



## Library Service Management at the Bung Karno Library

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### ABSTRACT

*The National Library of the Republic of Indonesia (PNRI) is the largest library in Indonesia with a collection of more than 3.2 million items in 2024. Then, PNRI is an institution ranked 4th out of 584 state entities/institutions for public service compliance. This achievement is interesting to study and research how the management is carried out by PNRI. The location of this research was carried out at the Bung Karno Library UPT Blitar. This research uses a descriptive qualitative method. Data collection techniques through observation, interviews, and documentation. Based on the results of the research, management in the procurement of collections is carried out with purchases that are initially made by making desiderata, then delivering the card to the publisher. Purchases are made periodically every month, with trucks as a logistics medium. Processing is done by checking the suitability of the desiderata with the number of books received. Then provide 3 types of stamps, namely the date of receipt, no. parent on the ownership page on the three sections of the book. Next, fill in the no. DDC (Dewey Decimal Club) classification and put it on the shelf and input it into the shelf catalog data and computer. Finally, the service is carried out by inputting library and shelving data. The user fills out the book borrowing form and when finished reading, it is placed on the shelving shelf and inputted into the circulation data. In addition, the librarian reprimands via WhatsApp if the user is late in returning and is fined. Services outside the book include memorabilia services and in-out door guides. This study can be used as a reference for further research on library management in procurement, processing, and service.*

**Keywords:** Management Service; Users, Library Collection

## 1. INTRODUCTION

Law No. 43 of 2007 on National Public Libraries states that libraries have a role under the 1945 Constitution, namely to strive to educate the nation and preserve national culture through the materials and facilities within them. These efforts require effective and efficient management in order to meet the needs of library users and the vision and mission of the institution. Therefore, good management is needed to achieve this ((Faizah & Rohmiyati, 2018); (Ariyani, 2017)). The National Library of the Republic of Indonesia (hereinafter abbreviated as PNRI), in addition to its obligation to serve readers, also has main tasks such as developing library units in general, special, school, and university libraries. Thus, PNRI is expected to be a role model in library management. In terms of collection size, the PNRI has the largest collection among other libraries, with more than 3.2 million items. This collection will eventually be made available to library users.

The process from purchase to delivery to readers is library management (Khan & Shahzad, 2024). Good library management should be able to adapt to science and technology and user desires (Irsan & Sani, 2019). Thus, it is hoped that libraries will be able to increase the skills, knowledge, values, and behavior of users as in the third stage of user education (Pratiwi et al., 2022), namely information literacy (Maryanto, 2018). Information literacy can be achieved through the provision of collections, reference services, reading rooms, training, and so on (Monaliza, 2017; Suhardi, 2011; Silvana et al., 2014).

The collection itself is the library's weapon (Lasa, 2007:63). A large collection makes information more varied and attracts readers to read and borrow (Khofifah & Ramadan, 2021). Collections require what is known as collection development. In the collection development process, libraries must consider important matters such as the policies of the head of the institution/library and the determination of a regular budget (Lasa, 2007). A large collection that is not read only wastes the budget. Therefore, it is important to discuss collection development policies with relevant parties such as leaders, librarians, and library users. Surveys based on collection statistics are also important and form the basis for the next collection acquisition (Apriliawati & Krismayani, 2017).

There are six basic principles of procurement or pre-cataloging of books/library materials. These are receiving gifts/donations, purchasing, self-publishing, exchanging collections with other agencies, cooperation, and consignment (Rahayuningsih, 2007). Then, after acquisition, there is the processing of library materials or cataloging (Restia et al., 2025). The processing of library materials is one of the main tasks of a library. According to the Indonesian National Standard for Libraries (2:2011), the processing of library collections is the activity of preparing library materials so that they can be used by visitors. There are various types of collections. These include magazines, books, newspapers, bulletins, theses/dissertations, reports, government publications, manuscripts, atlases, and others. Library collection processing usually includes registration, cataloging, classification, and arrangement/sorting on library shelves in a specific order ((Sopwandin et al., 2020); (Sumardji, 1993)).

After collection acquisition and processing, the next most important activity is library user services (Jinendran Jain & Kumar Behera, 2023). Service is a major factor in attracting library users to visit the library (Pan et al., 2021). Library user services are also a measure of a library's success (Winata et al., 2021). Libraries receive good overall ratings from users when they can provide excellent service, and vice versa. This is because service activities are activities that bring librarians as officers into direct contact with library users (Ulvi et al., 2024). Therefore, these ratings will certainly arise when these activities are carried out. Therefore, the determination of the system and type of service to be used should be based on the conditions of the library field (Rahayuningsih, 2007; Darmono, 2007; Pawit, 2007).

There are several types of services in libraries, namely direct and indirect (Shoaib et al., 2025). Direct services are categorized into three types, namely circulation services, reference services, and guidance services for users. Meanwhile, indirect services consist of several forms, such as collection acquisition, collaboration with other institutions, collaboration with stakeholders, fostering reading interest, and promoting the library (Pawit, 2007). The service system and human resources are interconnected and form an inseparable whole. All assessments of how library management is carried out depend on the quality of human resources or librarians. ((Hermawan et al., n.d.); (Nugrahani, 2017); (Sudiarta et al., 2016); (Puspitasari, 2020); (Ayunitias et al., 2019)). Not to forget, libraries also need to pay attention to digital and automation needs ((Anwar, 2016); (Hadi Purnomo, 2016); (Usada, 2012); (Sanjaya, 2016); (Sani, 2017)). In fact, 50% of the library budget is allocated for training and human resource development in carrying out the three main tasks in library management as mentioned above.

From the brief description of library management, PNRI is a model institution with a ranking of 4 out of 584 state entities in public service by the Ombudsman in 2004. Of course, PNRI is able to address common problems such as long queues for borrowing, incomplete or damaged collections, poor librarian service, lost or unreturned collections, slow bureaucracy, internal employee issues, and other problems. Therefore, PNRI is worthy of being studied. In this case, PNRI is represented by a regional technical implementation unit (UPT), namely the Bung Karno Library UPT in Blitar. The Bung Karno Library is representative for research because it is directly under PNRI.

The research questions are how the Bung Karno Library in Blitar City is managed in terms of processing, procurement, and service. The objectives of the research are in line with the problem formulation. Namely, to understand and determine the management of the processing, procurement, and services of the Bung Karno Library in Blitar City. This research can be used as a reference for other studies discussing the three main functions of library management.

## **2. RESEARCH METHOD**

The research method used in this study is qualitative. The approach used is descriptive qualitative. This approach aims to explain something such as an event, phenomenon, or specific theme (Arikunto: 2013). The descriptive qualitative method is appropriate because this study aims to reveal the implementation of library management. The data processing comes from two sources, namely primary data and secondary data. Primary data was obtained from observations, interviews, and documentation. Meanwhile, secondary data is obtained from research articles/journals to strengthen the primary data (Arikunto: 2013). The data validity test is in the form of data triangulation, namely data presentation, verification, and conclusion drawing. The selected research location is the Bung Karno Library Technical Implementation Unit in Blitar. The reason is that this place is representative of the location and theme of the research.

## **3. RESULTS AND DISCUSSION**

### **Procurement at the Bung Karno Library**

The process of procuring collections in this library is referred to as "acquisition." Both terms have the same meaning, namely the process of processing books before they reach the hands of library users. In the procurement process, there is a separate room where books delivered by truck in large cardboard boxes are processed immediately upon arrival. Once the boxes containing the books arrive, they are taken to the acquisition room.

The next step is to check the number of items against the purchase note and the book collection purchase list. Once this has been completed and everything has been checked, the next step is to remove the plastic cover from the books. This can be done using a cutter or scissors. From this information, it can be seen that the Bung Karno Library procures books through purchase.

As a comparison, the research by [Ariyani & Mudana \(2020\)](#) explains that procurement at public high schools and vocational schools in Singaraja City uses two methods, namely donations of new books from graduating students and donations from alumni every semester. Not limited to physical/printed books, alumni can also donate electronic/digital books. Thus, school libraries use purchases for textbooks and donations for special books.

### **Processing at the Bung Karno Library**

After the plastic cover has been removed, the next step is to stamp each book in the collection three times. These stamps include a date of receipt stamp on the first page, a master number stamp on the second page of the book cover, and an ownership stamp on three sections (the edge of the book, the last page, and the 6th/21st page of the book). The purpose of stamping is to provide proof of ownership, inventory, and ease of tracking and verification in case the collection is lost.

Then, after all stamps have been applied to all books and collections that have been removed from the cardboard boxes, the next step is to fill in the serial number in the stamp column that has been provided on each book in the collection. To fill in this serial number column, first write in sequence according to the special paper provided by the library. In practice, the way to write it is like the code "671/PBK PBS/2025, 06 JUNE 2025".

Once this is done, the final step is to fill in the classification number and attach the call code according to the DDC (Dewey Decimal Classification) system. To fill in the classification number, a DDC table is provided, in which each book has its own code based on the book's theme, title, and author. For example, the DDC code "297 BAH d" is assigned. This code means that 297 is the category for Islam, BAH are the first three letters of the author's name (e.g., Bahrul), and d is the first letter of the title (e.g., Dasar Filsafat Islam).

As a comparison, [Ariyani & Mudana \(2020\)](#) explain that the classification of collections in public high schools and vocational schools in Singaraja City is based on DDC, and that on average, library staff have undergone training in this system. Each library has a catalog rack containing descriptions of each available collection, but these are still limited to old collections/prints. In addition, they created digital and printed catalogs in the form of sheets to make it easier for students to find the collections they needed. This shows that the processing systems between the national library and schools have similarities, namely the use of DDC among other classifications (UDC, LCC, etc.).

### **Bung Karno Library Reference Services**

Services are provided specifically for data input and shelving. Data input here refers to when a visitor borrows a book, they are first directed to the catalog computer to search for the desired book. After searching and finding the desired book, the next step is to write the full name, membership number, call number, and book title on the book borrowing form. Once the form has been filled in with the complete data and the visitor has taken the desired book, it is then stamped with the date.

After the form has been filled in and stamped, the next step is to input the data from the book borrowing form into the computer with the file name "library circulation." This document contains a table of all data on visitors who have read or borrowed the book. If a visitor is late in returning a borrowed

book, a written warning will be sent via WhatsApp chat containing a letter of violation addressed to the person concerned.

The second process is shelving, which is putting books that have been read or borrowed back on the library shelves. Books placed by visitors on a table with three rows are first sorted according to their DDC numbers, then delivered to the shelves and arranged according to the library shelf numbers. The order of the shelves at the Bung Karno Library is as follows:

Figure 1. Shelf Numbers for the Bung Karno Library Collection in Blitar

<b>East General Collection Services</b>					
<b>Shelf 1</b>	No. 000-153	<b>Shelf 12</b>	No. 370-441		
<b>Shelf 2</b>	No. 153-253	<b>Shelf 13</b>	No. 415-499		
<b>Shelf 3</b>	No. 253-297	<b>Shelf 14</b>	No. 499-599		
<b>Shelf 4</b>	No. 297.1-297.3				
<b>Shelf 5</b>	No. 297.3-297.5				
<b>Shelf 6</b>	No. 297.5-297.9				
<b>Shelf 7</b>	No. 300-320.5				
<b>Shelf 8</b>	No. 320.5-331.4				
<b>Shelf 9</b>	No. 331.7-340.07				
<b>Shelf 10</b>	No. 340.07-346.06				
<b>Shelf 11</b>	No. 346.06.370				
<b>East General Collection Services</b>					
<b>Shelf 1</b>	No. 600-616.09			<b>Shelf 12</b>	No. 895.66-899.221.3
<b>Shelf 2</b>	No. 616.1-6s27.4	<b>Shelf 13</b>	No. 899.221.3 (BAD b-MAR s)		
<b>Shelf 3</b>	No. 627.52-641.572	<b>Shelf 14</b>	No. 899.221.3 (MAR s-WUL w)		
<b>Shelf 4</b>	No. 641.52-641.882	<b>Shelf 15</b>	No. 899.221.3 (YAN b-SAI c)		
<b>Shelf 5</b>	No. 642-658	<b>Shelf 16</b>	No. 899.222-899.969		
<b>Shelf 6</b>	No. 658-658.45				
<b>Shelf 7</b>	No. 658.45-726.2				
<b>Shelf 8</b>	No. 726.2-799.512				
<b>Shelf 9</b>	No. 800.813				

<b>Shelf 10</b>	No. 813-823	
<b>Shelf 11</b>	No. 823-895.635	

It should be noted that the circulation service system at the Bung Karno Library, as described above, is categorized as computerized. Not only circulation services, but also services such as membership card creation and other services, use automation. One of the reference services is a monitor containing OPAC in the reading room. OPAC makes it easy for visitors to find the titles of books they are looking for and books that are still on the shelves.

As a comparison, in the research by [Maryano & Supriyoko \(2020\)](#), the library services implemented by SMAN 1 Purworejo are open access services. Then, the three principles upheld by librarians are providing comfort, openness, and friendliness. This is in contrast to the Bung Karno Library, which is more closed access. This is because the collection is large and the potential for damage or loss is higher than in school libraries.

Furthermore, the study by [Ariyani & Mudana \(2020\)](#) explains that for circulation services, every student in the seven schools who wants to borrow a book must have a membership card and comply with library rules. These rules include a fine of Rp100,000 per day for late returns.

Furthermore, the circulation service hours at schools are six working days or follow school hours. SMA Negeri 1 Singaraja is known to be willing to open the library until the afternoon, considering that academic activities run until the afternoon. Thus, the library's working hours follow the academic activities of its students. Meanwhile, the Bung Karno Library is known to have closing hours of 4:00 PM in 2024. However, there is one month, namely June 2025, where there is a circular stating that the Bung Karno Library will be open until 8:00 PM. This is a newly implemented policy.

Furthermore, research by [Monaliza and Rambat \(2020\)](#) on the SMAN 1 Curup library explains that the service system is open and the types of services used are circulation services, reference services, periodical services, and information services. Information services include socialization of library regulations and information on library collections. The Bung Karno Library itself has similarities with the aforementioned school, namely circulation services, reference services, membership services, SILAKAN services (Your Order, Our Delivery System, during COVID), memorabilia services, multimedia services, reading rooms, children's rooms, and other services.

### **Bung Karno Library Non-Library Materials Service**

The non-library materials service referred to is the memorabilia service. Memorabilia itself is defined as important historical memories. In the memorabilia service, all historical objects on the first floor will be surrounded by visitors, such as photos of Bung Karno with his mother, Bung Karno himself, his official suit, suitcase, his belongings, and several other historical objects, which are inherited and entrusted to the library. In other words, the Bung Karno Library has an obligation to ensure that these objects are not damaged or lost. Therefore, the room is equipped with CCTV.

Then, in this service, there are many activities carried out, such as calling each visitor who comes, asking their names, origins, and number of people, and writing the data in the memorabilia service visitor book. In a day, the number of visitors ranges from 300 to more than 2,000 visitors. This data is based on senior librarians and serves as a report to the Tourism Office as a reference for the number of visitors to the area. In addition, after visitors leave the room, there is the Bung Karno Tomb near this location. Thus, the library becomes a tourist destination that accompanies visitors to learn about this history.



The visitor books are divided into three types, namely visitor books, school visit books, and guest books. The general category, such as families, is entered into the visitor book. The category for teachers and school students who visit in large numbers is entered into the school visit book. Foreign tourists who visit are entered into the guest book.

Then there is the technical request for a guide. If the school wants a guide, the memorabilia service will provide a guide for the students. Usually, the school will contact the staff there in advance before visiting. Then, the librarian will conduct the guided tour. There have also been several visits by important guests such as ministers and other high-ranking officials, for example, LEMHANAS. The librarian also provides guidance and services to these officials.

In addition to guiding, there are activities such as making brochures about exhibitions and activities that will be held at the library. The library is not only about books, but there are often training events, sharing/discussions, book reviews, competitions, and so on. Therefore, the brochures are for promotion and to provide visitors with information about the schedule, location, and technical matters. The brochures are made by first printing them on brochure paper, then folding them in half and stapling them in the middle. These brochures are requested by

It should be noted that the tour guide service is part of library user education, namely library orientation. The purpose of orientation is to briefly introduce something to the people being guided. In addition to tour guides, librarians also use methods such as lectures, question and answer sessions, auditoriums, pamphlets, assignments, and so on. Auditoriums are usually used by academic parties, such as school visits, requests for historical film screenings, academic presentations, and so on.

### **Obstacles in Bung Karno Library Management**

In the operational implementation of the Bung Karno Library, various obstacles were encountered, both in relation to the processing of library materials and the provision of library services, as well as non-library materials, as follows:

#### **1. Processing**

There are several obstacles encountered during the processing stage. One of them is when removing the plastic cover from the book after it has been taken out of the cardboard box. New librarians may need some time to adapt to this task as they do not yet need to be fast and thorough, so as not to damage the book cover. Experienced librarians can remove the plastic cover from a book in as little as 5 seconds. The way to remove it is to use a (manual) cutter to make a small cut on the front page, then immediately remove the plastic.

Another obstacle is when stamping each book in the collection, especially the ownership stamp on the edge of the book. This is difficult to do if the thickness of the book is the same or even smaller than the size of the stamp. This is because librarians must be careful and precise so that all the writing on the stamp can stick to the edge of the book. Next is the high level of concentration required to write the serial number and date of receipt in the serial number stamp column. There are three things to focus on: the special paper containing the serial number sequence, the number of books to be written with serial numbers, and finally the serial numbers themselves. This is because if even one serial number is wrong, it will cause errors in writing the serial numbers of other books.

#### **2. Library Materials Service**

The library materials service faces implementation obstacles. These obstacles arise when there are large numbers of visitors, requiring speed and responsiveness in serving book

requests, inputting data, and shelving. Novice librarians may need time when serving visitors' book requests. A strategy that can be anticipated is to make a note of the DDC number of each shelf on a cell phone, then quickly search for it on the collection shelf. Senior library staff are able to retrieve collections in less than 1 minute. Because the Bung Karno library system implements a closed system, readers are not free to retrieve collections themselves and require the assistance of librarians.

### 3. Non-Library Material Services

An obstacle in non-library material services is when there are many visitors coming to the memorabilia service, which contains historical objects. Novice librarians find it a little difficult to record each item because of the large number of visitors and it is not possible to call them all at once. Based on the guidance of senior librarians, it turns out that in cases of large crowds, only the group leader or representative needs to be recorded. Alternatively, a representative from the visitors can be asked to fill out the guest book themselves.

Then there is the issue of breath when calling out to many people. Librarians must have strong breathing to call out every minute as each visitor arrives. Sometimes, librarians do not have time to write down the data of new visitors because they need to catch their breath for a moment. In addition, sometimes visitors who are asked speak very softly or inaudibly, so they have to be asked again. The solution is to continue recording the names of visitors and the exact number of people.

## 4. CONCLUSION

In conclusion, from a management perspective, the library complies with Law No. 43 of 2007 on Libraries and IFLA standards on cataloging. This is illustrated in the collection acquisition process, which is carried out by purchasing desiderata and sending them to the publisher, with trucks as the means of logistics. Then, the processing is carried out by checking the conformity of the desiderata with the number of books received. Next, three types of stamps are applied, namely the date of receipt, the master number on the ownership page, and the three sections of the book. Next, the DDC (Dewey Decimal Club) classification number is filled in, and the books are placed on the shelves and entered into the shelf and computer catalog data. Finally, the service process is carried out by entering user data and shelving after borrowing. Services outside of library materials include memorabilia and guided tours of Bung Karno artifacts.

The researcher's suggestions are as follows:

1. The Bung Karno Library should continue to maintain and improve their performance in carrying out the three main functions of a library, namely acquisition, processing, and service. There are high expectations and support from the community, both academics and employees, to improve their standard of living through the library's collection.
2. Researchers can add aspects to the research beyond those mentioned in this study or focus more on one main topic. This could be from the perspective of automation or IT, the financial aspect of acquisition, and other aspects. Thus, library management can be examined from many new and more in-depth perspectives by reviewing these aspects.

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