



INTERIOR DESIGN ANALYSIS OF CIRCULATION SERVICES IN INCREASING VISITING INTEREST IN THE PALEMBANG TOURISM POLYTECHNIC LIBRARY

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Abstract

This article discusses the effect of circulation services for library users at the Palembang Tourism Polytechnic Library. The purpose of this study was to determine the effect of circulation services at the Palembang Tourism Polytechnic Library, and also how effective circulation services at the Tourism Polytechnic Library are for users to borrow book collections in the library. Library circulation service itself is the activity of borrowing and returning book collections. This library circulation service depends on the policy of the library whether it is carried out for general borrowing or within the scope of the library itself. Library circulation services not only serve the borrowing and returning of library materials but comprehensive activities towards the process of meeting user needs through circulation services including return activities and extending the borrowing time of library materials. The research method of this article uses a qualitative descriptive type method. Qualitative descriptive research is research that describes the situation in fact as it is. The conclusion of this article is that spatial layout and circulation services are closely related because they can influence one another to create a comfortable and attractive library to visit.

Keywords: Library, Layout, Circulation Services

INTRODUCTION

The university library is a supporting element of higher education in the activities of education, research and community service. In order to support the Tri Darma activities, the library is given several functions including; educational functions, information sources, research support, recreation, publication, deposit and interpretation of information. Based on Government Regulation / PP No.5 of 1980 concerning the organizational principles of universities or institutes, the Higher Education Library is included in the Technical Service Unit (UPT), which is a technical support facility that is a university or institute equipment in the field of education and teaching, research and community service.

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According to Sulisty Basuki (1991: 51) is a library located in universities, subordinate bodies, and institutions that are affiliated with universities, with the main purpose of helping universities achieve their goals, namely the Tri Dharma of Higher Education (education, research and community service). For visitors who want to find the necessary information for just looking for references, reading books. College libraries can also provide good circulation services so that users can be comfortable to find information in the library.

Circulation services have the activity of serving users in borrowing and returning collections, advanced libraries usually utilize existing information technology in developing circulation services with an independent borrowing and returning system carried out by users by using borrowing and returning services that have been prepared by the library. In addition to circulation services, libraries also provide independent book return system services carried out by the users themselves.

Selain layanan sirkulasi yang baik perpustakaan perguruan tinggi juga harus memberikan tata ruang (desain interior) yang nyaman bagi pemustaka untuk mencari informasi, atau sekedar untuk membaca, tata ruang perpustakaan sangat berpengaruh terhadap kelangsungan operasional perpustakaan karena dapat menunjukkan perkembangan perpustakaan itu sendiri agar terlihat lebih rapi, nyaman, dan terawat pada saat dilihat ataupun pada saat berkunjung ke perpustakaan. Tata ruang perpustakaan juga menunjukkan bagaimana seorang pustakawan dalam menjalankan manajemen perpustakaan tersebut dengan baik, pustakawan harus memperhatikan bagaimana tata ruang yang baik untuk UPT perpustakaan tersebut agar terlihat menyenangkan, bagaimana untuk menciptakan ruangan perpustakaan yang berih, teratur, nyaman dan menyenangkan.

In addition to good circulation services, college libraries must also provide a comfortable layout (interior design) for users to find information, or just to read, library layout is very influential on the continuity of library operations because it can show the development of the library itself to make it look more neat, comfortable, and well maintained when viewed or when visiting the library. The layout of the library also shows how a librarian in carrying out library management is good, the librarian must pay attention to how good the layout is for the UPT library to make it look pleasant, how to create a clean, organized, comfortable and pleasant library room.

Palembang Tourism Polytechnic Library is a place that is often visited by users to find references, and search for collection materials needed to find information. The Tourism Polytechnic Library itself uses an open circulation service system for users who are in the scope of the college.

Based on the results of research conducted by the author on the analysis of the interior design of circulation services in increasing visiting interest in the Palembang Tourism Polytechnic Library itself, it is neatly organized and has used circulation services in accordance with the system. However, there are still problems that are not good such as when borrowing collections. The user directly takes the collection, the return of the collection made by the user is also not carried out according to the procedures set by the library. The layout of the collection placement is still not neatly organized so that the existing collections look less organized and stacked, lack of rooms such as special reading rooms, special rooms to search for non-existent book collections, lack of library support facilities such as chairs, tables, computers and others. Palembang Tourism Polytechnic Library circulation room, work room, librarian room, work room, reading room, collection room are in one room only. Palembang Tourism Polytechnic Library also lacks librarians who are professional in their fields to manage the library. Based on the above phenomenon, the authors are interested in conducting research related to "Interior Design Analysis of Circulation Services in Increasing Visitor Interest at Palembang Tourism Polytechnic."

FOUNDATION AND THEORY

1. Definition of College Library

According to Sjahrial-Pamuntjak, Mrs. Rusina College Library is a supporting facility established to support the activities of the Academic Community, where the College is located. College libraries are libraries incorporated within higher education institutions, whether in the form of university libraries, faculty libraries, academic libraries, high school libraries. College Library Functions.

In general, the functions of a college library are as follows:

1. Educational function
2. Information function
3. Research function
4. Recreation function
5. Publication function
6. Interpretation function

Based on the description above Mahmudin (2006: 2), which states: "The function of the college library is to support the implementation of the Tri Dharma of Higher Education, which includes providing scientific information for students, lecturers and

staff as well as outside users. Both collections of books, magazines, newspapers and other types of collections.

2. Goals of a Higher Education Library

1. According to Sulisty Basuki in his book *Introduction to Library Science*, the general objectives of the college library are
2. Meet the information needs of the college community, usually teaching staff and students. Often also includes college administration personnel.
3. Provide reference library materials at all academic levels, meaning from first year students to postgraduate students and teachers.
4. Provide study spaces for library users.
5. Provide appropriate lending services for various types of users.

Providing active information services that are not only limited to the university environment but also local industrial institutions. From the explanation above, it can be concluded that the purpose of the library is that the library is the information heart of an agency or institution, in which there are books or information sources needed by library users.

3. Library Layout

Library layout is a way of organizing space in the form of structural and spatial patterns, so that the utilization of each planned or unplanned space is maximally developed and controlling the use of space itself can provide attractive and comfortable spatial planning results.

4. Library Layout Preparation

There are a few things to note, namely:

1. Room Coloring, color has a psychological influence on humans, the selection of the right color will greatly affect a person's soul that can create a comfortable atmosphere that will make a person can last longer in a building boredom, boredom, lack of comfort and so on. Paint color for the room does not sparkle the eye, but also not gloomy (Yusuf, 2007: 101).
2. Lighting, lighting sources can come from natural lighting sources, such as sunlight, moonlight, fire, and sources from nature and artificial lighting sources, such as lamps.

These lighting sources can have far-reaching effects and influence library readers. Light from natural sources is good for health, while artificial lighting can be sourced from lamps or glass players (Listiani, 2007: 42).

3. Temperature regulation, a good temperature for the library is 20-24°C and with a humidity of 45-60%. To achieve this, the library must be air-conditioned. Air conditioning must be installed for 24 hours. This is necessary to maintain the stability of the room. Therefore, a thermohyrometer must always be installed as a room temperature gauge, as well as a humidity gauge (Martoaatmodjo, 1993: 77). Library furniture and equipment, library furniture is one of the supporting facilities used in the library service process. Furniture is also a completeness that must exist so that activities in the library are organized properly and smoothly.
4. Air circulation, Yusuf (2007:102) argues, vents need to be made in sufficient quantities so that air can enter freely. Through this vent, the circulation of oxygen in the library room with outside can be smoother. The library building must have a ventilation system because ventilation is one of the components contained in the physical conditions of the library layout.

5. Aspects of Library Layout

1. According to Suwarno (2011: 45-46), there are several aspects that need to be considered in room arrangement, namely:
2. The functional aspect means that the room arrangement must be able to support the overall performance of the library, both in terms of officers and users. Psychological aspects, the purpose of the room arrangement is to make the users feel comfortable and calm. The distance between one shelf and another is close. This causes the library users to not be free to find the library materials they need.
3. The aesthetic aspect means that the beauty of the room arrangement comes from the furniture used, arranged neatly and according to its function which can add to the beauty of the room, such as adding wall flowers and paintings to make it look more beautiful. This makes the atmosphere beautiful and comfortable in the library.
4. The security aspect of library materials is divided into two parts. First, the safety factor of library materials due to natural damage. Second, factors caused by humans. Damage that occurs because librarians cannot directly supervise all activities carried out by library users. Usually, library users take library materials carelessly which can result in damaged or torn library materials. Therefore, librarians must pay more attention to users in finding the desired library materials.

6. Circulation Services

The word circulation comes from the English "Circulation" which means rotation, circulation, as in "air circulation" circulation of money and so on. In library science, circulation is often known as However, the definition of circulation services actually includes all forms of recording activities related to the utilization, use of library collections in an appropriate and timely manner for the benefit of library service users (Lasa Hs., 1993: 1).

7. Circulation Service Function

Circulation services have a function as a service for users in the process of borrowing and returning collections. In addition, a librarian must be able to provide maximum service, friendly, fast, precise and accurate. All these services affect the development of the library. Lasa, (1995, p. 2). According to Daryanto, circulation services are activities to serve borrowers and return library books.

8. Circulation Service Objectives

1. Users are able to maximize the utilization of existing collections in the library.
2. To make it easier to find out collection borrowing data.
3. Can ensure the timeliness of returning collections and help maintain the security of library collections d) make it easier to obtain collection utilization data.
4. Make it easier to find out the occurrence of violations by visitors.

9. Kegiatan Layanan Sirkulasi

Purwono, et al (2001: 134) state that circulation activities include:

1. Supervision of library entrances and exits.
2. Registration of members, renewal of membership, resignation of library members.
3. Handling late returns of borrowed collections such as fines.
4. Issuing warning letters for books that have not been returned on time.
5. Tasks related to book loans, especially lost or damaged books.
6. Responsible for all borrower files
7. Preparation of statistics.
8. Inter-library loan.
9. Overseeing the storage of library patrons' bags, coats, coats, etc.

10. Unsur Layanan Sirkulasi

Circulation services have several elements designed for users to increase their interest in visiting the library. These elements are:

1. Facilities

The library must have services that are equipped with good and adequate facilities, so that the purpose and function of the library are fulfilled. As the main facility is a room that is suitable for the number of users, furniture is needed for services such as bookshelves, chairs and reading tables, air conditioning so that users are comfortable in studying in the library.

2. Collection

Collections are the main element that a library must have, in providing library services. Collections owned by the library must be routinely maintained and properly organized to make it easier for users to find books in the collection, the contents of the collection are adjusted to the purpose of the service. The number of collections must always be developed according to the progress of science and information technology.

3. Pustakawan

Librarians are the driving force in organizing service activities. Without the presence of a librarian to organize and provide services, of course there is no service in the library, librarians in the service section are required to be friendly, insightful, dexterous, diligent, responsive, honest, and ready to help users find the information needed.

4. User (library)

Library users are the supporting and determining element in library services. Members of the community need library services to fulfill their information needs. Users come from a variety of different backgrounds. Therefore, librarians must recognize the needs of their users. (Hartono, 216, p. 233-234).

RESEARCH METHODS

The author carried out Field Work Practice (PKL) activities, at the Palembang Tourism Polytechnic Library, where researchers conducted PKL activities directly and directly researched in the library.

The research conducted used descriptive qualitative research. Descriptive qualitative research is research that does not start from a previously prepared theory, but starts from the field

based on the natural environment. This research aims to see the circumstances or events that occur at the research location, such as the state or nature of the individual as the object of research. Descriptive skinative research is a method for collecting data qualitatively and described descriptively, this research is usually carried out to examine an object, or phenomena that often occur in social situations.

Data collection techniques are carried out by direct observation, recording, observation, video, recording to obtain information in the form of facts directly. Data collection is very important because the data obtained can be used as material for data analysis. The data used in this research are secondary data and primary data. Secondary data itself is data taken indirectly through other media such as the internet and data documents from newspapers or magazines. While primary data is data that is taken directly, this data can be taken through objects, or direct interviews. This research also uses library sources that can be a source of problems, such as using books, and other sources.

RESULTS AND DISCUSSION

1. Spatial planning is a form of spatial structure and spatial pattern. Space is a container that includes land space, sea space, and air space, including space within the earth as a unified area, where humans and other creatures live, carry out activities, and maintain their survival. Layout is the arrangement or arrangement of all facilities in the available space or building.
2. According to Suwarno, library layout is one way to create a conducive and pleasant atmosphere in the library with efforts to arrange library furniture and equipment in the right layout and arrangement and workplace arrangements so as to provide work satisfaction for librarians and library users efficiently and effectively in a library.
3. The library as an institution of scientific activity requires a strategic place, away from natural disasters, away from noise, and others. Therefore, the placement of the library building and its layout is very necessary because:
 1. There is a demand to fulfill the needs of users and the development of the library system.
 2. The development of types of collections and library materials.
 3. Increased utilization of library services by the community.
 4. Demands for improved quality of information services in this competitive era.

Goals

Library spaces/buildings need to be organized according to the needs of the library and must adhere to architectural principles.

This arrangement is intended to:

1. Obtaining effectiveness of activities and efficiency of time, energy and funds.
2. Creating a comfortable environment of sound, light, air and color.
3. Improve service quality.
4. Improve the performance of library staff (administrative staff and librarians).

Spatial Planning and Its Intricacies

In the arrangement of the space / library building, the exterior layout and interior layout can be considered. In addition, the placement/locating of the room/building needs to choose a location that meets the criteria, among others:

1. Not disturbed by activities that cause noise and pollution such as playgrounds, terminals, markets, laboratories and others.
2. Strategic and easily known to the public, especially by potential users.
3. The appearance/performance of the library with clear characteristics such as the shape of the building, signage, lights and others.
4. Having a clear and visible main door from afar. A space will always be bounded by walls as protection and can function as a sociopetal and sociofugal space. Sociopetal spaces are spaces where people gather or communicate so that there is a tendency to bring individuals together and then create social interaction. Library spaces that can function as sociopetal spaces include the circulation room, photocopy room, parking lot, bag storage, reference room and others. Sociofugal spaces are spaces that tend to separate individuals so as to create a private atmosphere and easy concentration. Library spaces that can be categorized into this category include the leader's room, independent reading room, processing room and others.

Library Layout at Palembang Tourism Polytechnic Library

Library layout is a way of organizing space in the form of structural and spatial patterns, so that the utilization of each planned or unplanned space is maximally developed and controlling the use of space itself can provide attractive and comfortable spatial planning results.

The Palembang Tourism Polytechnic Library does not yet have its own building like other university libraries. But it still uses one of the existing polytechnic buildings. The location of the library building is on the 1st floor of building i, with an area of 375 m square. The arrangement of the library space is also not in accordance with library theory or spatial aspects. Palembang Tourism Polytechnic Library, reading room, circulation room, librarian work room, processing room, collection room, are in one

room only. Berdasarkan dari landasan teori yang sudah dijelaskan bahwa perpustakaan politeknik pariwisata masih kurang dalam hal:

1. Coloring the room, color has a psychological influence on humans, the right color selection will greatly affect a person's psyche that can create a comfortable atmosphere that will make someone able to stay longer in a library building. Inappropriate color selection will result in boredom, boredom, lack of comfort and so on. Paint colors for the room do not sparkle the eye, but also not gloomy (Yusuf, 2007: 101). White is the color of purity, cleanliness and absolute order. The construction of a space painted in white plays a supportive role, to separate other color groups from one another, neutralize, brighten, excite, and classify. As the color of an orderly state, the white color is used as a characteristic of buildings and workplaces, the Tourism Polytechnic Library in the coloring of the room is very good, in accordance with the coloring for the library room, namely white. Pencahayaan, sumber pencahayaan dapat berasal dari sumber cahaya alami (natural lighting), misalnya sinar matahari, sumber cahaya buatan (artificial lighting), misalnya lampu. Sumber pencahayaan ini dapat menimbulkan efek-efek dan memberi pengaruh sangat luas kepada pembaca perpustakaan. Cahaya pada Perpustakaan Politeknik Pariwisata sudah terang, perpustakaan politeknik pariwisata memiliki 6 pencahayaan lampu dengan pencahayaan yang terang dan baik sehingga koleksi yang ada diperpustakaan bisa dilihat dengan baik.
2. Temperature regulation, a good temperature for a library is 20-24°C and humidity 45-60%. To achieve this situation, the library must have an AC (Air Conditioner) installed. AC installation must be for 24 hours. The Tourism Polytechnic Library has 4 air conditioners installed in the library, in order to maintain room temperature stability and this is necessary to maintain room stability and maintain humidity in the library's existing collection of materials.
3. Library furniture and equipment, library furniture is one of the supporting facilities used in the library service process. The Tourism Polytechnic Library is still lacking in library facilities such as a lack of chairs, tables, computers and shelves to store items brought by users.
4. Air circulation, Yusuf (2007:102) expressed the opinion that sufficient ventilation holes need to be made so that air can enter freely. The Tourism Polytechnic Library has sufficient air circulation/ventilation for air entering the library so that the room can be more comfortable for visitors who will come to the library.

Spatial Planning in the Palembang Tourism Polytechnic Library

The Palembang Tourism Polytechnic Library is included in the type of university library and aims to serve the university community, more importantly providing services to the university's students. College libraries not only provide services to students, but also to lecturers, rectors and staff. The Palembang Tourism Polytechnic Library does not have a separate building like other university libraries. But it still uses one of the existing polytechnic buildings. The location of the library building is on building I, 1st floor, with an area of 375 square meters. The layout of the library space is also not in accordance with library theory or spatial planning aspects. Palembang Tourism Polytechnic Library, reading room, circulation room, librarian work room, processing room, conservation and preservation room, collection room, serial publication room, are all in one room. The head of the library's room measures 4 x 5 m. The reference room measures 4 x 12 m with a rectangular shape. This further narrows the library space due to the limited space available in the Palembang Tourism Polytechnic Library building.



Image: Condition of the library space at the Palembang Tourism Polytechnic Library.

5. Circulation Service System at the Palembang Tourism Polytechnic Library

Palembang Tourism Polytechnic Library Circulation Services include book lending and return services. The service system implemented uses an open service system (Open Access), which means that every reader is allowed to freely search, select and take their own books that are presented according to their interests.

Book Borrowing Terms

1. Readers, especially the Palembang Tourism Polytechnic academic community, have automatically become members of the Palembang Tourism Polytechnic library.
2. Maximum borrowing of 2 books, with a borrowing period of 1 week and can be extended once.
3. Late returns of books are not subject to fines but are compensated by helping with work in the library based on the day of delay.
4. Damaged or lost books must be replaced with the same book or replaced with a book with the same subject, number of pages and year of publication.

Circulation Service Procedures

1. Book Borrowing

- a. The visitor comes, then fills in the visit list in the visitor's book
- b. Users leave bags or items in the storage area/cabinet provided
- c. Readers check the online catalog to see the library materials they are looking for or go directly to the material collection shelf according to their interests.
- d. The user brings the selected book to the circulation desk
- e. The user registers the borrowed books through the circulation service officer.

2. Pengembalian buku

- a. the user brings the book to be returned
- b. Users register book return transactions through circulation service officers

c. Late returns of books will be subject to work sanctions in accordance with applicable regulations

3. Extension of book borrowing period

- a. Users bring books whose borrowing period will be extended.
- b. Users register book borrowing period extension transactions through circulation service officers.
- c. Extension of the book borrowing period can only be done once during the book borrowing period.



image: Conditions of the process of classifying books or library materials in the Palembang Tourism Polytechnic Library.

CONCLUSION

Based on the discussion, it can be concluded that the Palembang Tourism Polytechnic Library is a university library which aims to serve the university community, from students, lecturers, staff, to the head of the rector. The building and spatial layout of the Palembang
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Tourism Polytechnic Library are not yet optimal in accordance with spatial planning aspects. The library building is not spacious enough, so there are several important rooms that should be available in every library, such as the library material processing room, conservation and preservation room and binding room. This causes the merger of rooms such as processing rooms with circulation rooms which can disrupt the performance of librarians and users. The furniture in the Palembang Tourism Polytechnic Library is like a reading table which does not have a dividing wall. This can disturb the concentration of one user so that other users are disturbed in reading the collections in the library.

Based on the conclusions, you can suggest to the Palembang Tourism Polytechnic Library to arrange the spatial layout according to aspects and functionality. So that the layout of the library is arranged according to its function. The space and furniture should be arranged optimally so that users can freely stay in the library. The Palembang Tourism Polytechnic Library should provide one of the librarian's work rooms, namely a special room, the special room can be used as a library material processing room, conservation and preservation and binding room. So that librarians can carry out their tasks without disturbing users in the library. The Palembang Tourism Polytechnic Library can add library furniture or equipment, such as adding a reading table that has a dividing wall, so that users are not disturbed by other users and can concentrate on reading the collection they want.

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