Implementation Of Standard Operating Prosedures (SOP) on Circulation Services at the Library of South Sumatera Province

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Abstract. This article is entitled "Implementation of Standard Operating Procedures (SOP) on cirkulation services at the South Sumatra Provincial Library Service". This research is motivated by considering the importance of implementing SOPs in circulation services at the South Sumatra Provincial Library Service properly, consistently, effectively and efficiently in order to provide maximum service results to users. The problems discussed in this study are how to implement Standard Operating Procedures (SOP) and what factors affect the implementation of Standard Operating Procedures (SOP) at the South Sumatra Provincial Library Service. The type of research in this research is field research with a qualitative approach. In this study, the key informant was the head of the service and automation section, while the supporting informant was the user service staff. The data collection techniques used in this study were interviews, observation, and documentation. From the results of the research obtained, it shows that the implementation of Standard Operating Procedures (SOP) at the South Sumatra Provincial Library Service. and extend the borrowing period of books and impose sanctions if the user is late in returning the book. The factors that influence the implementation of Standard Operating Procedures (SOPs at the Library Service Office of South Sumatra Province are supporting and inhibiting factors. Supporting factors include staff performance that has been supported by a computerized system, adequate infrastructure and work experience of circulation service staff. The inhibiting factors are implementation of Standard Operating Procedures (SOP) on circulation services, including when the electricity goes out, all internet access and equipment that supports circulation service activities will stop.

Keywords: Implementation, Cirkulation, Standard Operating Procedures, Libraries

INTRODUCTION

In this modern era of technology and information, the public's need for information and educational media is a challenge for information and education service providers in Indonesia. Information systems in the academic world with information technology that has increased rapidly due to its efficiency and (1). Educational institutions such as libraries also do not escape the development of information technology to improve their performance in terms of education and information services needed by the community, especially academics.

The library is an information center where there are many available books and various types of references needed to strengthen knowledge. Therefore, the library has a function to create a literate society (2). Libraries provide facilities that can support student learning (3). Libraries cannot be understood as merely a building or physical accommodation where books are kept. However, it can simply be stated that the library is a work unit that has human resources, a "special room" (reading room) and a collection of collections according to the type of library. The existence of the library is not limited to a place to store textbooks, but it must be able to provide alternative sources of knowledge that are needed and have been difficult to access (4). According to Sulistyo Basuki, a public library is a library financed from public funds, either partially or wholly, open to the general public without discriminating against age, gender, belief, religion, race, occupation, ancestry, and providing free services to the public (5)A library can be said to be well developed if it is able to attract and improve people's reading power and be able to change the character of the community to be fond of reading (6).

Libraries as a source of information must be able to keep up with the developments and progress of the times (7). Libraries as educational institutions and information institutions will have good performance if they are supported by adequate management. Furthermore, using management means that an agency seeks to work in a structured manner, both in terms of its work processes, workflows, and the work methods it uses. Libraries must have an organizational structure. The organizational structure is a form or figure that will develop the formation of positions, lines of communication, orders, reports, cooperation, duties, authorities, and responsibilities providing firmness on what work will be done by the library staff (8).

As a scientific information service unit, especially to the academic community and the wider community, libraries are required to work professionally by prioritizing quality, speed, and ease of service. In order to carry out their duties optimally, a good library management and work standards or Standard Operating Procedures (SOP) are needed.

Library management is a process of activities carried out by the library to achieve goals as efficiently as possible by using existing resources. These resources are HR (Human Resources), facilities, methods, and funds. In order for management to be effective, the objectives of the management must be clear. Koontz and O'Donnell in their book The principle of management and analysis of managerial function cited by Abdul Rahman Shaleh stated that there are five management functions, namely planning, organizing, staffing and directing), and monitoring (controlling) (9).

On the other hand, the user's guidance to the library is expected not only as a mediator in service and information but also to be able to function as a provider of facilities in providing scientific needs so that the library can meet the needs of users, utilization and service efforts. Furthermore, to produce performance in accordance with predetermined standards, it is necessary to have a series of standardized procedures. Standard procedures or better known as Standard Operating Procedures (SOP). SOP are standardized procedures or stages that must be passed to complete a certain work process (10). In simple terms, it can be interpreted as a guide that shows what to do, when it is done, and who does it.

 SOP for libraries are important because they can function to assist libraries in providing services to the academic community properly, consistently, effectively, and efficiently in terms of providing guidelines or instructions for the academic community, about a library service procedure that must be carried out, providing guidelines for all library staff. and library officials in carrying out routine library services, avoiding overlapping implementation of library service tasks to the academic community, assisting the search for procedural errors in providing library services, and ensuring the service process continues in various situations (11). Service soups in the library include: The National Library Standard on libraries mentions the types of library services, at least covering circulation services, reference services, information literacy, and information and communication technology services.

METHOD

In this study, the author uses the type of research field research (field research) which is a form of research that aims to reveal the meaning given by community members to their behavior and the surrounding reality. The field research method is used when survey or experimental methods are felt to be impractical, or when the research field is still so wide (12).

Qualitative research is rooted in the natural setting as a whole, it relies on humans as research tools, it uses qualitative methods and inductive data analysis. It directs the research objectives to the effort to find theory from the ground up. Descriptive in nature, more concerned with the process than the results and limiting the study of focus (13). So, the form of this research is descriptive research, namely research conducted to determine the value of independent variables, or more (independent) without making comparisons or connecting between one variable and another variable (14). Most of the analysis developed in this study is based on qualitative data and information (15).

RESULTS AND DISCUSSION

1. Standard Operating Procedures (SOP) on Circulation Services

This chapter is a research analysis as well as an answer to the problems that have been formulated previously. As explained in the introductory chapter, that to analyze the data collected, be it data from observations, interviews, and documentation that researchers did. The researcher then described it with a qualitative descriptive approach. That is to explain in detail the data so that it can be used as conclusions by researchers. To analyze this problem, the researcher connects the data from interviews, observations and documentation obtained in the field. The key informants in this study are: The head of the service and automation section while the supporting informants are the user service staff (member registration, book lending service staff, book loan extension service staff, book return service staff) and users.

a. Standard Operating Procedures (SOP) for Library Member Registration
1).Before using library services, you must first fill in visitor data.
2).To become a member, you must meet certain requirements.
3).Only users who are members of the library are allowed to borrow book (16).

b. Standard Operating Procedures (SOP) for Book Borrowing Services

1) To borrow books, you must become a member of the library
2) Member card must be scanned first in order to make transactions
3) Borrowing a maximum of 3 books with a loan period of 7 days and can be extended 2 times

c. Standard Operating Procedures (SOP) for Return Services

1) The user must scan the membership card in order to carry out the book return transaction.

d. Standard Operational Procedures (SOP) for Extending Book Loans.

1) The user must scan the membership card in order to carry out the loan extension transaction 2) Extension can only be executed 2 times

2. Implementation of Standard Operating Procedures (SOP)

a. Standard Operating Procedures (SOP) for Registration Services Library Member

The library determines who is entitled to become a member of the library, and what conditions must be met to register as a member. Through membership, the library will know the identity of its users. By registering membership, it also makes the guarantee procedure easier.

b. Standard Operating Procedures (SOP) for Book Borrowing Services

As explained in the chapter, book lending activities are circulation services in the form of recording evidence that users borrow library materials. The borrowing process uses various methods, some use large books, book cards and so on according to the conditions of a library (17). The process of borrowing books at the Regional Library of South Sumatra Province has been supported by a computerized system and has implemented Standard Operating Procedures (SOP) in the book lending service process.

c. Standard Operating Procedures (SOP) for Returning Books

Returns are circulation services in the form of recording evidence that the user returns the borrowed library materials. There are two ways to return library materials that can be done at the library, namely the user brings library materials directly in the return box. The second, the user brings directly the library materials that he wants to return to the circulation table (17). In the book return service section at the South Sumatra Regional Library using the second method, the user brings directly the library materials he wants to return to the circulation table.

Library services are one of the main activities in every library. This service is an activity that is directly related to the community, and at the same time is a barometer of the success of library operations. Therefore, from the service desk an image and image of the library will be developed, so that all library activities will be directed and focused on how to provide good services as desired by the community or library visitors. Good service is one that can provide a sense of pleasure and satisfaction to the user (18). In the process of service to visitors, the South Sumatra Provincial Library Service provides services and already has standards in its services.

d. Standard Operating Procedure (SOP) for Book Loan Extension Services.

The extension of the loan period depends on the policy of the user, there are libraries that provide two extensions, some only give one time (17). The procedure for extending the loan period at the South Sumatra Provincial Library Service already has standards in its service.

3. Factors Affecting the Implementation of Standard Operating Procedures (SOP) at the South Sumatra Provincial Library Service.

a. **Supporting factors**

Based on the results of observations and interviews that the authors conducted at the Regional Library of South Sumatra Province, the researchers found several supporting factors in implementing Standard Operating Procedures (SOP) in circulation services, as follows:
(1) Staff Performance That Has Been Supported with Computerized Systems and Adequate Facilities and Infrastructure. Factors supporting the implementation of Standard Operating Procedures SOP on circulation services in the member registration section, namely the performance of staff who have been supported by a computerized system in their services, (2) Experienced Circulation Service Staff. The South Sumatra Library Service has a large number of employees and the average is already a civil servant when viewed from the position, then there are several Echelon officials from Echelon II, III, and IV and functional officials. The circulation service section has 3 employees who are already civil servants and have long work experience.

b. **Obstacle factor**

As an organization, the Regional Library of South Sumatra Province will not be free from problems and obstacles. The problems faced by libraries in implementing Standard Operating Procedures (SOP) on circulation services according to informants are such as barcodes on damaged books, internet networks that are disconnected when the lights go out.
1) The inhibiting factor in implementing Standard Operating Procedures (SOP) in circulation services at the South Sumatra Provincial Library Service is electricity that often goes out.

CONCLUSIONS

Management activities range from deciding the future direction of the organization to creating organizational activities, promoting cooperation among organizational members, and monitoring activities to achieve them. Goals, management, play a very strategic role in making organizational efforts more effective. Specifically, to make better use of equipment, land, offices, products, services and relationships within your organization.

Madrasa education management must be based on the concept of democratization, task specialization, delegation of authority, professionalism, and task integration to achieve common goals. Leadership in an institution means carrying out a leadership process that has an impact on educational staff resources (educators and staff) to take collaborative action to achieve educational goals. Madrasah education development is carried out by madrasa leaders.

Madrasa management and implementation of leadership in madrasas harmonize various inputs or student interactions (processes) between teachers, students and supporting facilities both inside and outside the classroom. All components must be able to work synergistically. In an atmosphere that supports the learning process, both in the context of curriculum and extracurricular, both academic and non-academic, so that madrasas can survive in the demands of the times.

As a writer, I realize that there are still many shortcomings that are far from perfect. Of course, the author will continue to improve it. Therefore, the author really hopes for criticism and suggestions regarding this article.

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