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# Library Services in Improving Private Islamic Institutes Students' Reading Interest

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#### **Abstrak**

Penelitian ini bertujuan untuk menganalisa pelayanan perpustakaan pada setiap institute agama Islam swasta di Provinsi Jambi. Fokus pembahasan dalam penelitian ini adalah implikasi pelayanan perpustakaan dalam meningkatkan minat membaca mahasiswa. Adapun jenis penelitian ini ialah kategori penelitian kualitatif dengan metode studi deskriptif analitis. Pemerolehan data dilakukan menggunakan teknik observasi, wawancara, dan dokumentasi. Selanjutnya, data dianalisis menggunakan teknik reduksi, penyajian data, dan penarikan kesimpulan. Akhirnya, data dinyatakan absah/valid apabila telah melalui triangulasi data. Hasil penelitian ini menunjukkan bahwa manajemen layanan perpustakaan dalam meningkatkan minat baca mahasiswa IAI swasta di Provinsi Jambi belum terlaksana dengan baik. Dengan demikian, berpengaruh terhadap minat baca mahasiswa. Hal ini disebabkan beberapa faktor penghambatnya, yaitu: fasilitas perpustakaan yang belum maksimal, biaya operasional masih minim, pengelola atau SDM masih rendah, rendahnya motivasi dari dalam diri mahasiswa itu sendiri, dan kesibukan mereka pada kegiatan di luar kampus.

Kata Kunci: Mahasiswa, Minat Membaca, Pelayanan Perpustakaan.

### Abstract

This study aims to analyze library services at each private Islamic religious institute in Jambi Province. The focus of the discussion in this study is the implications of library services in increasing student interest in reading. The type of this research is the category of qualitative research with descriptive-analytical study method. Data collection was carried out using observation, interview, and documentation techniques. Furthermore, the data were analyzed using reduction techniques, data presentation, and drawing conclusions. Finally, the data is declared valid/valid if it has gone through data triangulation. The results of this study indicate that the management of library services in increasing the reading interest of private IAI students in Jambi Province has not been carried out properly. Thus, it affects students' reading interests. This is due to several inhibiting factors, namely: library facilities that have not been maximized, operational costs are still minimal, managers or human resources are still low, low motivation from within the students themselves, and their busyness in activities outside the campus.

Keywords: Students, Interest in Reading, Library Services.

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### INTRODUCTION

The library is a student service unit in the field of science and research (Dewi, 2015; Huda, 2020). In general, the duties and functions of the library are an attempt to increase knowledge, skills, and broaden insight and information for education, work, research, and as a vehicle for the intellectual life of the nation (Rizki, 2013:105-117; Akbar, *et.al.*, 2021). Then, specifically, the university library functions as a means of educational or teaching activities, research, and community service in the context of implementing the tri dharma of higher education.

The purpose of the library in higher education institutions is to complete students' needs for information and knowledge and skills, as well as a place to find references for researchers and lecturers to look for various kinds of materials and data (Yantiningsih & Santoso, 2015:110-124). Due to the rapid development of science where each university library cannot fulfill all the information needed by students or lecturers, many university libraries are also open to students and lecturers from other universities by registering as temporary members or guest members but must need to maintain stability and based on the provisions in each of these higher education institutions (Rahmah, *et.al.*, 2019:172).

In both private and public universities, the library is the main institution for managing collections and references which should be managed professionally under the provisions and policies determined by the institution, so that it can complement the needs of students (Pattah, 2013:47-57). A library is often said to be the "heart" of every university, so to assess the quality of education provided by the university, it is enough to look at the library (Suwena, 2013). Because library institutions are very decisive to improve the quality of students in higher education. Definition of library based on Law no. 43 of 2007 Article 1 point 1 reads; "Library institutions are institutions that focus on managing references, collections professionally, in the sense that they are following government rules and standards, which are expected to be able to complete the needs of education, research and so on".

In the *General Guidelines for Higher Education Libraries*, it is stated that in higher education institutions the purpose of establishing a library is one of the policies to support, assist and improve the quality or quality of higher education institutions, by providing educational services and information services, which include the following: (1) collection of information; (2) information preservation; (3) information processing; (4) utilization of information; and (5) information dissemination (Ahmad, *et.al.*, 2012).

The purpose of the university library based on the national standard of the library is explained that it is responsible for the organization of the library so that it can carry out its duties and functions in daily life, especially in order to educate the nation's life, and ensure the realization of the government's obligation to preserve the results of written culture, and also improve the quality of students, with the availability of the library as a collection and information service center for students in universities (Darmayanti, 2016:92-101).

Mahmudin (2006:2) also explains that the function of the university library is to support the implementation of the tri dharma of higher education which includes providing scientific information for students, lecturers, and employees as well as outside users, both collections of books, magazines, newspapers, and other types of literature. other collections. This function can work well, if the library is managed with good management and managed by professional human resources, so that users, more specifically, students have a high interest in reading and are interested in going to the library well, this can be achieved if the library is managed well too.

In a university, a good and adequate library is needed. To meet these needs, it is appropriate that the human resources of library managers are the main concern for universities so that they have expertise in the field of libraries. This is in line with Permendiknas No. 25 of 2008 which talks about the criteria for managing university libraries. In the law, it is described the minimum criteria for library managers who are in charge of managing libraries properly, such a person must carry out education for 3 years at a university that is majoring

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in library management so that human resources who have the ability and expertise are in line with these criteria. So, in order to advance a library, universities must try to meet the criteria mandated in the law, to increase students' reading interest in higher education.

To increase student interest in reading, of course, it is very necessary to have professional library services. Library management is one of the processes to coordinate various existing educational resources, such as lecturers, educational facilities and infrastructure, curriculum, environment or community, costs or finances as well as the active participation of students and so on to achieve the goals and functions of the library. These components must be managed as well as possible so that in their implementation they can run effectively and efficiently as an institution that provides information and knowledge.

To realize optimal library services, adequate and able to serve students well, the university library must be managed with the concept of good library service management. Library service management referred to here is a library service following the concepts and theories as well as the provisions of the library service theory itself.

What is meant by management here is the process of library services carefully and cooperating in achieving the goals set. The service activities are starting from: (a) planning (planning); (b) organizing (organizing); (c) staffing; (d) motivating; and (e) controlling or supervision. This is in line with what was stated by Fayol in Marno & Suprayitno (2008:13), identifying five management functions, namely planning, organizing, commanding, coordinating, and controlling.

The author's grand tour at the Yasni Muara Bungo Islamic Institute, Muara Tebo Islamic Institute, and the Nusantara Muara Bulian Islamic Institute found. First, library services have not utilized digitalization, meaning that in providing services, IAI has not provided E-Library. Second; the provision of supporting facilities has not been optimal. Third, the availability of book collections in the three IAI libraries has not been optimal. Fourth; Not optimal in implementing library service management.

The author's grand tour above is directly correlated to student interest in using the campus library as the main reference. While the library refers to the Menpan. Number 132/2003, namely: (1) having a special work unit in an institution, in this case, is a private IAI in Jambi Province; (2) have human resources on literature; (3) Has a standard special place; (4) Have references of at least 1000 titles consisting of various types of scientific disciplines that are in accordance with the types of majors or study programs available and; (5) Managed with good management. Meanwhile, the three IAIs have not been optimal as mandated by the law.

From the results of the Granttour above, the authors present indicators of library services to increase student interest in reading as follows: (1) Planning; (2) Organizing; (3) Implementation; (4) Supervision; (5) Evaluation; (6) Reliability (Reliability); (7) Responsiveness (Responsiveness); (8) Assurance (Guarantee); (9) Empathy (Empathy); and (10) Tangible (physical evidence). Based on the grand tour, the authors are interested in conducting research, entitled "Library Services in Increasing Reading Interest of Private Islamic Institute Students in Jambi Province", which took place at IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari.

#### **METHOD**

This research is a type of field research (file research) using a qualitative approach. Qualitative research with five narrative approaches, phenomenology, grounded theory, ethnography, and case studies. As experts point out, qualitative research remains a diverse field of inquiry, characterized by different orientations and methodologies. The important distinction begins with whether one assumes, a single or multiple reality, the uniqueness or potential generalizability of human events, and the need to follow certain methodological variations of qualitative research (Yin, 2005:3).

Qualitative research is a research approach directed at understanding social phenomena from the participant's perspective. Qualitative research uses a multi-method strategy, with the main methods being

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interviews, observation, and documentary studies. In conducting the research, the researcher integrates with the situation under study (Sukmadinata, 2011:116; Assingkily, 2021). With this qualitative approach, the author wants to describe library services in increasing student interest in reading at Private IAI in Jambi Province. The research background in question is IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari.

In this qualitative research, the data collected by the authors are not numbers but in the form of words or pictures. Obtaining data using interview, observation, and documentation techniques. During the interview process, the researcher acts as a listener in the hope that the informant will describe more of the required data. In addition, participant observation carried out does not necessarily show the identity of the researcher to the informants, but rather joins as "campus residents" so as to minimize the occurrence of engineering research background. Furthermore, the data were analyzed using data reduction techniques, data presentation, and drawing conclusions. Finally, the validity of the data is obtained by testing the data triangulation technique, starting from the method aspect to the research data source.

Using this qualitative descriptive approach, it is hoped that findings will be obtained about library services in increasing the reading interest of Private IAI students in Jambi Province. Apart from that, research conducted using this qualitative approach is expected to be able to find new theories based on the results of the research conducted.

### RESULTS AND DISCUSSION

# Management of Library Services in Increasing Interest in Reading Students of Private Islamic Institutes in Jambi Province

Library service management is talking about planning, organizing, mobilizing, and controlling. Because in the management the most important element is human. Humans as the first element in carrying out management functions. What IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries have done in increasing their students' reading interest have implemented these management principles.

Imron (2013:5) argues that management is: (1) the ability or skill to obtain a result to achieve the goal; (2) All acts of moving a group of people or directing all facilities in a cooperative effort to achieve goals; and (3) Working with/borrowing other people's hands.

This has been carried out by the IAI Yasni Muara Bungo libraries, IAI Tebo and IAI Nusantara Batang Hari. IAI Yasni Muara Bungo has planned to plan a large library with two floors, the first floor is a mosque and the second floor is a library, the first floor is used as a place of worship and a place for children to memorize the Qur'an and the second floor is used as a library so that it can be maximized. accessed not only by students and lecturers but also by the wider community. In terms of fulfilling the latest collections or books, providing access to references electronically via the internet, providing facilities that make it easier to access journals, accessing books available in large libraries. IAI Yasni plans to provide a proper and maximum library for students and lecturers, to increase student interest in reading.

What IAI Yasni has done above, in line with the management proposed by Dubrin (1990:20), states that management is a process of using organizational resources to achieve organizational goals based on the functions of planning, decision-making, organizing, leadership, and supervision. Then similarly Waggner & Holienbaeck in their book Maisah (2013:1) explains that management is a process of planning (planning), organizing (organization) to achieve goals through the division of labor. Then the observer classified management into 2 types, namely functional management and project management. Functional management involves several people doing certain things in a coordinated and repetitive manner and is carried out by people in the same atmosphere, and project management includes coordinating the implementation of work within a certain period by a team, each member of which has never previously or often collaborated.

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Management is often defined as a science, tips, and profession. It is said to be a science by Luther Gulick because management is seen as a field of knowledge that systematically seeks to understand why and how to achieve goals through means by managing other people in carrying out tasks. It is said to be a job because management is based on a skill possessed to fulfill a maximum result and follow the code of ethics or applicable regulations (Suharno, 2008:1; Dewi, *et.al.*, 2021).

Likewise, the management of IAI Tebo's library services, in principle, has carried out management elements starting from planning to supervision, which is abbreviated as POAC. What IAI Tebo librarian does is that the leadership and library management staff have prepared plans related to library development. Among them is building a library building with complete facilities. These facilities include facilities and infrastructure to support the library such as providing a reading corner room for students, providing a catalog that will make it easier for students to find books, providing wifi as well as providing a complete collection of books with neat arrangements making it easier for lecturers and students to find books, then to simplify the data collection process and the process of borrowing books at the library, make a library card that is connected to library services and other plans to be implemented.

Thus, what has been done above by IAI Tebo, has carried out the principles of management as stated by Stoner (2004:45) that management is an action in planning, organizing, and utilizing all other resources to get a result. organization as originally planned together. Therefore, the implementation of management must lead to an activity that unites and connects all activities carried out effectively and efficiently. In carrying out all these management functions, they must be in line with their respective job descriptions so that they can easily carry out and achieve maximum goals.

IAI Nusantara Batang Hari library service management related to increasing student interest in reading has also carried out the same thing as the two previous IAIs. What is being done is like making a library plan with several steps that have been prepared and will be carried out by the library manager, first collaborating with other libraries, such as joining or joining the forums for libraries in Indonesia to improve library management. good and maximum service for students. Provision of references needed and used by students and lecturers. In addition, the IAI Nusantara Batang Hari library has drawn up the vision, mission, and objectives of the library, more focused on developing several plans or programs related to improving library services optimally for students in particular. These include providing a collection of books in accordance with the required book requirements for each subject of at least three books, improving library facilities, implementing effective, efficient, and transparent university library management, as well as the availability of professional library resources and also the creation of technology-based library applications. and other programs. For more details, see the notes on the results of the meeting and the work program of the library manager.

What was done by IAI Nusantara Batang Hari above, Robins in Marno (2009:2) emphasized that the functions of management include planning, organizing, directing, and controlling. Buford, Jr., and Bedeain in Marno (2009:2) also describe that management functions include: planning, organizing, staffing, human resource management, leading, influencing, and controlling. Another understanding expressed by Usman (2015:50) explains that management in terms of Islam is called sharia management, namely management with an Islamic perspective, which is a process of determining and achieving organizational goals through the implementation of four basic functions, namely planning, organizing, actuating., and controlling, in the use of organizational resources.

Furthermore, what was done by the three libraries above, namely IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari, is also in accordance with what is called management in which there is a plan proposed by the experts above. It is also philosophically appropriate, in Al-Quran Surah Yunus: 3, which means: Verily your Lord is Allah Who created the heavens and the earth in six periods, then he resided on the

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'throne to manage all affairs. No one will intercede except after His permission. Such is Allah, your Lord, so worship him. So don't you take a lesson? (Q.S. Yunus: 3)

With library service management in increasing interest in reading at IAI Yasni Muara Bungo, IAI Tebo and IAI Nusantara Batang Hari carry out management principles. Management requires all people, groups, organizations, and so on to organize and plan everything to achieve the library goals that have been set and also have carried out the coordination of all resources through the process of planning, organizing, assigning manpower, direction, and supervision to achieve the goals set. has been set beforehand.

Basically, what has been done at IAI Yasni Muara Bungo, IAI Tebo and IAI Nusantara Batang Hari have tried to organize everything to achieve the library's goals. As stated in Surah As-Sajadah Verse 5, Meaning: He arranges affairs from the heavens to the earth, then (affairs) it ascends to Him in one day whose level is a thousand years according to your reckoning. (Q.S. Sajadah: 3)

Al-Maraghi (1992:199) in the book of *Tafsir Al-Maraghi* explains that tabdirul amri means looking forward to a case and its consequences so that the case is commendable. The understanding of regulating the affairs of the heavens to the earth, then those affairs ascending to the sky, this is an image to show the majesty of Allah SWT.

# Library Services in Increasing Interest in Reading Students of Private Islamic Institutes in Jambi Province

In providing library services in increasing student interest in reading at IAI Yasni Muara Bungo, IAI Tebo and IAI Nusantara Batang Hari have implemented: Reliability; Responsiveness, Assurance, Empathy, and Tangible is in accordance with what was said by Suherman (2013) in Accreditation-Based Higher Education Governance.

The library services of IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari in increasing student interest in reading have implemented the above principles, namely: the Serv-Qual model developed by Parasuraman, Zeithaml, and Berry (Almana, *et.al.*, 2018:14; Nopitasari, *et.al.*, 2021).

### 1. Reliability

The IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries have provided reliability in providing library services according to available resources accurately and reliably. The performance displayed is in accordance with the expectations of students and lecturers such as punctuality, the same service for all students and lecturers by prioritizing a sympathetic attitude and with an adequate level of accuracy. In providing this reliability IAI Nusantara Batang Hari has taken a step further by providing an elibrary or already providing services digitally, IAI Tebo and Yasni Still use manual services.

### 2. Responsiveness

The IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries have provided responsiveness which is the willingness to provide fast and appropriate library services to students and lecturers and accommodate their complaints according to existing capabilities.

### 3. Assurance

The libraries of IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari have provided guarantees that are displayed such as knowledge possessed, courtesy, and the ability of employees to foster student confidence in the library. This is given by the staff in the components of communication, credibility, security, competence, and courtesy.

### 4. Empathy

The IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries have provided Empathy in the form of sincere and individual attention given to students in an effort to understand the specific needs of students and lecturers.

## 5. Tangible

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The IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries have provided physical evidence in the form of the library's ability to show its existence to students and lecturers (internal) and external parties. This is shown by the library by showing the appearance and ability of the library's physical facilities and infrastructure to provide services to students and lecturers, of course, adjusted to the existing capabilities. The appearance and abilities provided include physical facilities such as buildings, equipment, and equipment used as well as the appearance of staff in providing services.

### Interest in Reading Students of Private Islamic Institutes in Jambi Province

The ideal library is one way to attract students' interest in reading for a bright future. Interest in reading IAI students Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari is still very low. This is due to inadequate facilities. As experts say that the ideal library is (1) the building or space is more competitive (large area); (2) Many rooms for different uses; (3) Gallery with bookshelves for storage; (4) a room where visitors can read and study; (5) rooms that are arranged separately for the making of copies of manuscripts, 6) rooms that are reserved for literary meetings; (7) provision of spaces used for musical performances; (8) all the rooms are made so luxurious and pleasant; (9) on the floor spread carpets and mats (mats) on which readers write; (10) The windows and doors are covered by curtains (curtains); and (11) the main entrance has special weight curtains to block the entry of cold air.

Thus, the three libraries, namely IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries do not yet have the ideal library facilities and infrastructure as described above. Not to mention if you add digital library services, then of the 3 libraries, only IAI Nusantara Batang Hari has started digitizing, while IAI Yasni Muara Bungo and IAI Tebo have not been used digitally.

# Factors Affecting Library Service Management in Increasing Reading Interest of Private Islamic Institute Students in Jambi Province

Factors that influence library service management in increasing interest in reading IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari students are the lack of main and supporting facilities, insufficient budget allocation, lack of student motivation, and busyness of students with the world of their gadgets, and Human resources for librarians are still lacking.

Thus, the IAI Yasni Muara Bungo, IAI Tebo, and IAI Nusantara Batang Hari libraries are not yet considered ideal libraries. Therefore, in the future, it is hoped that the three libraries should be towards the ideal library. The existing library is only a beginner library, along with the completeness of other campus facilities and infrastructure that must be addressed.

In line with the above, Wahyuni (2015) explains the importance of "ideal libraries" for higher education institutions. Furthermore, Mawaddah (2014) added that the ideal library will help increase the literacy power and interest of the nation's children, coupled with increasing insight, critical thinking power, and intellectual skills of the community. This is in accordance with the needs of the community and the education of citizens about the importance of the role of libraries for the progress of the nation.

According to Nafisah (2016), libraries are present in the community as an effort to increase public interest in reading. For this reason, Widyastuti (2017) suggests that libraries not only renovate existing facilities but are fully oriented to library service users. One of the efforts offered by Ibrahim & Afrina (2011) is the development of an adaptive library model with the development of digital-based technology towards an ideal library service.

# **CONCLUSION**

Based on the presentation of the findings above, it can be concluded that the management of library services in increasing interest in reading for private IAI students in Jambi Province, namely IAI Yasni Muara Bungo, IAI Teb, and IAI Nusantara Batang Hari, has not been implemented properly. Thus, it affects students'

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reading interests. This is due to several inhibiting factors, namely: library facilities that have not been maximized, operational costs are still minimal, managers or human resources are still low, low motivation from within the students themselves, and their busyness in activities outside the campus.

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