



User Perceptions of The Madrasah Aliyah Negeri (MAN) 1 Medan Library Related to Library Facilities and Infrastructure

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ABSTRACT

This study aims (1) to find out how the perception of users of the Madrasah Aliyah Negeri 1 Medan Library related to facilities and infrastructure, (2) to find out the obstacles faced by libraries in providing facilities and infrastructure (3) to find out the efforts made by libraries in provide facilities and infrastructure. The method used in this study uses a qualitative descriptive approach. Data collection techniques in this study through observation, interviews and documentation. The results of the research are user perceptions regarding the area of the room, reading tables and chairs, storage of goods, spatial planning, room decoration, collections, wifi and library computers still do not make users feel comfortable and have not been used optimally by library users. In addition, the obstacles faced by the library according to user perceptions can be seen from the facilities and infrastructure that are still inadequate to what is expected by library users. Efforts that have been made by the library in overcoming these obstacles are by submitting a proposal to the principal so that the facilities and infrastructure in the library are adequate and meet the needs of library users. In addition, the efforts made by the library are also through donations of books from students of MAN 1 Medan.

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1. INTRODUCTION

Libraries are known as places that provide various types of library materials that can be used by users according to the information they need. Libraries also have a very important role in the world of education, because the existence of a library can help the implementation of education properly and properly. Thus the operational goals and objectives of the school library are to support, enrich knowledge, provide strength and seek the implementation of educational programs. Therefore, all library materials in the school library must be in accordance with what is needed and can support the teaching and learning process. In the process of procuring library

materials, one must also consider the school curriculum, as well as listen to library users to adjust it to what they need.

According to Soeatminah (1992, p. 34) that the library consists of four elements, namely collections, users, facilities and librarians. From the elements above, it can be seen that facilities and users have a close relationship, because the library will function optimally if all facilities and infrastructure can be utilized optimally by users. If the existing facilities and infrastructure in the library are still very limited, then the library must listen to user perceptions of the library it manages so that satisfactory services can be carried out properly. MAN 1 Medan school is one of the schools that can be said to be a good school

Man 1 Medan School with the address at Jalan Williem Iskandar No. 7B Sidorejo Hilir Village, Medan Tembung District. With the development of MAN 1 Medan, there are more and more students, so that the classrooms are lacking in MAN 1 Medan. The progress of MAN 1 Medan has made this madrasa so much in demand by the community, especially students. The library room on the second floor moved to the lower floor which is now the library room of MAN 1 Medan. The condition of the library room at MAN 1 Medan is very clean, besides the placement of tables, reading chairs and bookshelves that are neatly arranged, only because the room is not too wide so that it narrows the movement between users and library staff if there are many users who come to the library. In the library of MAN 1 Medan there is no special room provided for certain collections. All services in the library are united in one space, the only thing separating the shelves for collections. In addition, the shelves are close to each other, as well as the lack of lighting in the collections on the shelves. With an open service system, of course, it also makes it difficult for users to be able to directly access collections and obtain the information they need by looking for collections or library materials directly on shelves with not too wide space and adjacent shelves, but with an open service system it also allows users to more freedom to choose and find the information they need.

In addition to the condition of the library room which is not too wide, the lack of book collections in the MAN 1 Medan library is also not in accordance with the number of students in MAN 1 Medan. Because the library is a school library, the collections in the school library are also dominated by textbooks or textbooks which will be inventoried by the library staff. This condition can cause the school library to be empty of visitors because users are lazy to come to the school library, because most of the collections in the library are dominated by textbooks. Users may feel bored because one of the goals of users, mostly students of MAN 1 Medan coming to the library, is to read library collections such as public works and other collections to add to the user's reading references, there are also those who come to just relax in the library. after almost a day in the classroom to study. If they look at the library collection there are many packaged books, of course they will feel very bored when they have studied all day with textbooks and when they enter the library they also read the same book while in class. In addition to the lack of collections in the library where goods are stored or lockers are also not available in the MAN 1 Medan library, causing inconvenience in terms of security for users to store their valuables, besides that, user luggage will certainly narrow the library space if placed in any place. because there are no lockers. The MAN 1 Medan library also has several services such as circulation services, reference services, user education services and Wi-Fi Hot Spot services that can be utilized by users.

The user's perception of the facilities and infrastructure aims to determine the user's perception of the existing facilities and infrastructure in the MAN 1 Medan library, to find out the obstacles faced by the library in providing facilities and infrastructure and to find out the efforts made by the library in providing facilities and infrastructure. Are the existing facilities and

infrastructure in the MAN 1 Medan library as expected by the user or not. Therefore, the perception of the user can be a criticism and input for further efforts that will be carried out by the library itself.

2. RESEARCH METHODE

The research used is a descriptive type of research with qualitative methods, in qualitative research people are asked to express their thoughts about a question without giving them much direction or guidance on what to say. Descriptive research is research that is directed to provide facts or events accurately regarding the characteristics of a particular population or area.

Data collection is a very important step in conducting research. Without data collection efforts, research cannot be carried out. To get truly validated results, the data collection techniques used are: observation, interview and documentation.

- a) Observation. A data collection in the field by making direct observations of objects. Observations were divided into participants and non-participants. The type of observation that the researcher uses is non-participant observation where the author only chooses the things that are observed and things related to the research. The author uses observation techniques with the intention of obtaining information and data about the geographical location, state of the school, facilities and infrastructure as well as all aspects that exist within the scope of research on perceptions of library users at MAN 1 Medan regarding facilities and infrastructure.
- b) Interview. Interviews are questions and answers between two or more people to be asked for information or information about a thing so that information is obtained that discusses a particular topic. Interviews were conducted to obtain information if it was felt that the information obtained from the results of the documentation was inadequate. Because not all information is obtained by observing only, it is necessary to conduct interviews so that the information obtained is more relevant. The interview method that researchers used in this study was structured interviews, where structured interviews were interview techniques carried out because the researchers set their own problems and questions to be asked to the informants (Moleong, 2011, p. 190).
- c) Documentation. According to Sugiyono (2009, p. 244) documentation is a method used to obtain data and information in the form of books, archives, documents, written numbers and pictures in the form of reports and information that can support research. In using the method of documentation in this research by asking for data from the school, for example, a list of library visitors, book borrowing cards and others. This is intended so that the data obtained really comes from the object that is used as a place of research. The documentation technique that researchers do is also by photographing objects that can be observed and then used as data needed for the research process carried out

3. RESULT AND ANALYSIS

The library in this madrasa has its own room, the area of about 8 x 12 m². Two classrooms are combined into one in the madrasa library. On the left of the library next to the picket room. On the right, the library is next to class X Religious Studies 2. And in front of the library of the Madrasah Computer and Cooperative Laboratory. Near the entrance to the left there is a black shoe rack made of iron for shoes when entering the library. Once inside the library, users will not find the right locker for storing their valuables, and it causes inconvenience for users if they want

to visit the library. To the right of the entrance there is a brown table and a visitor's book to fill in the attendance list in the library. On the right side of the library there is a brown library manager's desk, the first table is for making classification numbers and catalogs with a second table partition for receiving, borrowing, and returning books with a third table partition for the head librarian. This madrasa library has not been said to be comfortable because the condition of the room is not too wide and if there are many visitors coming to the library it will look very crowded because there are many visitors. The condition of the library room at MAN 1 Medan is very clean, in addition to the placement of tables, reading chairs, bookshelves that are neatly arranged and there is a window to the left of the library wall, it has 3 fans, 1 unit AC, 4 lamps, and total television. 1 unit. In the middle there is a computer desk that is still not usable, a wooden work desk with 3 tables and 5 chairs, a reading table with 6 tables bordered by skating and several chairs that adjust the distance between the tables, and has a bathroom but which Only library employees can use the bathroom, users are not allowed to use the library bathroom. The layout of the reference bookshelves is distinguished according to the classification number. Religion package books (student support) such as: Akhdah, Hadith, Jurisprudence, SKI are arranged near the library manager's desk. General reference books such as: smart books, must be able, the essence of chemistry, popular science physics and dictionaries. Religious reference books such as: Al-Qur'an and Hadith, Encyclopedia of the prophet Muhammad SAW, Encyclopedia of Islamic civilization. Reference books Verses such as: hamka verse of Al-Azhar interpretation, interpretation of the Holy Qur'an based on jawi, ushul fiqh, insan kamil, and the life history of Muhammad. It is located in a glass shelving cupboard which consists of 3 cupboards. And reference books (packaged books with different author and publisher titles that can be borrowed) such as: mathematics, chemistry, physics, biology, ICT, economics, English, Indonesian, fiqh, Arabic, al-qur'an hadith. It is located on the bookshelf according to the book classification number for package 1, which consists of 9 cabinets.

The research results obtained by the researchers were through the interview process and direct observation to the library of MAN 1 Medan. Researchers can only conduct interviews with the head of the library because Indonesia is experiencing the Covid 19 pandemic, so the school has closed the students of MAN 1 Medan. As a result of the Covid-19 pandemic, there were obstacles in the research process. The informant who was interviewed by the researcher was the head of the library, Mrs. Latifah Hanum S.Pd.I as a supporting source in this study and the research informant was also a student of MAN 1 Medan as the main source of research. Because the researcher was not able to interview library users, namely students of MAN 1 Medan, the researcher asked for student contact with the head of the library and since he is also a teacher of Islamic Cultural History at MAN 1 Medan so he has contact with student representatives in several classes, which will be from representatives The researcher asked the contact of other students. The researcher conducted the interview process using cellphone media and the WhatsApp application and in the interview process the researcher used Voice Notes (voice messages).

Based on the results of the study, it shows that there are several factors that can affect differences in user perceptions, namely people who interpret (perceiver), perceiver can be defined as a person who has several characteristics in him that can influence him to make perceptions. The characteristics possessed by the perceiver are attitudes, personality, motives, interests, past experiences and one's expectations. Circumstances or situations can also be interpreted as characters that affect perceptions that have their own characteristics, namely time, work conditions, and social closeness. The object that is interpreted (target), the target is the same as the perceiver, which has its own character that can influence what it means. The characteristics

possessed by this target itself are something new, movement, sound, size, background, proximity, and resemblance (Gibson, 2003, p. 56).

User Perceptions of the Public Madrasah Aliyah (MAN) 1 Medan Library Regarding Library Facilities and Infrastructure

Reading tables and chairs are needed by libraries, tables and chairs are used to serve users who want to read the collections in the library. The selection of reading tables and chairs in the library must adapt to the conditions of the library space, the number of library users and must pay attention to the shape, arrangement of the library tables and chairs so that users feel comfortable. This is in accordance with the opinion of Soekarman (2002, p. 36) that library furniture and equipment should be uniform, harmonious, must be harmonious with the room, no need to be made of the same and expensive materials. Before buying library furniture and equipment, the minimum things that a library needs to have include (Soekarman et al., 2002).

Based on the results of research by library users, it is revealed that the tables and chairs in the library are not adequate if there are many library visitors. The lack of availability of library tables and chairs can be seen from the narrow library space so that there is not enough space for additional library tables and chairs. The lack of availability of library tables and chairs also resulted in some users sitting on the floor near the shelves, thus disturbing other users who wanted to find library collections on the shelves.

Based on the results of several library users' research, it was revealed that the place of storage of goods was not important and did not need to be provided in the library, this indicates that many users do not know the functions and benefits of the place of storage of goods itself. And users also say that if they want to enter the user's library, their belongings such as bags and so on, they put them in their respective classes. The following are some of the functions of storing goods in the library:

1. Storage of goods can minimize theft that can occur in the library. It is possible that if library users are allowed to bring their bags into the library, someone will find it easier to steal other users' belongings left in the library. In addition to other user goods, theft that may occur is the theft of library goods, one example of which is library collections.
2. The storage of goods in the library can help library users in depositing their goods for a long time, so that users do not have to worry about the condition of the goods they leave behind.
3. In addition to minimizing theft and providing a sense of security to users, the function of storing goods is also to maintain neatness in the library. If many users come to the library and put their things in any place, of course, it will narrow the library space and make the library messy.

User perception regarding the size of the library space

Based on the results of research, library users reveal that the size of the library room has not made users feel comfortable when in the library room, this can be seen from the narrow room making users not free to move in finding the collection of library materials they need. This is in line with the condition of the library room at MAN 1 Medan, which in the collection section, the user's reading desk and the clerk's desk are integrated in one room, coupled with the presence of a bathroom near the library collection section, making the condition of the library space increasingly narrow and not conducive when being busy. many users who visit the library and cause inconvenience. In addition, if there are many users who come to the library, of course, the

atmosphere of the library room will become crowded with users and make one user and another user close to each other and often jostle each other when looking for the collection of library materials they need.

User perception regarding library space arrangement

In the arrangement of the library space, several principles of structuring a library space must be considered so that the library can provide a comfortable feel so that users are interested in reading books and feel at home in the library. This statement is in accordance with the theory of Dexa Anugrah Dan Androni (2013, p. 2) (libraries have spatial planning principles including the following:

1. For carrying out tasks that require concentration, they should be placed in a separate room or in a safe place from distractions that interfere with concentration
2. Parts that are public services should be placed in strategic locations. The goal is to make it easier to achieve, for example the circulation section.
3. In the placement of furniture such as tables, chairs, shelves, books, cabinets and others arranged in a straight line. The goal is that all user activities are more easily controlled by the library staff.
4. The distance between one piece of furniture and another is made a little wider with the aim that librarians and users can walk freely. Based on the results of research, library users reveal that the arrangement of library space has not made users feel comfortable. This can be seen in terms of the arrangement of library shelves that are close to each other, causing users to interfere with each other because to search for collections at the bottom of the library shelves which causes users to have to squat and for other users who want to find collections on the same shelf. they have to take turns. In addition to shelves that are close to each other in the corner of the library, users say that there are many piles of cardboard containing textbooks, other items such as plastic chairs and items related to the library are also piled up in the corner of the library, causing user discomfort. when looking for a collection of library materials on the back of the shelf and make the library narrower.

User's perception of room decoration, temperature and lighting of the library

Based on the results of research by library users, it is revealed that the room decorations and library lighting have not been said to have an element of beauty and do not yet have sufficient lighting in the library. This can be seen in terms of decoration, which is still said to have not made users feel comfortable because the layout of the furniture is considered to be still not neatly arranged, and there is lack of lighting at the back of the library where there are many library collection shelves. In addition, the user's air temperature also reveals that if there are other users who come to the library, the library room feels stuffy and it can be said that the air temperature in the library is still lacking and it is necessary to add air conditioning or a fan so that the room does not feel hot like that has been disclosed by the user.

User perception regarding collection

Collections are the main factors that influence whether a library can be used properly or not by its users. In order to provide maximum service, the library must be able to provide and have a collection that can be utilized according to the needs of its users.

Collections also have a very important role in improving the quality of knowledge of library users. The collection that should be in the library does not only consist of printed library materials

but also electronic library materials that can be utilized and increase the knowledge of users. According to Sulisty Basuki (1993) In order to be able to provide maximum service, libraries must provide collections and collect information according to the needs of users. The main purpose of the library is to provide services to users so that libraries can be served, so what needs to be provided is collections (Basuki, 1993, p. 428). Based on the results of research by library users, it is revealed that the completeness of the collections in the library according to users is incomplete. This can be seen from the number of textbooks, and they are not suitable for user needs and also not up to date (latest).

User perceptions of computers and Wi-Fi

Based on the research results of library users, it is revealed that the availability of Wi-Fi and computer facilities has not supported the activities of library users. This can be seen from the perception of users who still do not feel the facilities provided by the library such as Wi-Fi and computers.

The presence of computer technology technology will make it easier for library users to do tasks or to find information quickly and will also make it easier for librarians to provide satisfactory services to users.

The definition of the application of information technology in libraries is to share information with users via electronic means so that users can quickly obtain useful information for users. Wi-Fi is also one of the supports for the use of information technology through computers, so Wi-Fi is very much needed to support user activities. In addition to using it through computers, users can also search for the information they need with their cellphones and as an attraction for users to come to the library

Overall, based on the results of the study, it can be seen that user perceptions related to the facilities and infrastructure in the library have not met the needs of users. This can be seen from some user perceptions that there are several library facilities and infrastructure such as rooms that are not too wide, inadequate tables and chairs, incomplete library collections, air temperature that sometimes feels stuffy, poor spatial arrangement according to user perceptions. , Wi-Fi that is not provided to access it and library computers that they want to use but are not yet allowed to use. Library facilities and infrastructure that are good and in accordance with what they expect will certainly attract the interest of users to come and take advantage of all the facilities in the library.

Library constraints in providing facilities and infrastructure at the Madrasah Aliyah Negeri (MAN) 1 Medan library

Library facilities and infrastructure are an important part that supports the implementation of a library. Libraries will not run as they should if in the process of utilizing these facilities and infrastructure they cannot be used optimally by users. Of course, there are obstacles that cause these facilities and infrastructure to not be used optimally. Based on the results of the research that the researchers did, the following are the obstacles faced by the Madrasah Aliyah Negeri (MAN) 1 Medan library related to library facilities and infrastructure.

1. Obstacles in providing library facilities and infrastructure at MAN 1 Medan according to users, based on user perceptions the obstacles faced by libraries in providing library facilities and infrastructure are the lack of library space so that the process of procurement of facilities and infrastructure does not run as expected by users.
2. Obstacles in providing library facilities and infrastructure at MAN 1 Medan according to users, based on user perceptions of the obstacles faced by libraries in providing library

facilities and infrastructure such as storage of goods, namely because users put bags in the classroom so that in the process of procuring shelves in the library it is deemed less useful and effective.

3. Obstacles in providing library facilities and infrastructure at MAN 1 Medan according to users, based on user perceptions of the obstacles faced by libraries in providing library facilities and infrastructure such as tables and chairs, namely when there are many users who come to the library, many users do not get a seat.
4. Obstacles in providing library facilities and infrastructure at MAN 1 Medan according to users based on user perceptions of the obstacles faced by libraries in providing library facilities and infrastructure such as library collections, namely in the library there are many textbooks so that the shelves in the library contain many textbooks. while the other collections are very few in the MAN 1 Medan library, making it difficult for users to find other reference sources for school assignments and as other sources of information.
5. Obstacles in providing library facilities and infrastructure at MAN 1 Medan according to users based on user perceptions, constraints faced by libraries in providing library facilities and infrastructure such as computers, which cannot be used by library users, while library Wi-Fi can only be used by library staff. In this case, one of the efforts to attract less than optimal visits from library users is carried out by the library itself.

Efforts made by the library in providing facilities and infrastructure at the Madrasah Aliyah Negeri (MAN) 1 Medan library

After the obstacles, of course, the efforts made by the library, in general the efforts made by the library in providing library facilities and infrastructure, namely submitting a proposal to the principal so that the facilities and infrastructure in the library are adequate. However, until now, the school has not provided a response regarding the infrastructure in the MAN 1 Medan library. Efforts made by the library are also through donations of books from students of MAN 1 Medan who have graduated or from library users who want to donate their books to add to the collection in the library of MAN 1 Medan. In addition, the library also organizes collections that are needed by users but they do not regularly do it.

4. CONCLUSION

Based on the results of research conducted by researchers, in the library of Madrasah Aliyah Negeri (MAN) 1 Medan, the following conclusions can be drawn:

1. User perceptions related to library facilities and infrastructure such as room area, reading tables and chairs, storage of goods, spatial planning, room decoration, collections, wifi and library computers still do not make users feel comfortable and have not been used optimally by library users.
2. Obstacles faced by libraries in providing facilities and infrastructure at the Madrasah Aliyah Negeri (MAN) 1 Medan library according to user perceptions are the lack of library space so that in the process of procuring other facilities and infrastructure it does not run as expected by users. Not only limited to the room, as if interpreted as they lack respect for the library. Whereas the library is very important in the world of teaching and learning.
3. The efforts made by the library in providing facilities and infrastructure at the Madrasah Aliyah Negeri (MAN) 1 Medan library are submitting a proposal to the principal so that the facilities and infrastructure in the library are adequate. Efforts made by the library are also through donations of books from students of MAN 1 Medan who have graduated

or from library users who want to donate their books to add to the collection in the library of MAN 1 Medan. In addition, the library also holds collections that are needed by users but are not held regularly.

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