

Student Perceptions of Library Services at State Junior High School 7 In Padang City

Permata Amalia Sari^{1*}, Jasrial², Nellitawati³, Singgih Ginanjar⁴

¹²³⁴ Department of Educational Administration, Padang State University, Padang, Indonesia

ARTICLE INFO

Article history:

Received October 25, 2025

Revised November 15, 2025

Accepted November 12, 2025

Available online December 30, 2025

Keywords:

Student Perceptions, Library Services, School



This is an open access article under the [CC BY](https://creativecommons.org/licenses/by/4.0/) license.

Copyright © 2025 by Author. Published by Laboratory of Educational Administration Departemen Universitas Negeri Padang

ABSTRACT

This study aims to determine students' perceptions of library services at SMP Negeri 7 Padang. This is a descriptive study with a population of 800 active students and a sample of 90 students selected using proportional random sampling. The instrument used was a 5-point Likert scale questionnaire consisting of 42 items covering indicators of circulation services, reference services, preservation and conservation services, and reading room services, which had been tested for validity and reliability. The results showed that students' perceptions of library services as a whole were in the good category with an average score of 4.31. The details are as follows: circulation services 4.35, reference services 4.27, preservation and conservation services 4.22, and reading room services 4.40, all of which were in the good category. This indicates that library services are adequate in supporting access, collection availability, library material maintenance, and reading room comfort, although there is still room for improvement, particularly in the areas of preservation and conservation.

Corresponding Author:

Permata Amalia Sari

Email: amaliasari732@gmail.com

1. INTRODUCTION

Schools are formal institutions that play a role in conducting learning activities to develop science and technology. According to H. Horne in Tanu, (2016), education is a continuous process of higher adjustment for human beings who have developed physically and mentally, who are free and conscious of God, as manifested in the intellectual, emotional, and humanitarian nature of humans. The term service comes from the word "lay", which means to help provide everything needed by others for the act of serving.

according to Kotler and Amstron in Ahmad Samsul Huda, (2020), service is all activities or benefits that can be offered by one party to another, which are essentially intangible and do not result in ownership of something. School libraries have greater opportunities to promote information literacy among students, because in the school environment there is the role of teachers who will guide students, in addition to the role of library staff (librarians) who will assist students. Service is an activity to meet the needs of others, either directly or indirectly. The types of services that can be obtained at school are learning, guidance services, and administrative services (Leona et al., 2021). Service is basically an activity to serve the needs of others who need help, thereby providing satisfaction to the recipient of the service (Gusti Mardhiyah et al., 2021).

Libraries are a vital part of education and have a significant impact on its quality. Improvements in the quality of education are determined by improvements in the teaching and learning process. Improvements in the teaching and learning process can also improve the quality of graduates. Improving the quality of the learning process will greatly depend on school management and the teaching/approaches applied by teachers. Libraries also play a very important role in improving the quality of education in schools (Fahmi, 2016).

A school library is a library that is organized in a school, managed entirely by the school concerned, with the main objective of supporting the implementation and achievement of school objectives and educational objectives in general. Schools are places where the teaching and learning process is carried out, instilling and developing various values, knowledge, and technology, skills, arts, and insights in order to achieve national educational objectives. Therefore, school libraries are not merely places for storing library materials (books and non-books), but there are efforts to utilize the existing collections so that they are used to their full potential by users (Zohriah, 2017). According to Mery in Janata et al., (2024), a library is part of an organization responsible for managing a collection of library materials, both books and non-books, which have been organized and arranged in accordance with regulations and can be used to provide information to users.

Library services include everything that users need and that must be available in the library. According to Barata in Putri & Ermita, (2023), Service is an activity that occurs in direct interaction between one person and another or others, whether physically or mechanically, and can provide satisfaction to library members who are present. Service is also one of the activities of fulfilling needs through the direct actions of other people. Library services are one of the activities that can be carried out to help provide convenience to library members, whether in using or utilizing the collections available in the library.

According to Leavitt in Susanti & Setyowaty, (2013), "Perception in a narrow sense is sight, that is, how a person sees something; while in a broad sense, perception is a view, that is, how a person views or interprets something. The word "library" in English comes from the Latin word *libri*, which means book. This then gave rise to the term *librarius*, which means "about books." Webster's Third Edition International Dictionary, 1961 edition, states that a library is a collection of books, manuscripts, and other reference materials used for study or reading, comfort, or pleasure.

Perception is a cognitive process that enables individuals to receive, organize, and interpret information from the environment through the senses, experience, and other psychological factors. Each individual can understand the same thing in different ways, showing that perception is subjective and shapes a person's reality. Thus, perception plays an important role in how humans perceive and interpret the world around them. Meanwhile, student perception is the process of students processing information about an object through observation with their senses, so that students can give meaning to and interpret the object being observed (Karunia, 2016). Student perception is a cognitive process in which students receive, organize, and interpret information obtained through learning experiences and interactions with the environment. This perception is influenced by various factors such as previous experiences, psychological conditions, and expectations of learning. Moskowitz and Orgel in Hafid, (2016) add that perception is an integrated process of individuals towards the stimuli they receive, so that everything within individuals, such as experiences, emotions, thinking abilities, and other aspects, play an active role in the process. This integrated process causes the same stimulus to be perceived differently by different individuals. Stimuli can come from outside the individual and from within the individual. Stimuli that come from outside the individual can take various forms, namely objects, situations, and people.

Perception is an important psychological aspect for humans in responding to various aspects and phenomena around them. Perception has a very broad meaning, involving both internal and external factors. Experts have provided various definitions of perception, although they essentially have the same meaning. According to the Big Indonesian Dictionary, perception is a direct response to a process whereby a person knows certain things through their five senses (M. Najicun, 2017).

The definition of perception according to Suprihanto, et al., in Dayshandi et al., (2015), is "Perception is a form of judgment made by a person when faced with the same stimulus, but under different conditions it will result in different perceptions." In perceiving our surroundings, we must engage our senses, which will give rise to arguments based on information collected and received by our sensory receptors, enabling us to combine or categorize data we have previously received through our initial experiences (Nisa et al., 2023).

According to Sarlito Wirawan Sarwono in Joe, (2016), perception is a person's ability to organize observations. This ability includes the ability to differentiate, the ability to categorize, and the ability to focus. Perception is a process that is preceded by sensation, which is the process of receiving stimuli by individuals through their receptors. Judging from its scope, according to Muchlas in Nuryadi & Rahmawati, (2018), perception is a broader process than sensation, involving complex interactions of selection, organization, and interpretation. W.R. Nord in Madura (2018) states that perception is a cognitive process whereby an individual assigns meaning to their environment. Given that each person assigns their own meaning to stimuli, it can be said that different individuals "see" the same thing in different ways.

According to Suparlan and Loina in Wildam, (2024), service is described as an effort to provide assistance or help to others, both in material and non-material forms, so that they can overcome their problems themselves. According to Moenir AS in Jamaludin, (2017), service is an activity carried out by a person or group of people based on material factors through a system of procedures and using specific methods in order to fulfill the interests of others in accordance with their rights. In essence, library services aim to fulfill patrons' information needs by providing library materials and search tools. If possible, libraries can also provide references to patrons if the information they need is not available in the library (Suratmi, 2021). According to Bafadal in Shalsabilla, Z., & Santoso, (2024), explains that library services are a direct way to interact with students who use the library, either directly or indirectly. This involves activities aimed at building good relationships with library users. Service is the main objective of the library. All library activities, from management to staff, are focused on creating a supportive environment so that library services can run smoothly and effectively. This is in line with the opinion expressed by Widiassa in Rohman, (2023), that the purpose of school library services is to provide services to all school library users.

Based on the author's initial observations in February and June at the library of State Junior High School 7 Padang, in general, there are still problems related to the school library service. According to Hastuti, (2022), the library service aims to run well so that it can provide satisfactory service and focus on library users so that the service can run optimally and in accordance with the expected objectives. However, in reality, at SMP N 7 Padang, many students still complain about the services provided by the library, such as incomplete books and some damage to books, which are included in the reference services.

Based on this, the author suspects that there are problems with library services at SMP Negeri 7 Padang, particularly with reference services. Good service should be able to satisfy library visitors. Librarians are required to provide maximum service. However, based on the author's initial observations, the services provided at the SMP Negeri 7 Padang library are not yet fully optimal.

The purpose of this study is to find out and obtain information about students' perceptions of library services at SMP Negeri 7 Padang based on circulation, reference, preservation and conservation, and reading room services.

2. METHOD, DATA, ANALYSIS

The type of research used was descriptive research because it was only to determine a single variable without looking for differences. According to Sugiyono, (2021), descriptive research is research that aims to describe what actually happened to the value of the variable and to find relationships between variables. The population consisted of 800 students with a sample of 90 students taken using proportional random sampling. The instrument used was a Likert scale questionnaire, analyzed using the mean formula and ideal score classification to determine students' perceptions of library services.

3. RESULT AND DISCUSSION

Result

The results of data processing regarding students' perceptions of library services at Padang City Public Junior High School 7 in this study were reviewed from the aspects of circulation services, reference services, preservation and conservation services, and reading room services. The following table shows the results of data processing from library services at Padang City Public Junior High School 7.

Table 1. Summary of Students' Average Scores on Their Perception of Services at Public Junior High Schools in 7 Cities in Padang

No	Statement	Average	Category
1	Circulation Services	4,35	Good
2	Reference Services	4,27	Good
3	Preservation and Conservation Services	4,22	Good
4	Reading Room Services	4,40	Good
Average		4,31	Good

Based on Table 1, it can be seen that the average level of student perception of library services at State Junior High School 7 in Padang City is 4.31, which is in the good category. This figure shows that, overall, students consider the quality of library services to be quite satisfactory in all aspects of service. The

highest score was achieved in the reading room service indicator with an average of 4.40 (good category). This indicates that students feel comfortable with the facilities, cleanliness, and comfort of the reading room, which supports learning and reading activities. Conversely, the lowest score was achieved in the preservation and conservation service indicator with an average of 4.22 (good category). This condition shows that although the service is already good, there is still room for improvement, especially in maintaining the physical condition of the collection to be more optimal.

Overall, the average perception of students towards library services at SMP Negeri 7 Padang is in the good category, although the library still needs to pay attention to the aspects of preservation and conservation as well as the efficiency of circulation services so that service quality is maximized and supports the learning process of students more effectively.

Discussion

This section will discuss the results of research on Student Perceptions of Library Services at State Junior High School 7 in Padang City. The discussion of the research results will be described based on four research indicators, namely circulation services, reference services, preservation and conservation services, and reading room services. For further clarification, the discussion of the research results is explained as follows:

a. Circulation Services at the library of State Junior High School 7 in Padang City

In general, circulation services at the library of State Junior High School 7 in Padang City are in the good category with an average score of 4.35. The highest score was for the statement "I feel helped by the availability of the required book collection in the circulation service," which shows that the availability of the collection is an important factor in students' positive perceptions. This is in line with the opinion of Lasa, (2011), who states that circulation services are the main face of the library because they concern ease of access and utilization of the collection. Conversely, the lowest score was found in the statement "Queues in circulation services can be handled quickly" (4.15: good). This score indicates that although the service is good, there are still obstacles in terms of queue management. According to Sutarno, (2006), one of the challenges of circulation services is how librarians are able to manage time and speed of service so that library users feel satisfied.

Thus, it is necessary to improve service efficiency, for example through a technology-based lending system. Therefore, to improve the effectiveness of circulation services, librarians need to optimize service strategies, for example by utilizing library automation systems, increasing the number of staff during busy hours, or organizing the lending and return process to be more orderly. These efforts will help create circulation services that are not only good, but also more efficient, responsive, and satisfying for students as the main users of the library. Thus, although circulation services are generally categorized as good, the library needs to focus more on the efficiency of handling service queues. This is important so that services can be faster and more effective, considering that long queues can reduce visitor comfort and satisfaction.

b. Library Reference Services at Padang City Public Junior High School 7

In general, reference services received an average score of 4.27, which is categorized as good. The highest score was for the statement "The book borrowing procedure at the library is easy to understand" (4.45: good), which shows that students consider the clarity of the procedure to be an important aspect. Conversely, the lowest score was for the statement "The library actively adds relevant collections" (4.10: good), which indicates that collection updates are not yet optimal. According to Lasa, (2011a), reference services not only provide information but also help library users find the right sources of information according to their needs. This study supports this theory, as students feel helped by clear procedures and the skills of the staff, but feel that the availability of new collections is lacking. In line with Mulyasa, (2013), the development of relevant collections is a form of support from the principal and librarians for the learning process. Thus, although the reference service indicators are generally in the good category, the library needs to focus more on adding relevant collections so that students' information needs can be optimally met. This effort is important to create information services that are always up-to-date, accurate, and in line with curriculum developments and student learning needs.

c. Library Preservation and Conservation Services at State Junior High School 7 in Padang City

In general, preservation and conservation services received an average score of 4.22, which is categorized as good. The highest score was for the statement "The circulation service area is neatly organized, making it easy for users to access" (4.51: good), while the lowest score was for the statement "The condition of the books in the library is good" (3.94: good). This shows that the management of the

space is good, but the physical condition of the books needs more attention. According to Sulisty-Basuki, (1991), preservation is an effort to maintain library materials so that they can continue to be used in the long term, while conservation is a technical action to repair damage to the collection. The results of this study show that even though preservation and conservation are already being carried out, there is still a portion of the collection that is in poor condition. To overcome this, library managers need to undergo training in collection management, particularly in the aspects of preservation and conservation. This training is important so that librarians can understand the techniques for caring for library materials, both preventive (damage prevention) and curative (repair of damaged collections), so that the quality and sustainability of the collection is maintained. This is in line with Lasa, (2017), argues that one indicator of library service quality is the ability of librarians to maintain and preserve collections so that they can be used sustainably.

Thus, it can be concluded that preservation and conservation services at SMP Negeri 7 Padang are generally in the good category, but there is still a need to strengthen technical skills in collection maintenance and cultivate awareness of library materials. Through professional training and socialization of collection maintenance habits, it is hoped that the quality of preservation and conservation services can be improved, so that the collection is maintained and able to support students' learning needs in a sustainable manner.

d. Library Reading Room Services at Padang City Public Junior High School 7

In general, reading room services received an average score of 4.40, which is categorized as good. The highest scores were given to two statements, namely "The air circulation in the reading room supports comfort while reading" and "The supporting facilities in the reading room are in good condition" (4.55: good). This shows that the physical comfort of the reading room greatly determines students' perceptions. Conversely, the lowest score was for the statement "Reading room staff provide a friendly welcome" (4.25: good). According to Darmono., (2004), a good reading room must provide a conducive atmosphere, adequate facilities, and friendly interaction from staff so that library users feel at home. The results of this study indicate that the physical aspects of the reading room are adequate, but the personal service aspects of the staff need to be improved. To address this issue, library managers need to undergo training in library facility management, particularly in the aspect of reading room management. This training is important so that librarians understand how to create a reading room that is comfortable, conducive, and suits the needs of users.

This is in line with the opinion of Darmono, (2007), who states that a comfortable, quiet, and well-organized reading room will encourage students to be more active in utilizing the library as a learning resource center. Furthermore, libraries need to build a culture of literacy and reading habits in the school environment, for example through reading corner programs, reading competitions, or book discussion activities. Lasa, (2017) emphasizes that the comfort of the reading room must be balanced with planned literacy activities so that the library truly becomes a lively learning center. Thus, it can be concluded that the reading room services at SMP Negeri 7 Padang are generally in the good category, but there is still a need to strengthen aspects of comfort, availability of facilities, and the creation of a sustainable literacy culture. Through training in reading room management and literacy program development, it is hoped that the library can improve the quality of its services and become an effective and enjoyable learning space for students and teachers alike.

4. CONCLUSION

Based on the results of the study, it can be concluded that students' perceptions of library services at Padang City Public Junior High School 7 are generally good, with an average score of 4.31. This shows that library services have been able to meet students' needs in learning and reading activities. When viewed in detail, the indicator with the highest score is reading room services with an average score of 4.40, which shows that the reading room has been designed to be comfortable, has adequate facilities, and supports student learning activities. Conversely, the indicator with the lowest score was preservation and conservation services, with an average score of 4.22, which is in the good category but still requires more attention in maintaining and caring for the library collection. These results indicate that, in general, the library services at SMP Negeri 7 Padang City are running well, but efforts are still needed to improve, especially in the aspect of collection preservation, so that service quality can be optimized and sustained.

5. ACKNOWLEDGE

The author would like to thank Dr. Nelfia Adi, M.Pd, as the author's supervisor who has guided the author throughout the process of writing this thesis from start to finish. Additionally, the author would like to thank all the teachers at public vocational high schools in the Koto Tengah District of Padang City who were willing to participate as respondents in this study, as well as the examiners who provided suggestions and feedback on the thesis. The author has made every effort to complete this thesis to the best of their ability.

6. REFERENCES

- Ahmad Samsul Huda, I. F. (2020). View Metadata, Citation and Similar Papers at core.ac.uk. *Pengaruh Penggunaan Pasta Labu Kuning (Cucurbita Moschata) untuk Substitusi Tepung Terigu dengan Penambahan Tepung Angkak dalam Pembuatan Mie Kering*, 1(2), 274–282.
- Darmono. (2004). *Perpustakaan Sekolah: Pendekatan Aspek Manajemen dan Tata Kerja*. Jakarta: Grasindo.
- Darmono. (2007). *Perpustakaan Sekolah: Pendekatan Aspek Manajemen dan Tata Kerja*. Jakarta: Grasindo.
- Dayshandi, D., Ragil Handayani, S., & Yanawati, F. (2015). *Pengaruh Persepsi dan Motivasi Terhadap Minat Mahasiswa Program Studi Perpajakan untuk Berkarir di Bidang Perpajakan (Studi pada Mahasiswa Fakultas Ilmu Administrasi Universitas Brawijaya)*. *Jurnal Perpajakan (JEJAK)* 1, 1(1), 2–4. www.ortax.com
- Fahmi, A. (2016). *Manajemen Perpustakaan dan Mutu Pendidikan di Sekolah*. *Jurnal Paedagogy*, 3(1), 22–29.
- Gusti Mardhiyah, A., Annisah, A., Gistituati, N., & Susanti, L. (2021). *Persepsi Guru Terhadap Kualitas Pelayanan Tenaga Administrasi Sekolah Di SMA Negeri 1 Baso*. *Ranah Research: Journal of Multidisciplinary Research and Development*, 4(1), 43–49. <https://doi.org/10.38035/rrj.v4i1.420>
- Hafid, M. dan U. H. (2016). *269 Persepsi Lingkungan Kerja Psikologis Terhadap Kepuasan Kerja*. *Persepsi Lingkungan Kerja*, 1(2), 269–290. <https://doaj.org/article/00688a2fd0e048bc80d45b489a8a8875>
- Hastuti, U. R. (2022). *Konsep Layanan Perpustakaan _ Analisis Tafsir Surat Al-Maidah Ayat (2)*. (pp. 88–93).
- Jamaludin, A. (2017). *Pengaruh Lokasi dan Pelayanan Terhadap Kepuasan Mahasiswa*. *Sosio E-Kons*, 9(2), 125. <https://doi.org/10.30998/sosioekons.v9i2.1943>
- Janata, E., Hadiyanto, H., Ermita, E., & Santoso, Y. (2024). *Persepsi Siswa Tentang Kelengkapan Fasilitas Perpustakaan di Sekolah Menengah Kejuruan Negeri 3 Padang*. *Jurnal Family Education*, 4(1), 41–48. <https://doi.org/10.24036/jfe.v4i1.156>
- Joe, J. (2016). *Faktor-Faktor Yang Mempengaruhi Pemanfaatan Puskesmas*. *Jurnal Kesehatan Masyarakat*, 6(2), 40–49.
- Karunia. (2016). *Persepsi Siswa Tentang Pelayanan Perpustakaan SMP Negeri 19 Makassar*. 4(June), 2016.
- Lasa, H. S. (2011a). *Manajemen Layanan Perpustakaan*. Yogyakarta. Angkasa.
- Lasa, H. S. (2011b). *Manajemen Perpustakaan Sekolah*. CV. Andi Offset.
- Lasa, H. S. (2017). *Pengukuran dan Evaluasi Kinerja Perpustakaan*. Yogyakarta. Deepublish.
- Leona, M. S., Anisah, Syahril, & Nellitawati. (2021). *Persepsi Siswa Terhadap Pelayanan Pegawai Tata Usaha di SMKN 3 Padang*. *Jurnal Pendidikan Tambusai*, 5(2), 4569.
- Mulyasa, E. (2013). *Manajemen Kepala Sekolah*. Jakarta. Bumi Aksara.
- Nisa, A. H., Hasna, H., & Yarni, L. (2023). *Persepsi*. *Jurnal Multidisiplin Ilmu*, 2(4), 213–226. <https://koloni.or.id/index.php/koloni/article/view/568/541>
- Nuryadi, & Rahmawati, P. (2018). *Persepsi Siswa tentang Penerapan Model Pembelajaran Berbasis Proyek Ditinjau dari Kreativitas dan Hasil Belajar Siswa*. *Jurnal Penelitian Matematika Dan Pendidikan Matematika*, 3(1), 53–62. <http://dx.doi.org/10.26486/jm.v3i1.656W>:<http://ejurnal.mercubuana-yogya.ac.id/index.php/mercumatika>
- Putri, P., & Ermita. (2023). *Persepsi Siswa Tentang Pelayanan Pegawai Perpustakaan di Sekolah Menengah Kejuruan Negeri 6 Padang*. *Journal of Educational Administration and Leadership (JEAL)*, 3(4), 241–246. <https://doi.org/10.24036/jeal.v3i4>
- ROHMAN, A. (2023). *Pelayanan Perpustakaan di Sekolah dalam Meningkatkan Minat Baca Siswa MTS Satu Atap Batuputih Baturaja*. [http://repository.radenintan.ac.id/29883/%0A-http://repository.radenintan.ac.id/29883/1/SKRIPSI BAB 1 %26 BAB 5.pdf](http://repository.radenintan.ac.id/29883/%0A-http://repository.radenintan.ac.id/29883/1/SKRIPSI%20BAB%201%20BAB%205.pdf)

- Shalsabilla, Z., & Santoso, Y. (2024). *Persepsi Siswa Terhadap Pelayanan Perpustakaan di Sekolah Menengah Kejuruan Negeri Se-Kecamatan Guguk Kabupaten Lima Puluh Kota*. *Jurnal Dedikasi Edukasi*, 3(1), 42-45.
- Sugiyono. (2021). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung. Alfabeta.
- Sulistyo-Basuki. (1991). *Ilmu Informasi dan Perpustakaan: Teori dan Praktik*. Jakarta. Gramedia.
- Suratmi, I. (2021). *Meningkatkan Kualitas Pelayanan Perpustakaan Melalui Kerja Sama Antar Perpustakaan*. *Abdi Pustaka: Jurnal Perpustakaan dan Kearsipan*, 1(2), 55–59. <https://doi.org/10.24821/jap.v1i2.5952>
- Susanti, E., & Setyowaty, R. N. (2013). *Persepsi Siswa Kelas XI SMK Negeri 4 Surabaya Terhadap Perilaku Seks Bebas di Kalangan Pelajar Surabaya*. 3.
- Sutarno. (2006). *Perpustakaan dan Masyarakat: Pembangunan dan Pengembangan Perpustakaan*. Jakarta. Sagung Seto.
- Tanu, I. K. (2016). *Pembelajaran Berbasis Budaya dalam Meningkatkan Mutu Pendidikan di Sekolah*. *Jurnal Penjaminan Mutu*, 2(1), 34. <https://doi.org/10.25078/jpm.v2i1.59>
- Wildam, A. A. (2024). *Analisis Sistem Pelayanan Perizinan Terhadap Peningkatan Usaha Mikro Kecil dan Menengah di Luwu Timur*. *Jurnal Manajemen dan Bisnis*, 1(2), 1–8.
- Zohriah, A. (2017). *Efektivitas Pelayanan Perpustakaan Sekolah*. *Jurnal Manajemen*, 3(01), 102–110.