

Evaluation of education and training program of library staff to improve effectiveness of service

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Abstract

This study aims to: know the program and process of Education and Training of Library that has been done by Training Center of National Library of Indonesia; To know the results of the implementation of the training and the effectiveness of school library services at SMP Negeri 1 Serang; And to know the factors inhibiting library services at SMPN 1 Serang. The research was conducted by using qualitative descriptive method, which describes the meaning of research data in systematic, factual, and accurate. The use of descriptive method with qualitative approach in this study was chosen because of the symptoms, informations, events, descriptions of the observations during the research process. The result of research shows that library of SMPN 1 Serang service has not run effectively yet. In the library service system, SMP Negeri 1 Serang has only implemented an open service system. For the number of school reading collections are still dominated by subject matter books. Another thing that makes students less interested to come to the library is the lack of promotion by school library managers.

Keywords: program evaluation, education and training, services, school library

1. Introduction: Preliminary

1.1 Background of the Problem

Based on the survey results of several institutions both International and National, it is known that the quality of reading interest of both children and adults in Indonesia is very low. Some international and national surveys report as follow : Based on the national index, the reading interest rate of Indonesians is only 0.01. While the average reading rate index in developed countries ranged from 0.45 to 0.62. Referring to the results of the United Nations Educational, Scientific and Cultural Organization (UNESCO) survey in 2011, Indonesia's reading rate index is only 0.001 percent. It means there is only one person out of 1000 citizen who 'want' to read the book seriously (high). This condition places Indonesia in position 124 of 187 countries in the assessment of Human Development Index (HDI). ([Http://www.republika.co.id/berita/journalisme-warga/wacana/15/05/26/noyj6v-cultivate-the-interest-read-community](http://www.republika.co.id/berita/journalisme-warga/wacana/15/05/26/noyj6v-cultivate-the-interest-read-community)).

The low interest of reading of children / students in Indonesia is influenced by the lack of supporting facilities, such as libraries. Currently the existence of the school library has not been able to function optimally yet. School libraries face various problems such as the lack of attention of school management, limited budget, the availability of professional librarian, and library buildings and facilities that are unable to provide a sense of comfort for the visitors when accessing the library. School citizen are less interested in coming to the library, the library is not yet functioning as a means of increasing the interest of students (Preliminary Study. Pen.)

On the other hand, the school librarian who acts as the spearhead for the achievement of the goals of the school library has not functioned optimally.

From the preliminary study conducted by the authors, it can be concluded that the school library personnel, especially those located at Serang Banten Province do not have the standard of competence as mentioned in the Regulation of the Minister of National Education Number 25 on 2008, June 11th 2008 on the

Librarian Standards on School / Madrasah. This is because most librarian managers (librarians teachers) are teachers in the school itself. Teachers who have primary duty as a teacher, doubt their ability to be able to develop school library maximally. It can be seen in the field, that the school library will be closed if the teacher in the teaching schedule. On the other hand, the educational qualifications of librarian teachers are still not able to meet the standards set by the law.

Besides the issue of the quality of human resources of librarian itself, the issue of the quantity of librarians became a very important thing to be note. Because until now, there are still many libraries both public libraries and school libraries that do not have librarians. From a preliminary study conducted by the author to several schools in Serang Banten Province, 99% of schools have no librarians. The school library officer is a teacher who has teaching hours at the school.

With the limited quantity of librarians, maximizing existing librarians is a very important thing to do. To maximize the quality of existing human resources, in the end training be one effort made to raise the quality of human resources as manager of library itself. Training needs arise because the emerging problems mentioned above may disrupt organizational performance, such as decreased performance including decreased service and production levels.

For the implementation of the library training, then the only institution that has responsibility in accordance with Law no. 43 on 2007 about Library is the Center for Education and Library Training National of Indonesia. The other institutions, both government, private, and universities that will conduct the training of the library should cooperate with Training Center of National Library of Indonesia, where the whole curriculum and 'widyaiswara' team derived from Training Center of National Library of Indonesia.

With the policy, so far the training for librarian is plenty and only implemented by the National Library (although its place in some areas) with the capacity and ability which is very limited, while the number of librarian who need to follow the training is

very much. On the other hand, the condition of school libraries where librarian teachers have attended the training held by the National Education and Training Center of the National Library of Indonesia has not shown any significant changes. This is because there is no mentoring process after the training itself. The quality of library services in schools is still sober. The school library remains an unattractive place for students to visit. By looking at the problems mentioned above, it is very interesting to conduct research related to how far the training that has been followed by the librarian is able to bring significant changes to the school library services through "Evaluation Of Education And Training Program Of Library Personnel To Improve Effectiveness Of Service "Becomes very important to do.

1.2 Research Objectives

More specifically, this study aims to: First, to know what the Education and Training of Library Program that has been done by the Center of National Library; Second, to know the process of implementation of educational and training programs that have been done by Training Center of National Library of Indonesia; Third, to know the results of the implementation of training in school libraries at SMPN 1 Serang; Fourth, to know the effectiveness of library services achieved by the school library at SMPN 1 Serang; And Fifth, to determine the factors inhibiting library services at SMPN 1 Serang.

2. Research Methods

2.1 Approach and Research Methods

Overall, this research will be carried out with qualitative descriptive research method, which describes the meaning of research data in systematic, factual, and accurate. Sukmadinata (2005: 72) explains that "Research with descriptive method is intended to describe the phenomena that exist, whether natural phenomena or human engineering". The use of descriptive method with qualitative approach in this study was chosen because of the symptoms, informations, events, descriptions of observations during the research process on "Evaluation of Education and Training Program of Library Personnel To Improve Effectiveness Service of Junior Secondary School Library (Qualitative Descriptive Study At Institution of Training of National Library of Indonesia and SMP Negeri 1 Serang " this study would be more appropriate if expressed in the form of words. In addition, the data obtained is more profound and more actual. The exact data which is a value behind the visible data. Therefore in qualitative research does not emphasize the generalization, but more emphasis on meaning.

2.2 Techniques and Data Collection Instruments

1. Interview
2. Observation
3. Library Studies / Documentation
4. Triangulation

2.3 Location and Subject of Research

The research was conducted in 2 (two) places of education and training, there are Education and Training Center of the National Library of Indonesia and junior high school that have followed the training are: SMP Negeri 1 Serang. Research subjects are not determined in number because in this study the priority is the significance of the information provided by the subject for this study.

2.4 Data Collection Procedures

Data collection begins with the making of observation and interview planning plus documentation study that serves as a complement so that when data collection begins then the classification process can be done easily. In addition, researchers should be more careful in describing the characteristics of respondents or all parties involved in the evaluation of educational and training programs of library personnel to improve the effectiveness of school library services at SMP Negeri 1 Serang, and Training Center of the National Library of Indonesia both individually and also groups, also phenomena that occurred during the entire study and all of the possibility.

2.5 Technique of Data Analysis

The steps taken in the data analysis of research are, (1) conducted a review of observation data, interviews and documentation studies from various sources of data directly in the field. The data collected at first still seem disheveled and then reviewed with a meaningful and made the context to the abstraction; (2) the compilation of data on each problem and systematically fixed into units so that it can be changed and adjusted with its trademark. The researcher will set limits on each unit and continue to identify them for next analysis; (3) group categories or piles of data based on specific thoughts, intuitions, opinions or criteria; (4) meaning or interpretation of the data that has been categorized then the researcher describes the meaning of the analysis of the units and categories.

2.6 Data Validity Check

How to obtain legitimacy then for more details will be described as follows:

1. Credibility
2. Prolonged Engagement
3. Triangulation
4. Member check
5. Transferability
6. Dependability
7. Confirmability

3. Research Results and Discussion

3.1 Implementation of Training in Library of SMP Negeri 1 Serang

Overall, the materials that have been submitted to the training of the Head of Library and Library Management refers to the Constitution No.43 of 2007 on the Library described in the National Standard Library, so the development of the library should refer to the 6 Standards of Library Management that is 1) Collection standards; 2) Facilities and infrastructure Standards; 3) Service standards; 4) School library personnel Standards; 5) Implementation standards; 6) Management standards.

1) Collection Standard

The books in the library of SMP Negeri 1 Serang are categorized into 2 groups, fiction and non fiction. For non-fiction (textbooks and reference books) there are more numbers than fiction books. This is in accordance with the instructions contained in the School Operational Assistance, the purchase of textbooks and reference takes precedence. As for the new fiction books can be purchased when there is an excess budget.

The development of library collections (books) in accordance with the needs of library staff already exists, but still less when compared with the number of students.

The number of collections in the school library consists of:

1. Student's books / lessons (all subjects): 5.018 pieces
2. Reading books (novels, books of science and technology, etc.): 4.300 pieces
3. Reference book (dictionary, encyclopedia, etc.): 3.807 pieces
4. Magazines: - fruit

The total collection of library of SMP Negeri 1 Serang is 13,125 pieces and overall is in good condition.

Procurement of library materials at SMP Negeri 1 Serang sourced from: 1) buy through the School Operational Assistance budget; 2) Publishers; 3) Dropping from the government.

For books procured through School Operational Assistance budget, the selection of the collection is determined by the Head of the School Library and other administrators with the approval of the Principal. As for the learning books that supporting in the classroom, the title of the book based on the proposal of each teacher of the field of study of each class.

Activities of library collection / library processing that has been done at SMP Negeri 1 Serang are:

i) Inventory

Inventory that has been done are:

- a) Examination. Collection of books / library materials that arrived at the library checked, whether it is in accordance with the requested or not, after that also checked the physical form of books, titles, authors, and other characteristics that are considered necessary. And most important is the completeness of the contents of the book being ordered;
- b) Stamping / Sealing. The next action is tasting / stamping the book that has been checked. Affixing stamp / stamp can be done on a particular section or page on each library book. At a minimum, three stamps must be emblazoned on every book;
- c) Registrating to the Master Book. Every book that added into the library is enrolled into the master book based on the order in which the book added into the library, regardless of whether the book is an old book or a new book. It is useful to know how many collections of books that the library has. The things to be noted in the inventory are: date, book number, book title, author, publisher, year of publication, publication place, price, and description.

ii) Classification of collection / library materials.

The main basis clasification of of library collections used in this school is the classification of the contents or the subject of the book. This means that books addressing the same subject will be grouped together.

iii) Cataloging

iv) Shelving

The juxtaposition collection system into the shelves are two kinds:

- a) By type, that is arranged by type of collection in any field made into one arrangement. This system is performed for aligning reference collections;
- b) Based on the bibliography or call number, which is arranged in the order of the class number according to the arrangement of the collection. This system is done for alignment of textbook collections.

2) Facilities and Infrastructure Standards

The facilities owned by this school is quite adequate although the library building is not balanced with the number of students. The number of students in this school is 514 people (28 class). The school library area of SMP Negeri 1 Serang is 9x12 m². In addition to having its own library space, support facilities already owned in the form of computers, reading room, TV, LCD, and tape recorder.

3) Service Standards

Library service at SMP Negeri 1 Serang has been longer than before. If previously the school library serves visitors only during school breaks, now the library standby at school hours, rom 07:00 to 14:00 pm.

SMPN 1 Serang school library can provide reading service on-site by providing reading room in the form of desk, chair, and floor.

Staff on the circulation services that can be done is: borrowing registration, borrowing procedures, taking mulct, supervision of tendon books (book of reserves), borrowing administration, statistics borrowing. For lending between libraries can not be done yet.

For the supporting elements that exist in this circulation service, SMP Negeri 1 Serang is still have to improve it. The supporting elements of circulation services are:

- 1) A manual book containing information on bibliographic use, borrowing, policy on mulct, and other information providing guidance on the use of libraries;
- 2) tables of borrowing;
- 3) Drawers for storing mulct, keys and other items;
- 4) Various of stationery, such as the date stamp of borrowing and return date, scissors, pens and so on;
- 5) Storage box of card books;
- 6) Blank Deadline for borrowing book / card book;
- 7) the library member registration form;
- 8) completeness of books such as card book, book bags, borrower bags, sheets of return date, borrowing card boxes and borrower lists;
- 9) Officers who are always ready to serve politely.

Referral services already provided in this school are providingservices to help library users find information by:

- a) Accept questions from users / visitors of the library and then respond by using reference collection;
- b) Provide guidance to find reference collections and search for required information;
- c) Provide guidance to users on the use of reference collection of library materials.

The service system that has been implemented in the library of SMP Negeri 1 Serang is an open service system. In an open service system, libraries give visitors the freedom to enter and select their own collections from the shelves. The arrangement of the book collection space for this open service system is visible from the distance between the shelves with the other is wider.

There are several Education and Training programs that have been attended by the Chief of library and Staff of Library Management of SMP Negeri 1 Serang, such as training of Junior High School Library Management held by Deputy of Library Development of National Library of Indonesia.

Another training that has been followed by the manager of the school library of SMP Negeri 1 Serang is the Training of Library

Management organized by the Minister of National Education of Serang Regency.

Participants from SMP Negeri 1 Serang who attended this training has been mandated by the Principal, because the policy is in the Principal. But in the selection of candidates who will follow the training, the principal prefers the library manager. If the library manager not present, it will be visited by other participants who are not librarians.

Library promotion already exists, but still lacking. Promotions available in the form of nameplate and wall magazine;

Things that can not be implemented by SMPN 1 Serang school library are as follows:

- 1) Promotion of school library in the form of posters, leaflets / brochures, competitions, elucidation of library;
- 2) The addition of infrastructure due to budget constraints.

4) Standard of school library staff

SMPN 1 Serang school library staff is managed by 2 (two) people, consisting of 1 (one) person is Chief of Library, and 1 (one) other is technical staff.

The Chief of Library at SMPN 1 Serang has a qualification of education as bachelor degree of Education because he also as a teacher as a field of study. However, although the educational qualification is not from the field of library and information science, but the Chief of Library of this school already has certificate of library competence issued by accredited certification institution, namely Training Center of National Library of Indonesia.

For the technical service, the education qualification is senior high school and has followed the training of school library management organized by Training Center of National Library of Indonesia.

Human Resources who manage the school library at SMP Negeri 1 Serang consists of:

- 1) Librarian- Teacher : librarian teachers are those who are fully responsible for libraries, have the ability to manage libraries, understand school vision and mission, and also understand the curriculum applied in the library. Education of librarian teacher (head of library) in this school has a bachelor degree but not from the field of library studies.
- 2) Supporting Staff : staff with technical expertise in the library field, who will assist librarian-teachers in managing the library in everyday life. The support staff in this school are diploma 3 educated, not from library studies.

The existence of school library staff is appointed by the principal based on the quality and interest in library work, high awareness of the library, the ability of a good personal approach, broad general knowledge, good communication skills, initiative and creative, New developments mainly related to the library field, also has high dedication.

The main problems related to the library management staff, the Chief of Library and the staff of the school library do not have literary education background, so the principal always involves the chief of library and supporting staff in various training, and workshop related to the library, during workshop is not clashing with the teaching time of the librarians.

5) Implementation Standard

The organizational structure of the school library at SMPN 1 Serang includes the chief of library and technical services (procurement, processing). The school library structure is directly under the principal as shown in the picture below:

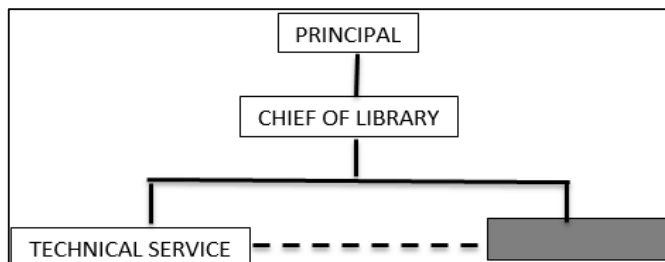


Fig 1: Library Organization Structure

Information:

- _____: Command line

- - - - - : Coordination line

From the picture shows that the school library of SMPN 1 Serang is only managed by 2 (two) people.

6) Management standards

For management standards, the SMPN 1 Serang school library already has:

- 1) The vision of the library which refers to the vision of the school as the parent institution.
- 2) School library mission
- 3) The purpose of the school library
- 4) School library management policy
- 5) Library work program
- 6) Financing the library

In this school, funding is one of the things that become obstacles for the library manager in developing library.

Because the funding of the school library is still dependent on the School Operational Assistance budget that has not been maximized. From the School Operational Assistance budget, SMP Negeri 1 Serang allocates a budget for the library of 10% but can only be realized by 5%. The funds are used for the purchase of collection books, infrastructure facilities, also salaries of library managers.

3.2 Inhibiting Factors on library services at SMPN 1 Serang

From the results of direct interviews with library managers, there are several inhibiting factors that make unmaximal library services at SMPN 1 Serang.

The obstacles to the development of school library in an effort to improve school library services are as follows:

- 1) Human Resources Factor
 - Limited time for the Chief of Library in managing school library;
 - Library managers have no educational qualifications as a librarian;
 - Library managers do not have full authority to implement all the results of the training.
 - The number of library staff is still lacking.
- 2) Facilities and infrastructure Factor
 - Insufficient building / library space;
 - No internet facility;
 - Reading room is not suitable with many class;
- 3) Collection of library materials Factor
 - The type and quantity of collection material not yet match the number of class;
 - More textbooks when compared to books of general knowledge and fiction;
- 4) Cost factor
 - Lack of budget for library development;

- Source of Cost only rely on School Operational Assistance only;
- Budget management is manage by the Principal;

Discussion

Through school library education and training programs for the Chief of Library and School Library Management, it is expected that stakeholders (school library staff / madrasah) can get knowledge, attitude and skills related to Law No. 43 of 2007 on Library. Thus, the materials in the training also refers to the contents of the Law itself.

Through Law No. 43 of 2007 mandated that the implementation of the library must be able to meet national standards. There are

six standards that must be followed by the library organizers are: 1) Collection standard; 2) facilities and infrastructure Standard; 3) library services Standard; 4) library staff Standard; 5) implementation Standard; And 6) library management standard.

The six national standards for managing the school / madrasah library are described in the National Standard of Library (SNP). Also for overall results of education and training of school / madrasah library, the six mandates that should be implemented by the school library at SMPN 1 Serang in an effort to improve the effectiveness of school library services.

The strengths, weaknesses, opportunities and threats possessed by the Library of SMPN 1 Serang are as follows:

Table 1: SWOT Analysis Results of the Library at SMP Negeri 1 Serang

From Inside The School Library	<p>Power:</p> <p>A) The Dedication And Loyalty Of The Chief Of Library Is Very High;</p> <p>B) The Chief Of School Library And His Staff Have Attended The Training;</p> <p>C) The Books Are Complete;</p> <p>D) Already Using The Library Card;</p> <p>E) There Is Already Cataloging Of Library Materials.</p>	<p>Weakness:</p> <p>A) Education Is Not Appropriate;</p> <p>B) Budget Allocation Only From School Operational Assistance;</p> <p>C) Time Is Very Limited;</p> <p>D) The Room Is Not Eligible;</p> <p>E) The Absence Of Librarians;</p> <p>F) The Library Room Is Inadequate When Compared To The Number Of Students;</p> <p>G) The Reading Places Are Not Eligible;</p> <p>H) Most Collection Of Textbooks</p> <p>I) Library Building Is Only Enough For 1 Class.</p>
From Outside The School Library	<p>Opportunities:</p> <p>A) The Existence Of Other Institutions That Can Be Invited To Cooperate;</p> <p>B) Have A Good Relationship With Other School Library Managers;</p> <p>C) The Existence Of Assistance From The Publisher;</p> <p>D) Law Of The Library No. 43/2007 Article 23 Paragraph 6;</p> <p>E) Law No. 40/ 2007 Regarding Limited Liability Company;</p> <p>F) Government Regulation No. 47 Of 2012 On Corporate Social Responsibility And Environment Of Limited Liability Company</p>	<p>Threat:</p> <p>A) The Lack Of Clarity Of Structural Lines Between School Libraries And Regional / National Libraries;</p> <p>B) Not Integrated With School Lessons;</p> <p>C) The Low Reading Interest Of Educators And Education Personnel;</p> <p>D) Regulation Of The Minister Of Administrative Reform And Bureaucracy No. 9 Of 2014 On The Functional Position Of Librarian And Its Credit Score</p>

From these items, two priority items are selected to produce a strategy for this institution. Detailed description of strategic analysis can be seen as follow:

Table 2: Priority Items from SWOT Analysis at SMPN 1 Serang School Library

From Inside The School Library	<p>Power:</p> <p>A) Loyalty And Dedication Of School Library Managers Is High</p> <p>B) Library Administrators Are Given Flexibility In Managing The Library</p>	<p>Weakness:</p> <p>A) Inadequate Quality Of Human Resources In The Field Of Libraries</p> <p>B) Insufficient Infrastructure</p>
From Outside The School Library Institution	<p>Opportunities:</p> <p>A) Many Of Library Training</p> <p>B) The Existence Of Other Institutions That Can Be Invited To Cooperate</p>	<p>Threat:</p> <p>A) Not Integrated With School Lessons Yet</p> <p>B) Small Amount Of Credit For Library Managers</p>

Table 4.33 : Analysis of strategies Based on SWOT Analysis Results for School Library Organizer

Internal factors	<p>Powers</p> <p>A. Loyalty And Dedication Of School Library Managers Is High.</p> <p>B. Library Managers Are Given Flexibility In Managing The Library.</p>	<p>Constraints / weaknesses</p> <p>A. Inadequate Quality Of Human Resources In The Library Field.</p> <p>B. Insufficient Infrastructure.</p>
External factors	<p>Strategy by using the power to use the opportunities:</p> <p>1. A.1. Intensive Managers Follow The Training / Workshop</p>	<p>Strategy by dealing the weakness to use opportunities:</p> <p>9. C.1. Training Or HR Library Training On Target</p>
Opportunities:		
1. Many of Library Training / Workshop.		

<p>2. The Existence Of Other Institutions That Can Be Invited Cooperate</p>	<p>2. A.2. Establish Cooperation With Agencies For Development (Other School Libraries, Public Libraries, School Committees, Etc.) 3. B.1 Make Library Development Programs That Are Creative, Innovative, And Targeted 4. B.2 Conducting Annual Program / Event Of Cooperation With Other Institutions (Exhibition, Inter-School Competition, Etc.)</p>	<p>10. C.2. Establish A School Library Network 11. D. 1. Propose The Realization Of 5% Of School Operational Assistance Budget For Library Management 12. D.2. Schools And School Committees Are Looking For Donors Who Care About The Library</p>
<p>Challenges / threats: 3. Not Integrated Yet With School Lessons 4. Small Amount Of Credit For Library Managers</p>	<p>Strategy by using the power to overcome threats: 3. A.3 Hold A Mandatory Library Visit Program For Each Field Of Study 4. A.4. Schools Give More Recognition To Achievers 5. B.3 Improve Library Promotion 6. B.4 Provide A Proposal For Review Of Regulation Of The Minister Of Administrative And Bureaucracy Reform No. 9 Of 2014 On The Functional Position Of Librarian And Its Credit Score</p>	<p>Strategy by overcoming weakness to threat does not happen: 13. C.3. Improve Communication And Cooperation With Teachers In The Field Of Study 14. C.4. Provide Guidance And Work Motivation 15. D.3. Cooperate With Other Institutions To Complete Facilities And Infrastructure 16. D.4. Optimization Of Existing Infrastructure</p>

By observing the table above, it can be seen that there are 3 (three) main strategies that can be done by school institutions to improve the effectiveness of services, namely:

1. Providing guidance and work motivation is the most inexpensive, easy, capable, fast, and beneficial for the effectiveness of school / madrasah library services. With the Regulation of the Minister of Administrative and Bureaucratic Reform. No.9 of 2014 about the Librarian Functional Position and its very small credit score for the school library service, which ranges between the numbers 0.001 to 0.070 making the school librarian profession less desirable. So there is need for coaching and working motivation for library managers. In addition, the government should provide special rewards for high school librarians.
2. Improving communication and cooperation with teacher of field study. If communication and cooperation with teachers in the field of study is well established, then library managers will be able to create and run a cheap library promotion programs which integrated with the curriculum of education in schools. Examples of programs that can be done in cooperation with teachers in the field of study are:
 - (a) The required program to visit the library;
 - (b) The library carries out activities integrated with the school curriculum such as: 1) Activities to encourage reading through synopsis competition, talk show about books, writing competition (poetry, prose, essay) on grade level; 2) Learning of subject in libraries under attention of teachers and librarians; 3) Teaching of information literacy programs; 4) Engage in planning instructional devices; 5) Help teachers access and utilize public information; 6) Help teachers identify teaching materials; 7) Help teachers identify referral sources and reference teaching materials.
3. Optimizing 5% of School Operational Assistance budget for school library management. The school librarian can use Law of the Library No. 43/2007 Article 23, paragraph 6 as a reference. The article states unequivocally that "Schools / madrasahs allocate at least 5% of the operational budget of schools / madrasah or expenditure of goods outside of personnel expenditures and capital expenditures for library development".

Given the importance of the existence of school / madrasah libraries for supporting the success of education, it is time, the development of adequate School Library should be used as the main priority program for schools nationally. It is time, the existence of the School Library is no longer used as a program

that seemed ignored, which is only based on the principle of "it is exists". It needs commitment and seriousness from various parties to achieve this, including the school, local education office, the Ministry of National Education and National Library of Indonesia.

Conclusions

In accordance with the focus of the questions raised in research questions, the results of bibliographic findings, empirical findings, and discussion, it can be concluded: First, education and training of school library staff organized by the Training Center of National Library and has had considerable impact for improving effectiveness of school library. The lack of needs assessment at the beginning of the training of school library staff and the absence of post-training assistance from the National Library of Indonesia made the implementation of the training results not maximum.

Second, in the process of implementing education and training programs that have been done by Training Center of National Education and National Library of Indonesia already adopted from the draft that has been set in Law of National Education No. 19 of 2007 about Education Management Standard by Basic and Medium Education Unit which adapted to education requirement and training of librarianship, As outlined in the SOP compiled by the Training Center of National Library and Education. However, in the process of implementation of the training, on delivering material has not fully use the principles of adult learning (POD). This is because there are students who still do not fully understand the principles of adult learning (POD) in the delivery of the material. In addition, evaluations conducted by training institutions are not accompanied by a process of assistance in the field.

Third, on the implementation of training results in each school library that has followed the training, school library managers are not maximized in the fulfillment of library services. Except the lack of post-training assistance, the status of Chief of the School Library is also as the teacher of study in the school makes the school library service becomes ineffective.

The results of the training of school library staff can not be implemented as a whole by the school library staff. Some things that can not be implemented include the promotion of school libraries, multimedia service systems, and facilities and infrastructure that have not met the library National Standard.

Forth, in general, the school library service at SMPN 1 Serang has not run effectively. In the library service system, SMP

Negeri 1 Serang has only implemented an open service system. For the number of reading collections both schools are still dominated by books of subject matter. Another thing that makes students less interested to come to the school library is the lack of promotions made by the school library staff / madrasah, so that the school library facilities / madrasah not utilized to the maximum due to lack of socialization and information about the school library.

Fifth, the inhibiting factor of SMPN 1 Serang school library service is the limited human resources of library staff where the library is managed by 2 (two) people only. Meanwhile, the Chief of School Library also work as a subject teacher in the school. So the time to manage and develop the library services is very limited. In addition, the cost management of the school library is still minimal because it only relies on the allocation from School Operational Assistance.

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