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Library Collection Management from the Perspective of the Role of Library Staff

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ABSTRACT

Library staff are responsible for managing, organizing, and maintaining the library's collection so that it is easily accessible to patrons. Library staff also play a role in providing information services and assisting students in finding appropriate reading materials. This study employs a descriptive research method with a qualitative approach. This study aims to analyze the role of library staff in collection management. The results of the study indicate that the role of library staff in collection processing at Purbolinggo State Senior High School No. 1 is crucial and comprehensive, yet has not been fully realized. The role of library staff in collection processing encompasses several tasks, ranging from selecting and acquiring collection materials to shelving the collections. However, in the implementation of collection processing at the Purbolinggo 1 Public High School Library, several challenges were identified. Challenges in the cataloging process include library staff who are unfamiliar with and have not learned about cataloging due to limited knowledge. Additionally, regarding the shelving process, students do not return materials to their original locations, and there is a staffing shortage, as all library tasks are handled by a single person

INTRODUCTION

Libraries are a vital component of the educational system; they are like the heart of a school because they play a crucial role in ensuring that the teaching and learning process continues for students. Libraries serve as information centers and learning resources for students. This is evidenced by the fact that school libraries are educational institutions that provide the information and resources needed by the entire school community. (Choirul Huda, 2020) In Indonesia, Law No. 43 of 2007 on Libraries stipulates that educational libraries must serve as effective learning resources, with the management of high-quality collections as the primary foundation, while also ensuring equitable access to information for all segments of society to realize libraries as inclusive public spaces. (Damanik et al., 2023)

The role of library staff is to provide information to patrons by utilizing a variety of information resources offered in various formats. Libraries continue to play a vital role for educators and researchers in the fields of teaching and learning, as well as education and guidance. This is due to the fact that not all necessary information is readily available. As information intermediaries, librarians or library staff play a vital role in learning resources as partners in obtaining information from other fields of expertise. (Wahyuni, 2015)

Library staff are responsible for managing, organizing, and maintaining the library's collection so that it is easily accessible to patrons. Library staff also play a role in providing information services and assisting students in finding appropriate reading materials. (Abdini et al., 2024) Collection management involves processing, acquisition, and maintenance. (Rifki & Novian, 2021) Although the work of school librarians remains fundamentally the same facilitating access to information, it has become more complex and demanding. (Dewi & Suhardini, 2019)

A library staff member or librarian is someone who possesses the necessary qualifications and experience and has been appointed and assigned to manage a library. Library staff are responsible for various tasks related to the library. Therefore, library staff or librarians must prioritize their role as information literacy educators for students, by implementing appropriate strategies to ensure students acquire the information literacy skills they need. To support the educational process and the development of students' literacy, librarians play a very important role. A rich learning environment that supports intellectual growth is greatly enriched by the role of library staff or librarians. (Distianti & Pramudyo, 2024)

According to the 2022 Education Statistics data from the Central Statistics Agency (BPS), Indonesia faces a shortage of qualified librarians, and this issue is prevalent in schools at all levels and across various regions. Most of these library staff lack adequate training in library science or professional librarian certification. This means that school libraries are not functioning as effectively as they should because there are not enough qualified library staff to assist. (Badan Pusat Statistik Indonesia, 2022) According to the National Library (Perpusnas), only about 21% of library staff have undergone certification, and of that number, approximately 81% were deemed competent. IFLA emphasizes the importance

of having skilled staff to make optimal use of collections in today's rapidly evolving digital world. Therefore, library staff are required to possess competencies in library operations.

Given this background, it was found that it is important to explore and gain a deeper understanding of the role of library staff in collection management. This study is expected to provide better insights into how library staff can effectively contribute to improving the quality of library services and supporting the students' learning process. Therefore, the research question formulated is: what is the role of library staff in collection management at the library?

LITERATURE REVIEW

According to Sulistyo-Basuki, a school library is a library managed within a school setting to support the school in achieving its educational goals. (Sulistyo-Basuki, 1991) According to Carter V. Good in Bafadal's book, a school library is a collection organized for use by teachers and students. To manage a school library, library staff are required. Meanwhile, according to Bufadal, a school library is a collection of library resources, including books and non-book materials, systematically organized in one place to assist educators and students. A school library is a library managed by a school that contains a collection of reading materials or resources systematically organized according to user needs.(Bafadal, 1996) There are four general functions of a school library, as follows:

1. Educational functions, such as the school library's infrastructure, resources, and facilities particularly its collection which can help students learn, all fall under its educational role.
2. The instructional function of the school library involves providing collections of information on topics relevant to the interests of teachers and students.
3. The creative function is crucial for inspiring and fostering intellectual development, although it is not a primary function.
4. The research function: the school library's current collection can serve as a resource for basic research or studies.(Putri, 2022)

To achieve innovative learning, it has been determined that schools must be able to manage their infrastructure and facilities, including the school library, in order to organize library activities for the coming year and plan the acquisition of library resources for use in the library. (Fauzi, 2022) Therefore, library management is crucial for supporting information resources for the school, whether for students, teachers, or other school community members. The school library management process includes collection development.

Collection processing is a task performed in libraries that consists of several steps, which must be followed in accordance with standard procedures. These steps include inspecting library materials, organizing them, cataloging them, and ensuring that all books are complete. (Kusnul Kasidi & Rosalina Noor, 2024) Effective library processing is best carried out by professionals with expertise in the field, who can foster a desire to visit and read among every visitor. (Munajat, 2008) Library materials processing is often described as a

process that begins with registration, stamping, classification, cataloging, creating labels (call numbers), book bags, book cards, generating barcodes, attaching due date slips, and finally, preparing the library materials and placing them on the shelves for use by library patrons. (Andi AG et al., 2020)

The collection processing stages in a library involve several important processes that must be carried out in a structured manner so that the collection can be managed effectively and efficiently. According to Restia, the collection processing process involves several stages that must be completed; there are six stages in library collection processing: inventory, classification, cataloging, labeling, stamping, and shelving. (Restia et al., 2024)

According to Soerjono Soekanto, "A role is a dynamic aspect of a position. When a person exercises their rights and fulfills their obligations in accordance with their position, they are fulfilling a role." (Soekanto, 2002) The role of library staff is to organize, manage, and maintain the library's collection so that library services can be provided effectively and meet the information needs of library users. The condition of the library depends heavily on how well the library staff perform their duties. The primary duty of library staff is to provide the best possible service to library users and to work hard to make the library a pleasant and comfortable place for learning. (Dewi & Suhardini, 2019)

In managing the collection, the role of library staff is essential, as the goal of library collection management is to optimize the dissemination and delivery of information to users (library patrons). The number of library visitors will increase if the collection is managed effectively. A library collection consists of materials that are collected, processed, and then stored to meet the information needs of library users. The task of library staff in collection processing is to process the collection of library materials through the stages of inventory and shelving so that it becomes a collection ready for access by patrons. (Maghfirah & Wahyuni, 2023)

Therefore, the role of library staff is essential because they not only maintain the collection but also manage, organize, serve patrons, and support the educational process by providing accurate and easily accessible information. This role is crucial to the library's success in providing maximum benefit to users. At every stage of collection processing, the specific roles and tasks of library staff directly contribute to the effectiveness of collection processing and library services as a whole. This approach also underscores the importance of library staff's competencies, skills, and training to perform these roles optimally. (Dewi & Suhardini, 2019)

METHODOLOGY

The research method used in this study is a descriptive method with a qualitative approach. Descriptive research aims to systematically, factually, and accurately describe the facts and characteristics of a specific population or phenomenon under study. (Hardani et al., 2020) Through a qualitative approach, this study focuses on a deep understanding of social phenomena or phenomena occurring in human life by interpreting the meanings contained within them. This study was conducted to obtain a comprehensive and in-depth picture of the research object in accordance with its natural context. (Rusandi & Muhammad Rusli, 2021) The subjects of this study were the library staff at SMA Negeri 1 Purbolinggo. The data collection techniques used were observation, in-depth interviews with informants, and documentation.

The data sources used in this study were primary and secondary data. Primary data in this study were collected through in-depth interviews with the library director and library staff, as well as interviews with informants, namely library users (students and teachers). There were 8 informants, consisting of a library director, 1 library staff member, and 6 library users. Meanwhile, the secondary data in this study was obtained from documents related to the collection processing, articles or journals, reference books, and online data from official websites. To ensure the validity of the data, the researcher used the triangulation technique. Triangulation is a method of collecting information using different approaches and data collection sources. (Sugiyono, 2020) This study employed both methodological triangulation and source triangulation to ensure the credibility and validity of the data, by comparing various techniques and data sources to verify the accuracy of the information obtained. (Susanto et al., 2023) The data analysis process involves several stages; in this study, the data analysis technique used is the Miles and Huberman model, which includes three stages: data reduction, data presentation, and finally, drawing conclusions.

RESULTS

The Role of Library Staff in Collection Management

Inventory

Inventory is the process of cataloging library materials before they become part of the library collection. The library at SMA Negeri 1 Purbolinggo still uses a conventional method of cataloging its collection, namely an inventory book. Before cataloging, library materials are first sorted by book title and type. Based on the interview results, the inventory book contains the inventory number, book title, registration number, publisher, author, and number of copies. The number of items recorded in the inventory book is 12,484 copies from 846 book titles. Based on interviews with library staff, the inventory process at the State High School 1 Purbolinggo Library is as follows:

"The inventory process begins by selecting books based on their titles, then determining their classification, followed by their subject area, and finally recording them in the inventory book. The inventory book includes the book title, publisher, subject, number of books, and number of copies."

Based on interviews with library staff, it was found that the inventory process at Purbolinggo 1 State High School is carried out by library staff and is still conducted using conventional methods. The inventory process begins with inspecting newly arrived books to assess their suitability. After that, the library staff groups the books by title, which are then recorded in the inventory book. Grouping is done to avoid duplicate entries and to determine the total number of books. This statement is also supported by the results of interviews with library users, with the following responses:

"Yes, it's organized, but there are some that really need to be fixed." (User 1)

"It varies; sometimes the physical condition is good, but there are some with missing pages, and some that are torn." (User 2)

"As for the condition of the books I borrow, they're actually still in good shape not disorganized, so they're still readable and worth reading." (User 3)

Based on interviews with library users, they provided varying responses. Therefore, based on all the informants' responses, it was concluded that the physical condition of the books in the library is generally neat and still in good condition, but requires intensive maintenance. The interviews revealed that library staff have already screened collection materials before proceeding to the next stage of collection processing.

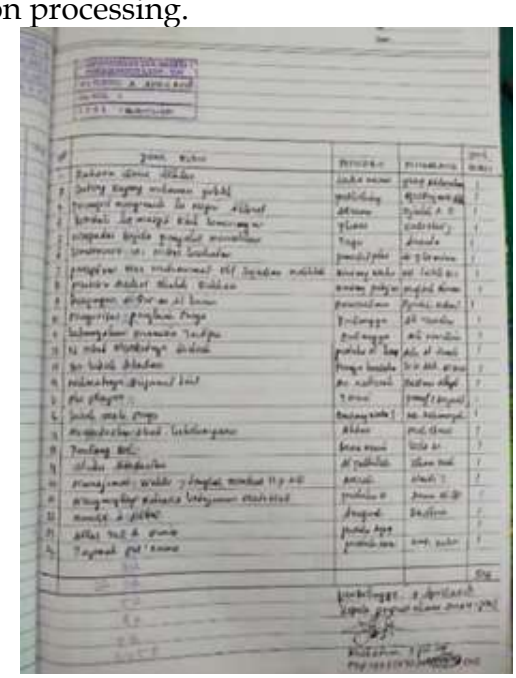

Figure 1. Inventory Books

This finding aligns with research by Sembiring & Aryesam (2022), which explains that one of the critical tasks in collection processing is conducting a book inventory to facilitate information retrieval, ensure accurate administrative record-keeping, and determine the number of books in the collection as well as the sources from which they were obtained. (Sembiring & Aryesam, 2022) This list contains details regarding the title, author, year of publication, and other information. The purpose of this inventory is to compile a comprehensive book

inventory list, which contains detailed records of every book in the library. (Hamurdani et al., 2024)

Classification

Classification is the process of assigning call numbers to a collection based on the subject of the book. Based on the interview results, the library at Purbolinggo State High School 1 uses the DDC (Dewey Decimal Classification) system to determine classification numbers for its collection. Based on interviews with library staff, the classification process at the State High School 1 Purbolinggo Library is as follows:

"Library staff first determine the classification number based on the book's main title. The classification system used is DDC (Dewey Decimal Classification). The library staff's understanding has reached the general level (DDC main class), but is not yet in-depth at the more specific or sub-levels."

Based on interviews with library staff and the library director, it was found that the library at Purbolinggo State High School 1 uses the DDC (Dewey Decimal Classification) as a guide for assigning classification numbers to books in its collection. The library staff's understanding of how to use the DDC remains at a general level, meaning they do not yet have a deeper understanding of its application. This statement is also supported by the results of interviews with library users, who provided the following responses:

"The call number, right? The call number on the side of the book, i don't think so, because the numbers are already jumbled. Starting from number 152 and onward, they're all jumbled and don't match." (User 1)

"I'm not really sure; maybe I haven't paid much attention." (User 2)

"They match because my mom arranged them." (User 3)

"Yes, the call numbers match the books' positions on the shelf." (User 4)

Based on interviews with library users, they provided varying responses. Therefore, from all the informants' answers, it was concluded that according to Mrs. Richatun, the call numbers do not correspond to the books' positions on the shelves; however, other library users opined that the placement of call numbers corresponds to the classification numbers on the shelves, while some do not pay attention to the call number positions.

According to Sulistyo-Basuki, classification is the practice of grouping books or documents in a library by arranging them according to various fields or classification subjects. (Sulistyo-Basuki, 1991) Therefore, library staff must further adjust the placement of books to align with the classification numbers on the shelves or with the subject areas. This ensures that patrons can easily locate and search for collections based on the classification numbers or call numbers determined by the library staff.

Cataloging

Cataloging is the process of creating a catalog for a library collection. A catalog contains the title, author, publisher, place of publication, year of publication, ISBN, and other details. The purpose of a catalog is to organize the library collection so that it is well-organized and makes it easier for users to find the books or items they are looking for. The library at SMA Negeri 1 Purbolinggo has not yet implemented cataloging for its library collection, whether in the form

of book catalogs, card catalogs, microform catalogs, or an OPAC (Online Public Access Catalog). Consequently, users or patrons wishing to find a specific book title must search for it themselves on the bookshelves. Based on the results of the observation, it was found that the inventory book contains some catalog entries, but it cannot be confirmed that these constitute a catalog. Based on interviews with library staff, the cataloging process at the State Senior High School 1 Purbolinggo Library is as follows:

"The cataloging process has not yet been carried out. Currently, data is only recorded in an inventory book with information such as book type, length, or size, which is still considered part of cataloging. However, cataloging should use specific standard fields, but there is no physical catalog format such as index cards. The catalog does not meet standards because no catalog data has been generated in accordance with standards, and there is no physical format such as catalog cards."

Based on interviews with library staff, it was found that the library at SMA Negeri 1 Purbolinggo has not yet cataloged its entire collection. Consequently, the catalog currently in use does not meet standards, as no catalog has been formally produced. The catalog of the library's collection serves to facilitate visitors' access to books; this is an important component of library materials processing. This statement is also supported by the results of interviews with library users, who provided the following responses:

"So far, yes, it's easy to find the books I need." (User 1)

"It's a bit difficult, because there aren't many interesting books, and when I look for reference books for studying, some of them are incomplete, so it's hard to find the complete ones. Sometimes when I come to the library, I don't have much time, so it's also hard to borrow books." (User 2)

"It's easy to find and easy to see, because they're separated by subject, by grade level too, and there are labels as well." (User 3)

Based on the results of interviews with library users, it was found that users generally find it easy to locate the collections they are looking for; however, some users still struggle to find specific collections. In this process, library staff should create a bibliographic catalog to help users easily find the books they are looking for. It can be concluded that library staff are not playing a sufficient role in the cataloging process. The role of library staff is to provide information resources in any form and make those resources easily accessible to all patrons.

Figure 2. Call Numbers on the Shelves

According to Suhendar, catalogs are very useful for locating library materials and inventory lists. Since catalogs contain important information about the books, library users can quickly find or access information about a particular library item without having to read the entire book. Card catalogs also have a standard size, measuring 7.5 cm by 12.5 cm. (Suhendar, 2016) Therefore, based on the observations, the inventory book cannot be categorized as a catalog because its content is incomplete and does not meet the standard size for catalog cards. Consequently, the catalog information contained within the inventory book cannot be used and does not assist users in finding information about the books or collections they need.

Labeling

Labeling is the process of affixing call numbers to books. Based on the interview results, the process of labeling books at SMA Negeri 1 Purbolinggo involves placing the label at the bottom of the book spine, with a 3 cm distance from the spine where the label is attached. The call number consists of the classification number, the first three letters of the author's name, the first letter of the book's title, the volume number, and the edition. Based on interviews with library staff, the labeling process at the SMA Negeri 1 Purbolinggo Library is as follows:

"The process is done directly on the spine of the book. First, measure the position of the label 2.5 cm from the bottom of the spine, then affix the call number and cover it with tape to prevent it from deteriorating quickly. The call number includes the classification number, the first three letters of the author's name, the first letter of the book's title, the book's volume, and special markers such as grade levels for example, grade 10 is marked with 1, and grade 11 is marked with 2. For the general collection, there is no book volume, and the labeling is consistent and accurate according to the specified classification system."

Based on interviews with library staff, it was found that the technique for affixing call numbers to the collection has been consistently and accurately implemented according to the specified classification system. The labels are affixed to the book spines. This labeling is intended to help librarians locate books that need to be reshelved. The information on the labels at SMA Negeri 1 Purbolinggo consists of the classification number, the first three letters of the author's name, the first letter of the book title, the volume to determine the class, and the edition to indicate the number of copies. The library at SMA Negeri 1 Purbolinggo applies labels to all collections in the library.

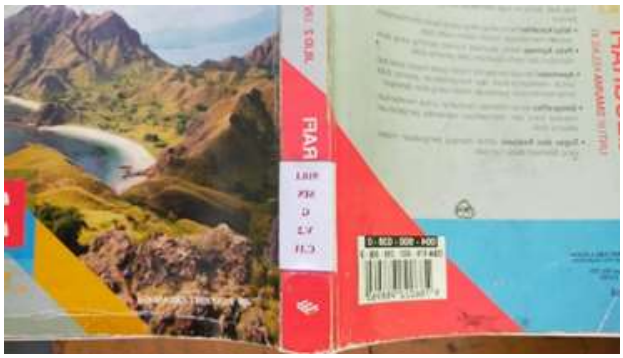

Figure 3. Book Labeling

At the time of the study, some items in the collection had not yet been labeled because they were new, and the processing of new acquisitions was still in the inventory, inventory stamping, and ownership stamping stages. Thanks to these labels, visitors can more easily find the books they are looking for. (Handayani & Hartatik, 2024) The information included on the label consists of the library's identification, classification number, the first three letters of the author's name, the first letter of the book's title, and the copy code on the book. (Harsana, 2007)

Stamping

Stamping is the process of applying a stamp to a book; the stamp is used to identify the book or establish ownership, indicating that the book belongs to the SMA Negeri 1 Purbolinggo library. Based on the interview results, there are three locations where stamps are applied to the collection at SMA Negeri 1 Purbolinggo Library: the first page or title page, the back of the title page, and the spine of the book. Based on interviews with library staff, the stamping process at SMA Negeri 1 Purbolinggo Library is as follows:

"The inventory stamp is placed on the first page; the ownership stamp is placed on the front (first page of the book), then in the middle, and on the edge of the book. There is no stamp on the confidential pages."

Based on interviews with library staff and the library director, it was found that the procedure for applying ownership stamps to the collection is routinely carried out on all items in the library, and stamps are applied at several strategic locations the front, center, and edge but the process is not yet optimal because it does not include the blank pages, which is necessary for effectively preventing the loss of the stamp on the page or in that position. The results of these interviews align with the observations made by the researcher: the library at SMA Negeri 1 Purbolinggo has already implemented the process of applying ownership stamps to all collections in the library. Therefore, the process of stamping the collections is very important.

Figure 4. Book Stamping

These findings are consistent with the research by Khusnul & Rosalina (2024). The application of a stamp is crucial for verifying the ownership of library materials registered by an organization or institution. The stamp is applied in a manner that does not damage the information contained in the book in question. (Kusnul Kasidi & Rosalina Noor, 2024) To indicate that the collection is officially owned by the library, stamps are affixed to key sections of the book, including the title page and the back cover. Stamps not only serve as a mark of ownership but also contribute to streamlining the identification process within the library's administrative system and ensuring the security of the collection. (Mayasari et al., 2025)

Collection Shelving

Collection shelving is the process of arranging books in the collection that have been processed by library staff. Books in the collection are placed on the shelves available in the library. Based on the interview results, the library at SMA Negeri 1 Purbolinggo organizes its collection by book type and grade level. The collection placed on the bookshelves consists mostly of acquisitions from 2020–2026, driven by curriculum changes that have led to a decline in interest in many previous textbooks. Consequently, library staff have selected and removed collections that are no longer relevant; however, some teachers still seek out these older books. Based on interviews with library staff, the process of organizing the collection or shelving at the State High School 1 Purbolinggo Library is as follows:

"Books are arranged on the shelves according to subject; general books go with general subjects, and subject-specific books go with their respective subjects, such as economics or mathematics, but also organized by grade level. After they're used, they're returned to their original spots meaning, after the students return the books to the library, I, as a library staff member, put them back where they were before. That's because if the students return them, they usually don't put them back in the right place; they take them from one spot and return them to another. We usually go through the books that are no longer in use about once a month."

Based on interviews with library staff and the library director, it was found that library staff actively and routinely organize and maintain books on the shelves; however, this is not yet fully based on the call numbers listed on the

books in the collection, but rather relies on grouping by subject or by class. Shelf reading is actually conducted once a month, and sometimes even daily, to maintain order, but it is hindered by children who just put books back haphazardly, so the library staff has to do the work twice. This statement is also supported by the results of interviews with patrons, who provided the following responses:

"This is still a question mark. Because there's only one staff member. Managing everything seems pretty tough. So if you ask if it's really neat, it's not yet, but it's not a mess either. It depends, though sometimes when they borrow a lot, they can automatically organize it themselves, but if it's just a few items, they can still do other things." (User 1)

"It's usually neat, but since everyone borrows their own books, sometimes the mom goes out too, so they don't return them to the right place, and the books aren't sorted by grade either. So later, when the mom has free time, she'll organize them again." (User 2)

"It's pretty neat and organized, so it's very easy to find any book you want." (User 3)

"The library is pretty neat, but some books aren't arranged according to the sections on the shelves." (User 4)

These statements from patrons are also supported by other questions asked of them during the interviews, as follows:

"Books are often put on the wrong shelves usually students borrow them and then just put them back haphazardly, since the students sometimes return them on their own. Usually, the librarian just notes it down, and then the students return them to the same shelf. But sometimes someone reads a book from that shelf here, then returns it wherever they please, or sometimes they just leave it here. The teacher usually tidies it up; if it happens a few times, she tidies it up every morning. But once a class comes in here and starts looking for books, it usually gets messy again." (User 2)

"That only happens occasionally; sometimes I still find books that aren't in their proper places, but not very often just a few times." (User 3)

Based on the results of interviews conducted with library users, they provided varying responses. Therefore, based on all the informants' responses, the arrangement of books on the shelves was generally considered neat, but not yet fully optimal or consistent. This is because patrons still frequently find books in the wrong place or even in a different spot than before. The cause of this is that some patrons return books themselves and do not place them back in their original spots, resulting in books that are not properly arranged.

Figure 5. Arranging Books on the Shelf

These findings are consistent with Buwana's (2024) research. Every library routinely organizes its collection. This organization makes it easier for users to access the library's collection. Additionally, visitors will find it easier to locate the information they need if the library's collection is well organized. Users' perceptions of friendly service and comfort can be enhanced by organizing the collection properly and efficiently using shelves. This is because visitors can find the books they need thanks to the shelving process. (Buwana, 2024) According to Lasa, shelving is the process of placing books or other library materials on collection shelves. (Hs, 2009) According to Iskandar, there are several techniques in the library collection shelving process, including by book classification number for book collections, alphabetical order of publication titles or subjects for serial collections, publication year or faculty for academic collections, and for other collections, the method can be adapted to the library's needs. (Iskandar, 2020)

DISCUSSION

Based on research conducted by the researcher through observation, interviews, and documentation, it was found that the library at Purbolinggo 1 State High School has made efforts to properly process its collection, which is part of the library management process. The results of the study indicate that the role of library staff in collection processing at the library of SMA Negeri 1 Purbolinggo is very important and comprehensive but has not yet been fully optimized. The role of library staff in collection processing includes several tasks, namely selecting and choosing collection materials, recording collection data, and assigning call numbers; determining appropriate subjects or topics and assigning classification numbers; creating complete bibliographic records; assigning call numbers, marking collection identity or ownership and recording the date of collection receipt, shelving collections according to the classification system, maintaining order, and monitoring the condition of the collection.

However, in the process of managing the collection at Purbolinggo 1 State High School, several challenges were still encountered, particularly in the cataloging process and the arrangement of the collection on the shelves. These challenges include the cataloging process, where library staff lack familiarity with and training in cataloging due to limited knowledge; the process of

arranging collections on shelves, where students do not return items to their original locations; and staffing limitations, as all library tasks are handled by a single person. Furthermore, the arrangement of books on the shelves does not correspond to the actual size of the collection. Nevertheless, the library staff strives to manage the collection to the best of their ability so that it can be effectively utilized by library users.

CONCLUSIONS AND RECOMMENDATIONS

1. To the School Principal

It is hoped that you will give greater attention to the library by improving the quality of library services through the provision of adequate facilities and infrastructure, including the repair of visitor desks, the addition of bookshelves to accommodate the growing collection, and other supporting facilities to ensure the comfort of library users. Additionally, the school is encouraged to increase the number of staff in the library to alleviate the workload of the sole librarian.

2. For Library Directors and Library Staff

It is expected that they will implement digitization in collection management in accordance with the library's mission, namely to position the library as a source of information on technology and communication, and to realize a digital library. Enhance the competencies of the library director through library science education and training (Diklat) to develop skills and meet the competency requirements established by the government based on Minister of National Education Regulation No. 25 of 2008 concerning Standards for School Library Staff. It is expected that library staff will enhance their competencies through library science education and training (Diklat), particularly in the area of collection processing during the cataloging phase. Optimize the daily division of tasks, especially regarding the shelving process, and conduct a weekly sorting of outdated books in the collection to be donated, ensuring the shelves remain organized and the space is used more efficiently. Regularly reorganize the book collection on library shelves so that patrons do not have difficulty finding the reading materials they need. Provide a dedicated return bin for borrowed books to make it easier for library staff to return books to their original locations. Conduct a feedback survey for patrons to gather suggestions for new books so that the library collection better meets the needs of all users.

FURTHER STUDY

The findings of this study are expected to make a positive contribution to the advancement of library and information science, as well as serve as a foundational guide for future researchers to conduct more in-depth studies on the role of library staff, particularly in the context of library digitization, which is becoming increasingly relevant in today's technological age.

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