Implementation Of Standard Operating Procedure (Sop) In Processing Printed Book Collections In The Muhammadiyah Magelang University Library

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ABSTRACT

This research aims to determine the implementation of Standard Operating Procedures (SOP). The method used in this research is descriptive qualitative. The data collection techniques used were observation, interviews and documentation. The data analysis method is based on Miles and Huberman's theory, namely reduction, data presentation, and drawing conclusions. The results of this research are that the existing Standard Operating Procedures (SOP) have not been fully implemented in carrying out their duties, such as (1) in the inventory process, (2) in the process of distributing collections to user services, and (3) receiving the results of collection distribution.

Keywords: *Implementation, Standard Operating Procedure (SOP), Collection Processing, Technical Services, College Libraries*

I.   INTRODUCTION

Based on the Law of the Republic of Indonesia Number 43 Article 1 Paragraph 1 of 2007 concerning libraries, a library is an institution that is responsible for managing collections of written works, printed works and recorded works which are useful for meeting the needs of education, research, preservation, center information and recreation for library users. A library as an institution operating in the field of information and science can be defined as an institution that stores collections of library materials to support the educational process. One type of library is a college library, according to Hartono (2016, p. 39) a college library is an integral part of a

college which is managed by an institution to support the Tri Dharma of higher education, namely education, research and community service.

In essence, library services are grouped into two types of services, namely user services and technical services. Library services are services that relate directly to users, while technical services are activities related to preparing to present book collections to users, such as developing, processing collections and maintaining book collections (Rahayu, 2015, p. 1).

The focus of this research will discuss library technical services related to printed book collection processing activities. Collection processing activities are activities in an effort to realize good quality library services, with these activities it will make it easier for users to search for information in the library (Guntara & Suryani, 2017, p. 975). A well-organized book collection will be able to help libraries provide better services to users, increase user satisfaction, and improve the library's image.

So that every job processing a printed book collection can run well, a guideline is needed to achieve the desired goals. The guidelines in question are Standard Operating Procedures (SOP). According to Dhasmana (2018, p. 20). Standard Operating Procedure (SOP) is a set of instruction documents created by a company to assist workers in achieving better quality work, the best products, and uniformity in performance. According to Darmono in Dani & Dastina (2022, p. 3) Standard Operating Procedures (SOP) in libraries are very important in helping libraries to improve services to users in a good, consistent, effective and efficient manner.

The Muhammadiyah University of Magelang Library was established to serve students, lecturers and the academic community. As stated by Rahayuningsih (2007, p. 3) every library that is established has a specific goal based on a specific vision and mission. For example, the Muhammadiyah Magelang University Library was established with the aim of supporting the university's vision, mission and activities in helping the entire academic community to obtain the information they need.

II.   LITERATURE REVIEW

A. *Standard Operating Procedures*(SOUP)

According to Fatimah (2015, p. 49) Standard Operating Procedure (SOP) is a written rule that contains a series of operational work procedures for an organization so that the work carried out can run effectively and achieve the targets that have been set. With the existence of a Standard Operating Procedure (SOP), it is hoped that it will be able to improve the quality of library services so that they can run effectively, efficiently and productively. Likewise, Atmoko (2008, p. 1) defines Standard Operating Procedure (SOP) as a guideline or reference used to carry out work tasks in accordance with the agency's work functions and assessment tools which are based on appropriate technical, procedural and administrative indicators. with the work system in the unit concerned.

B. Book Collection Processing

Before all collections in the library are served to users, the collections are first processed and arranged systematically to make it easier for users to obtain the information they need. One of the main activities in the library is collection processing. Collection processing activities are one of the jobs carried out by librarians in the technical services section of the library. Librarians in this technical service have general work, namely collection development, collection processing, and maintaining book collections in libraries (Nafizah & Winoto, 2018, p. 20).

In this research, the focus of the problem is the processing of printed book collections in libraries. Collection processing in a library is an activity that has the aim of arranging available library materials so that they can be stored in their place according to a certain arrangement so that they can be easily found by users. Processing collections in a library requires a good management system and competent librarians as well as other components that support each other (Wahyudi, 2019, p. 15).

C. Activities in Processing Book Collections

Good collection processing activities will determine the success or failure of a program in the library. Because without collection processing, the books in the library are just a meaningless collection or pile of books. According to Anwar et al. (2019, p. 17) basically the activities of processing book collections in libraries

include inventory, cataloguing, classification, physical equipment, up to shelving or placing books on shelves.

III.   METHODS

In this research, researchers used descriptive qualitative research, with a problem focus, namely a descriptive description of the implementation of Standard Operating Procedures (SOP) in the processing of printed book collections at the Muhammadiyah University Magelang Library. By using this method, researchers will obtain detailed data that can be described clearly based on research findings that are appropriate to conditions in the field. The initial step taken by researchers in conducting this research was to find out and ensure that there were printed documents of the Standard Operating Procedure (SOP) in the Muhammadiyah University of Magelang Library. Then, observe its application in the processing activities of the printed book collection. The next step, the researcher analyzed the data that had been obtained using the Miles and Huberman analysis method, which was carried out in several stages, namely data reduction, data presentation, and drawing conclusions.

IV.   RESULTS

Based on the results of the interview, it can be concluded that the implementation of printed book collection processing activities does not always carry out one of the workflows in the established Standard Operating Procedure (SOP), namely the procedure for distributing book collections to the user service department. Of course, this will be a serious problem because if the implementer does not obey and follow the established procedures, it will produce work output that is inconsistent and effective. To ensure this, the researcher asked the head of the technical services section regarding the distribution list for printed book collections. However, the head of the technical services department did not have proof of the documents that had been submitted to the user services department.

It can be concluded that the Standard Operating Procedure (SOP) in book collection processing activities at the Muhammadiyah University of Magelang Library

has not been carried out in accordance with the established Standard Operating Procedure (SOP) guidelines. This happened because there were personal obstacles in implementing Standard Operating Procedures (SOP) in processing printed book collections. These obstacles are in the form of a lack of skills or knowledge on the part of implementers and a lack of understanding by implementers of the importance of Standard Operating Procedures (SOP) to be implemented in every process of processing printed book collections.

V. CONCLUSION AND SUGGESTION

A. Conclusion

Based on the results of the research and discussion regarding the Implementation of Standard Operating Procedures (SOP) in the Processing of Printed Book Collections at the Muhammadiyah University of Magelang Library, researchers can draw conclusions or present several conclusions. The implementation of the Standard Operating Procedure (SOP) in the processing of printed book collections at the Muhammadiyah University of Magelang Library has not been fully implemented in accordance with the established procedures, namely as follows:

a. The first work procedure, namely inventory. Because there are still collections of books whose stamps are not in accordance with the stipulated provisions.

b. The ninth work procedure is sending the distribution list. This stage is not always carried out by the head of the technical services department, books that have been processed are immediately placed on the book collection shelf.

c. The tenth work procedure is receiving the distribution list. At this stage there is no evidence of handover carried out by both parties regarding the distribution list of books that have been processed to be placed on the collection shelf.

B. Suggestions

Referring to the conclusions that the researcher has presented, there are several suggestions that the researcher can give after seeing conditions in the field

regarding the Implementation of Standard Operating Procedures (SOP) in the Processing of Printed Book Collections at the Muhammadiyah University of Magelang Library. It is hoped that the Person in Charge of the Standard Operating Procedure (SOP) for processing printed book collections at the Muhammadiyah University Magelang Library will carry out more active supervision and evaluation of the implementation of the Standard Operating Procedure (SOP). This is done with the aim of minimizing errors made by implementing staff, such as in the collection inventory process.

VI.   BIBLIOGRAPHY

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