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### Optimizing library services via student internship community engagement at PEP Bandung

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#### ABSTRACT

This program was implemented at the Politeknik Energi dan Pertambangan (PEP) Library as a form of student internship activities at the Indonesian University of Education. This program was motivated by the urgency of optimizing library services in higher education institutions, with a focus on the quality of collection development, collection organization, information services, and the use of information technology. In the digital era, through student internship programs implemented under the Merdeka Belajar Kampus Merdeka (MBKM) policy, universities are required to produce work-ready professionals. The purpose of this activity is to improve library service governance and to prepare prospective librarians to serve as managers. The steps taken in this program start from initial observation, mapping of institutional needs, implementing daily programs for 40 working days, and evaluating activities through seminars on results. The results obtained by students can contribute to circulation and reference services by entering collection data into SLiMS, performing classification and labeling, and providing user education. However, there are obstacles, including low user participation and limitations of the digital repository system. Efforts that can be implemented are service promotion, information literacy education, and improvements to the automation system. This activity demonstrates that student involvement in field practice can have a positive impact and was implemented effectively.

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#### ABSTRAK

Program ini dilaksanakan di Perpustakaan Politeknik Energi dan Pertambangan (PEP) sebagai bentuk dari kegiatan magang mahasiswa Universitas Pendidikan Indonesia. Program ini dilatarbelakangi oleh urgensi pengoptimalisasian layanan perpustakaan di perguruan tinggi yang mengkaji kualitas pengembangan koleksi, pengorganisasian koleksi, pelayanan informasi dan pemanfaatan teknologi informasi yang dimana pada era digital melalui program magang mahasiswa sebagai implementasi kebijakan Merdeka Belajar Kampus Merdeka (MBKM) menuntut perguruan tinggi dapat mencetak profesional yang siap kerja. Tujuan kegiatan ini adalah meningkatkan tata kelola layanan perpustakaan dan calon pustakawan sebagai pengelola. Langkah yang dilakukan pada program ini dimulai dari observasi awal, pemetaan pada kebutuhan institusi, pelaksanaan program harian selama 40 hari kerja dan evaluasi kegiatan melalui seminar hasil. Hasil yang didapatkan mahasiswa dapat berkontribusi dalam layanan sirkulasi dan referensi, input data koleksi ke SLiMS, klasiifikasi, pelabelan, dan edukasi pemustaka. Namun terdapat kendala seperti rendahnya partisipasi pemustaka serta keterbatasan sistem repository digital. Upaya yang dapat dilaksanakan adalah dengan promosi layanan, penguatan literasi informasi serta perbaikan sistem otomasi. Kegiatan ini telah menunjukkan adanya keterlibatan mahasiswa dalam praktik lapangan yang mampu memberi dampak positif dan telah tercapai dengan cukup optimal.

**Kata Kunci:** layanan perpustakaan; otomasi perpustakaan; program magang mahasiswa; SLiMS

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## INTRODUCTION

Higher education libraries are a vital center in supporting the tridharma, especially as providers of information and literacy services for the academic community. However, many libraries still face significant obstacles, including limited human resources, underutilization of automation systems, and low user participation. This condition requires a transformation of services to enable libraries to provide more effective, efficient, and relevant offerings aligned with technological developments and user needs. Many college libraries still face significant challenges in managing their services. In fact, library services aim to support the quality of education by providing timely and efficient information (Hidayah & Hasanah, 2024). Some of the obstacles often encountered include limited human resources, low utilization of automation systems, and changes in user behavior that are increasingly technology-dependent (Susinta & Junandi, 2022). This condition requires transformation to enable libraries to provide optimal services (Delliana, 2024).

Numerous studies confirm the importance of internship programs in developing students' competencies. Internships contribute to the development of hard and soft skills, including technical, communication, and teamwork skills (Chairunissa *et al.*, 2024). In the context of the Independent Learning Independent Campus (MBKM) policy, the student internship program is one of the off-campus learning strategies that bridges higher education and the world of work (Halimah & Zulfitriana, 2024). In addition, more specific prior research underscores the urgency of implementing library internships. Student involvement in supporting SLiMS-based library automation has been proven to improve the efficiency of collection management (Kusmiarti *et al.*, 2024). Community service-based internship programs in village libraries also contribute to the development of library collections while strengthening institutional capacity (Rodiah *et al.*, 2025). Student participation in information literacy activities can expand library services and increase user engagement (Pratama *et al.*, 2025). These findings confirm that internships in libraries are not only beneficial for students but also directly contribute to optimizing library services and governance.

The Program to Strengthen the Professional Experience of Non-Educational Librarians (P3KNK), conducted at the Bandung Energy and Mining Polytechnic Library (PEP) by students of the Library and Information Science Study Program at the University of Education Indonesia, is a collaborative implementation between universities and field institutions. In this activity, students not only make observations but also actively participate in running circulation services, processing collections, and applying information technology through applications such as SLiMS and digital repositories. Student involvement helped the library improve the system and re-optimize the organization of collections that required updating. Thus, students' involvement in this internship constitutes a form of community service within educational institutions.

The internship at the PEP Bandung Library revealed several significant problems, including low user visits and limited functionality in the digital repository system. This challenge requires students to play a role in formulating practical solutions, for example, through library promotion, information literacy education, and the optimization of automation systems. Thus, this problem is both a learning space and a real contribution to improving the quality of library services.

This article analyzes students' contributions to the optimization of library services through internship programs at the PEP Bandung Library. The discussion focused on the development of collections, information organization, library services, and the application of information technology, as well as on the identification of obstacles and the development of problem-solving strategies. It is hoped that this study will yield a picture of best practices that can serve as a reference for service in the university library environment.

## Literature Review

### Library Development Optimization

Libraries play a strategic role as centers of information, literacy, and learning in building a knowledge civilization (Ilyasa, 2022). The library also functions as a technology-based information service center that supports the academic community's needs (Sa'adiyah, 2025). Optimizing library management is necessary to enhance resource management effectiveness and maintain the relevance of services for users (Permata *et al.*, 2023).

Research on service shows that student internship activities can make a significant contribution to improving library governance. Internships are viewed as a form of strategic participation that supports the efficient management and fulfillment of library operational needs (Kamariah, 2024). In addition, the use of automation systems and library technology has been shown to improve management quality and information access at partner institutions receiving service programs (Zuhriansah, 2024). These results provide a relevant basis for the author's internship activities.

### Library Collection Development

Collection development is an important element in providing relevant information for users, thereby improving library quality and ensuring continued ability to meet users' needs as science and technology evolve (Yuniar *et al.*, 2021). The collection development process must be carried out through planned selection, acquisition, and evaluation (Fitriani *et al.*, 2024; Arya *et al.*, 2024). The service study shows that partnership programs can help libraries strengthen the collection development process through inventory and collection arrangement activities carried out by service participants (Rodiah *et al.*, 2025). These findings underscore the importance of student contributions in internship programs oriented toward improving the quality of partner library collections.

### Information Organisation

The organization of information is the primary factor in ensuring easy user access. The classification and cataloguing process has an important role in maintaining the regularity and consistency of bibliographic data (Parasian, 2024). Library catalogs function as structured lists that facilitate information retrieval by creating appropriate metadata (Aisyah & Lawanda, 2024). Various service activities focused on library automation indicate that technical assistance with applications such as SLiMS can improve catalog data accuracy and information retrieval effectiveness in partner libraries. The study's results are relevant as a theoretical reference for internship activities, but they do not explain the operational details of the author's activities.

### Library Services

Library services are a form of direct interaction that determines user satisfaction and experience. Good service can increase trust and the intensity of library use (Jayadi *et al.*, 2025). Service programs focused on increasing the capacity of circulation and reference services indicate that student mentoring can help libraries strengthen service quality (Fismanelly *et al.*, 2024). The strengthening of these services is relevant to the context of the author's internship, but the technical activities are not detailed in the literature review section.

## Application of Information Technology

Advances in information technology have significantly affected library operations. Automation systems, such as SLiMS, provide solutions for managing digitally based collections and services (Kusmiarti *et al.*, 2024). Other research shows that technology enables libraries to provide faster services, such as assisting with digital catalog searches, accessing e-books and e-journals, and providing automated reference services (Parassa *et al.*, 2024). Therefore, the service program that focuses on developing digital repositories contributes to expanding access to information and improving the management of scientific works at partner institutions. Service activities involving students in technical assistance for library digital transformation also demonstrated positive effects on institutions' digital capacity. These findings provide a theoretical basis for understanding the importance of applying technology to the author's internship activities.

## Preservation of Library Materials

The preservation of library materials is necessary to maintain the sustainability of the collection's function for future generations. Conservation efforts can be implemented through mending, binding, and maintaining the storage environment (Ilmi & Sulistyoningtyas, 2022). Library materials preservation and care activities help ensure the preservation of information and keep the collection accessible to future generations as long as it remains needed (Kaenuwihanulah *et al.*, 2021). The findings are relevant to internship activities that support the overall management of the collection. This is because it is a community service program focused on collection preservation that assists partner libraries in extending the useful life of collections and improving storage quality.

## METHODS

This activity was conducted through the internship program for students of the Library and Information Science Study Program at Universitas Pendidikan Indonesia at the Library of the Energy and Mining Polytechnic (PEP) Bandung. The steps taken in this program begin with initial observation, mapping the institution's needs, implementing daily programs for 40 working days, and evaluating activities through seminars on results. Data were analyzed qualitatively, focusing on students' contributions to service optimization, obstacles encountered, and recommendations for library management development. The activities and their forms undertaken in this internship program are presented in **Table 1**.

**Table 1.** Aspects and Forms of Activities

Yes	Aspects	Form of Activity
1	Initial Monitoring and Evaluation of the Library	The preparation of instruments is based on National Library Regulation Number 5 of 2024 concerning National Standards for Higher Education Libraries.
2	Library Collection Development	Procurement of collections through grants from lecturers and Tekmira.
3	Organizing Library Materials	Classification, <i>data input</i> , <i>barcode generation</i> , and collection arrangement on the shelf.
4	Library Services	Circulation services, especially borrowing Final Projects and study program collections.
5	Application of Information and Communication Technology in Libraries	Utilization of SLiMS for automation, member registration, and collection labeling.

Source: Service, 2025

**Table 1** outlines the five main aspects of PEP Bandung library management, ranging from initial monitoring and evaluation in accordance with national standards to the development of collections through grants. In addition, the table outlines the processes for organizing library materials, circulation services focused on collecting final projects, the science of the study program, and the application of information technology through the use of SLiMS software to support automation and library services.

### **Preparation Stage**

At this stage, coordination between the campus and the partner institution (PEP Bandung) is conducted to prepare an internship activity plan. Students received briefings on the objectives, mechanisms, and work ethic in the library environment. In addition, the mapping of institutional needs is based on National Library Regulation Number 5 of 2024, which establishes the National Standards for Higher Education Libraries and serves as the basis for the formulation of internship work programs.

### **Implementation Stage**

Students carry out internships for 40 working days (November 28, 2024 - February 7, 2025). The main activities include participatory observation, daily activity recording, service assistance, and activity documentation. The scope of work includes collection development, information organization, circulation and reference services, application of information technology, and collection preservation. During this stage, students play an active role as implementers of library services, enabling them to document their contributions to service management optimization.

### **Evaluation Stage**

Evaluations are conducted periodically through daily reflections, group discussions, and field guidance. The evaluation instrument consisted of individual activity reports and seminars on internship outcomes. This evaluation emphasizes the achievement of activity targets, the obstacles encountered, and the proposed solutions. Data validation was strengthened through triangulation between members of the internship group, supervisors, and supervisors from partner institutions.

### **Closing Stage**

At the end of the activity, students submitted internship reports to partner institutions and presented their reflections at the closing seminar. This stage is also a forum for both parties to provide feedback on the program's benefits and the potential for future cooperation and development.

## **RESULTS AND DISCUSSION**

The implementation of the UPI Library and Information Science Study Program student internship program is conducted over 40 working days, with sessions held Monday to Friday. On several occasions, remote work activities (Work From Anywhere [WFA]) are undertaken for tasks that can be completed *remotely*. The implementation of the scheme, along with the selection of days, has been mutually agreed upon between P3KNK implementing students and PEP Bandung. In addition, the selected working hours align with the library's service hours, which are from 08.00 to 15.00.

## Library Collection Development

During the internship program, students contribute to the procurement process through grant schemes, particularly those administered by the Center for Mineral and Coal Technology (Tekmira). This process begins with physical inventory, assigns collection stamps, records bibliographic data (titles, authors, publishers, and master numbers), and inputs the data into the SLiMS automation system. After the process, students print and install classification labels and *barcodes*, then *shelving* according to the classification number.

The processes of inventorying, cataloging, and classification are important stages for ensuring orderly access to information, in accordance with collection management principles that emphasize bibliographic accuracy and ease of retrieval (Prabowo, 2021). The implementation of library automation using SLiMS enhances service efficiency, enabling users to immediately utilize the obtained collections (Amelia *et al.*, 2024). Thus, this internship activity is not only technical, but also contributes to strengthening the capacity of institutions in providing quality and sustainable information services



**Figure 1.** Collection Stamp Giving  
*Source: Author Documentation 2025*

In **Figure 1**, the stamping activity in the library collection is shown. The granting of this stamp is one of the procedures in the processing of library materials. These activities are included in the development of library collections. In this way, the PEP Bandung Library can add and strengthen its collection. This activity demonstrates that students not only understand the theory of collection development but also can implement it in practice. The collection of processed grant results increases the number of library

collections and supports the connection with the study program at PEP Bandung. Students' contributions in this area underscore the importance of additional human resources in strengthening the foundations of library services in higher education institutions.

## **Information Organisation**

Information organization is central to library activities because it directly affects how users can find and reuse information. The processes of subject analysis, classification, cataloging, and metadata management are important stages in creating an effective and efficient information retrieval system (Zulfandri & Sayekto, 2025). The application of classification standards such as *Dewey Decimal Classification* (DDC) and e-DDC helps to create consistency and interoperability in the arrangement of collections (Putri & Kurniawan, 2025). In addition, the use of automation systems such as SLiMS enables integrated bibliographic data validation and collection management, thereby improving the quality of library services (Kusmiarti *et al.*, 2024). Thus, the organization of information functions not only as a technical but also as a strategic aspect in supporting the accessibility and sustainable use of knowledge.

Interns carry out comprehensive information organization activities, ranging from subject analysis and classification to computer cataloging, metadata management, and validation of bibliographic data in SLiMS. Each collection is labeled and *barcoded*, and aligned according to DDC classification notation on reference shelves, *textbooks*, journals, and final projects. The main goal of this organization is to create order, efficiency, and high accessibility to the information needed. The organization of this information is achieved by sorting books and classifying library materials in accordance with the e-DDC. This activity reflects an increase in the efficiency of information management and the regularity of data collection, which were previously suboptimal. Metadata consistency is essential in digital collection management (Parasian, 2024). Students demonstrate the ability to perform subject-based classification and ensure the consistency of catalog data according to the standards of professional librarians.

## **Library Services**

Library services are a primary indicator of the success of information provision, as they are directly related to the use of owned collections and facilities. Circulation services, references, and guidance on writing scientific papers play an important role in supporting students' academic needs, particularly in preparing final projects (Fismanelly *et al.*, 2024). The use of automation systems, such as SLiMS, in circulation services accelerates borrowing, returning, and transaction data management, thereby increasing service efficiency (Lathifah & Maryani, 2024).

Student contributions to library services are evident in circulation, reference, and final project clinic services. Students record loans and returns in SLiMS and assist users in searching for final project information. In addition, students design signage and educate users through basic information-literacy activities. However, this service has not been fully utilized due to librarians' limitations and low user visits, attributable to the characteristics of PEP students, who often engage in field practice. To address this, students propose service promotion strategies and training on the use of collections to increase user *engagement*.

## **Application of Information Technology**

The application of information technology in libraries is a strategic step towards digital transformation that supports the efficiency, accessibility, and sustainability of information services. The use of automation systems, such as SLiMS, plays an important role in integrating bibliographic input processes, metadata

management, and circulation services, thereby accelerating workflows and improving service quality (Agustia *et al.*, 2024). In addition, the management of *digital repositories* is one of the tangible manifestations of supporting *open access* and preservation of institutional scientific works (Fauziah, 2024).

Students optimize the use of the SLiMS automation system by entering bibliographic data, creating barcode labels, managing catalog metadata, and managing repository data. Students also added plugins to print color labels, as well as support the management of digital collections in *the* Setiadi repository used by PEP Bandung. The primary obstacle in this context is the repository platform's limited document-upload feature. For this reason, students suggested system development, including activating the automatic upload feature and improving the interface to enhance usability. This activity demonstrates that students can serve as both technology agents and companions in the library's digital transformation.

### **Preservation of Library Materials**

The preservation of library materials is fundamental to maintaining the sustainability of a collection's information and the intellectual value. Simple sorting, repair, and preservation activities undertaken by interns demonstrate preventive measures to extend the useful life of the collection. Preservation is not only about physical repair but also encompasses environmental care and damage prevention from an early stage (Elnadi, 2021). The practice of covering, cleaning shelves, and arranging collections in accordance with hygiene standards is part of a preventive preservation strategy that can reduce the risk of damage from environmental factors, moisture, and insects (Fayyaza *et al.*, 2025).

The preservation of library materials at the PEP Bandung Library focuses on collection sorting and collection preservation. This collection-sorting procedure aims to ensure that collections that are damaged, dirty, or no longer fit for use are stored in the box. Meanwhile, the preservation of the collection is carried out using makeshift materials, namely tape, to repair torn books. Information preservation is achieved by maintaining the cleanliness of the collection rack area to prevent damage to the collection from insects or environmental factors. The majority of the collection is for textbooks. The result of this activity is a collection of covered collections and a clean collection area.

In the field of preservation, students sort damaged collections, make light repairs with tape, and wrap textbooks. Although the available equipment is very limited, students still carry out preventive maintenance, such as cleaning shelves and rearranging collections, to prevent dampness and insect damage.



**Figure 2.** Preservation and Shelving Activities  
*Source: Author Documentation 2025*

Figure 2 shows the preservation and shelving activities, ranging from selecting collections that are damaged, dirty, or no longer fit for use to maintaining and storing them on the shelves. This simple preservation measure is important as an effort to maintain the collection's sustainability, especially in small libraries that do not yet have formal conservation policies. Students are aware of the importance of preserving physical and information content to ensure the sustainability of library services.

### **Obstacles and Alternative Solutions**

During the implementation of P3NK activities at the PEP Bandung Library, several difficulties and problems were identified that needed to be addressed immediately. The first problem concerns Information and Communication Technology (ICT), where there are limitations in the features of the Setiadi PEP repository website, particularly the absence of a digital document upload feature. In addition, because this library is still relatively new and has limited Human Resources (HR), there are no policies or standard guidelines for implementing library activities, resulting in irregularities in daily operations.

On the other hand, problems also arise from the perspective of the library's primary users. One of the main challenges is the low number of visits, which is attributable to students' habits of being more active outside the reading room. This condition indicates that existing facilities are not fully able to attract student visits. The lack of user involvement in library activities also indicates the need for a more attractive, communicative, and responsive approach to services.

As an alternative, several strategic steps should be developed to address the existing challenges. In the information technology context, the immediate activation of the upload feature on the repository website is an urgent step to enable librarians and users to more easily upload and access digital assets. This will strengthen the function of *the repository* as a storage center for academic works. In addition, additional librarians are also needed to improve library governance in a more professional, structured, and sustainable manner.

In addressing user-related problems, library promotion is a crucial first step to increase visit interest. Consumer education activities should also be implemented to ensure that users understand the services and facilities available and how to make optimal use of the collection. In addition, preparing instructions or

rules for users will help create an orderly and comfortable library environment. Thus, libraries not only function as providers of information but also as conducive and inclusive learning spaces.

This internship activity demonstrates that students not only serve as technical implementers but also analyze needs and develop strategies to strengthen the institution. Students' involvement in planning and problem-solving demonstrates that internship programs add value to libraries. This success is evident in the seminar evaluation, results, which indicate the program's overall achievement of its objectives. In addition, students' suggestions can be well received by the library, thereby making a real contribution to the development of services.

## **Discussion**

Student internship activities at the PEP Bandung Library demonstrate that student involvement can enhance the quality of library services. Students not only serve as technical implementers but also as strategic partners in detecting service problems, designing solutions, and implementing hands-on, practice-based innovations. The results of activities such as the development of collections, the organization of information, and the application of automation technology reinforce the argument that the involvement of external parties (in this case,, students) can help fill gaps in resource shortages faced by libraries.

The internship program strengthens students' professional skills through the direct application of *hard and soft skills that support librarians' work* (Maharani & Wijayanti, 2021). In the context of collection development, students help ensure the completeness and relevance of library materials through the grant process and catalog processing. Libraries need to develop collection policies based on user and student needs,, and students can serve as a bridge between academic needs and library services (Fitriani *et al.*, 2024).

Contributions to the organization of information also have a tangible impact, particularly by improving the regularity of the catalog system and access to collections. By implementing DDC consistently and utilizing SLiMS, students strengthen the information retrieval system. Consistency of metadata and headers is important because it helps ensure the quality of the catalog (Parasian, 2024).

In the service aspect, student involvement enriches circulation and reference practices through educational and participatory approaches. Students not only serve, but also provide user counseling, design *signage*, and create service navigation systems. This shows that strengthening information literacy can be done even by students, not just senior librarians. Although obstacles such as the low number of visitors arose, students used this as an opportunity to promote user services and education (Jayadi *et al.*, 2025).

In terms of ICT, students also encourage digital transformation through the optimization of the SLiMS automation system and *digital repository* management. This contribution is important amid limited human resources and a lack of technical expertise among library staff. Student assistance is urgently needed to improve efficiency (Kusmiarti *et al.*, 2024).

This discussion emphasized that the internship program is not only a form of student service but also a strategic collaboration between educational institutions and beneficiary institutions. Students are catalysts for service changes, both in systems, work patterns, and approaches to users. Therefore, the success of this program is measured not only by the activities undertaken but also by the sustainability of its impact on library management more broadly.

## CONCLUSION

Student internship activities at the Bandung Energy and Mining Polytechnic (PEP) Library have demonstrated a substantial contribution to improving the quality of library services. Students are not only involved in technical activities such as collection processing, classification, and circulation services, but also play an active role in strengthening automation systems, managing digital *repositories*, and educating users. This program demonstrates that student involvement through the MBKM internship scheme can address the challenges posed by limited human resources and library service systems.

Student contributions also include strategic aspects, such as mapping service needs, developing solutions to service constraints, and promoting and developing information literacy. The success of this internship program is proof that collaboration between educational institutions and field partners can create a sustainable positive impact in the context of community service based on librarianship.

Based on the results of the implementation of internship activities, there are several recommendations that can be given for strengthening similar programs in the future. First, partner libraries such as PEP Bandung are advised to compile and implement *Standard Operating Procedures* (SOP) services as a systematic work reference and can be used by both librarians and interns. The presence of SOPs will facilitate the adaptation process, prevent procedural errors, and increase service consistency.

Furthermore, universities need to strengthen coordination with partner institutions through more specific needs mapping before the program starts, so that internship activities are really relevant and answer problems in the field. The provision of pre-apprentice technical training to students is also very important, especially in mastering the SLiMS automation system, collection classification techniques, and digital *repository* management, so that students are better prepared to contribute optimally.

## AUTHOR'S NOTE

The author declares that there is no conflict of interest related to the publication of this article. The author emphasizes that the data and content of the article are free from plagiarism.

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