be considered.

From these findings and analysis, it can be concluded that while there have been achievements in several aspects of the standards, there is still room for improvement and improvement in the administration of Surabaya City libraries in accordance with the national standards that are implemented. Strategic steps need to be taken to improve and fulfill society's needs for information and knowledge.

THANK YOU-NOTE

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