

IMPLEMENTATION OF PROFESSIONAL ETHICS OF LIBRARIANS FROM AN ISLAMIC PERSPECTIVE

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ABSTRACT

The purpose of this research is to describe the professional ethics of librarians in the library of Universitas Islam Negeri (UIN) Sumatera Utara in terms of an Islamic point of view and explain the form of professional ethics based on Islamic values applied by librarians at the Library of the State Islamic University of North Sumatra. The method of this research is used a descriptive research method with a qualitative approach. This research was used data collection techniques of observation, interviews, and documentation. The ethics of the librarian profession from an Islamic point of view are being fair to library visitors, cooperating and helping each other among colleague librarians, and being responsible for the mandate of the tasks carried out. Describe the implementation of librarian professional ethics in the library of the UIN Sumatera Utara in terms of an Islamic point of view. The forms of professional ethics applied by UIN Sumatera Utara's librarians are ethics about recognizing users and paying attention, ethics being flexible and polite, and ethics about being communicative and being honest.

Keywords: ethics professional, librarians, Islamic views.

1. INTRODUCTION

Based on the library law article 4 number 43 of 2007, namely: libraries play a role in providing services to users, increasing their enjoyment of reading and broadening their horizons and knowledge, and making the nation's life more intelligent. So, every member must have the responsibility to implement this ethic to the highest standards for the benefit of users, the profession, libraries, professional organizations and society (UUD, 2007, p. 43). Libraries have developed rapidly over time, adapting to developments in people's living patterns,

needs, knowledge and information technology. This development also led to the "grouping" of libraries based on life patterns, needs, knowledge and information technology. Library terms are very broad, but tend to have certain specifications. Judging from the development of information technology, libraries have developed from traditional, semi-traditional, electronic, digital, to "virtual" libraries.

Currently, libraries can no longer be managed conventionally, as stated by the Secretary General of the Ministry of Research, Technology and Higher Education, Ainun (2018), that libraries must now transform (change form and adapt) following technological developments, in order to be able to answer the challenges of the times and the needs of the user community (users). , Libraries now and in the future will no longer just be places to gather to read books or look for information. But more than just that, the library can be a working space where new innovations, brilliant ideas and creativity can develop. The library can also become a virtual office which becomes a forum for the younger generation to broaden their knowledge and develop creativity and innovations that are constructive and enlightening for the benefit of the nation and state. (Adeed p, 2019).

Meanwhile, the library as an institution was created and maintained for the benefit of the community. Those who work as librarians are expected to understand their duties to fulfill ethical standards in their relationships with libraries as an institution, librarians, fellow librarians, inter-professionals, and society in general (Lasa, 2017). The head of the library and librarians play a very important role in the success of a library. Librarians as the driving wheels of libraries are required to be highly dedicated and devoted in their duties to increase the role of libraries with advances in technology and the explosion of information. Libraries must improve their quality and sensitivity to advances related to the development and improvement of services. (Elva Rahma, 2015: 147).

Information is not new in libraries and information plays a role that is in line with society's demands for the usefulness of that information. Members of community groups can know more about information that is becoming increasingly complex. In fact, they know more than previously thought. Better information is one that is supplied and accessed quickly so that it is very necessary in order to be able to follow things that cover all events and trends in social conditions that are changing more rapidly. Information has a very important meaning in the world of economics and business as well as human welfare. Information as the main product of government and the private sector has become the basis for the increasing function of industry, agriculture and service institutions.

Therefore, one of the components that determines the success of library services is human resources. Human resources in libraries according to Law no. 43 of 2007 article 29 consists of librarians and librarian technical staff. What is meant by librarian technical personnel are non-librarian personnel who technically support library operations, for example computer technical personnel, audio

visual technical personnel, and administrative technical personnel. Meanwhile, a librarian is someone who has capability, integrity and competence in the library field (Republic of Indonesia, 2007, p. 17). A professional librarian must have ethics, because in ethics there is knowledge about morals. One of the characteristics of a professional organization is that it has professional ethics.

Ethics is a code of behavior that has been agreed upon by a certain group of people. Professional ethics is a written system of professional norms, values and rules that clearly states what is right and what is not right for professionals. Professional ethics are prepared by professional organizations so that each profession has its own professional ethics. The existence of professional ethics will protect unprofessional actions. Professional staff's adherence to professional ethics is an instinctive obedience that is integrated with the mind, soul and behavior of professional staff (Sutina Kusnan et al, 2015). Librarians as a profession have ethics as a form of norms and values that keep librarians working and walking in the corridors of professionalism. Ideally, librarians must demonstrate their existence as a profession by providing services and satisfaction to the community, especially library users. However, in practice, the librarian profession is still underestimated by most of the public and even librarians themselves. The attitudes and behavior of librarians are a very important part of library service ethics. In practice, attitudes and behavior show a person's personality and the image of a library institution.

In maximizing the function of the library at this point, the librarian's professional ethics are the basis for success and achieving the library's goals. Librarians at the North Sumatra State Islamic University, Medan, library should know and understand their professional ethics so that they can be implemented when carrying out their work as librarians. The librarian's professional ethics have an important role not only as a reference and standard in work but also as control or supervision of librarians in providing information services.

Based on initial observations made at the North Sumatra State Islamic University (UIN-SU) Library regarding the application of librarian professional ethics, the author knows that the librarians at the UIN North Sumatra Library have been friendly and polite in serving users in the UIN North Sumatra Library environment. Librarians are bound by ethics. Librarians in carrying out their profession as librarians, and every librarian has a moral responsibility to carry out the existing and applied professional ethics as well as possible. However, the implementation of librarian ethics at the UIN North Sumatra Library needs to be evaluated to improve the quality of librarian services.

2. RESEARCH METHOD

The approach in this research is qualitative research. Qualitative research is a research and understanding process based on methods that investigate social phenomena and human problems. In this research, researchers create a complex picture, examine words, detailed reports from respondents' views and conduct studies in natural situations. Therefore, the use of a qualitative approach in this research is to match empirical reality with applicable theory using descriptive methods (Sugiyono, 2018). The descriptive research method uses a qualitative approach because it is very effective in finding the information needed by asking sources directly for information. Apart from that, by using qualitative descriptive research methods the data produced is more detailed and in-depth.

Data collection techniques in this research are observation, interviews and documentation. This observation was used for research that had been planned systematically on how to implement librarian professional ethics based on Islamic values in the library of the State Islamic University (UIN) Sumatra (Nizar, 2016, p. 143). An interview is the process of obtaining information for research purposes by means of questions and answers, while meeting face to face between the questioner and the answerer, with or without using a tool called an interview guide (Nizar, 2016). With this interview, each informant will be asked the same questions and the writer will record them or use a recording device. Interviews were given to several informants as follows:

Table 1. Research Informants

No	Name	Status
1	Nur Hidayah, A.Md	Library development coordinator
2	Siti Masitah, S.sos	Information systems and technology staff
3	Nur Paisa Daulay, S.E	Processing staff
4	Yuliarita, S.IP	Processing coordinator

The data analysis technique is descriptive qualitative in narrative form which concludes how librarian professional ethics are implemented based on Islamic values in the Sumatra State Islamic University (UIN) library. namely, the results of observation, interview and documentation data were analyzed according to Miles & Huberman in the book (Nizar, 2016) consisting of data reduction, data presentation and drawing conclusions. The data obtained by researchers through interviews was recorded in detail and grouped or sorted and focused on important things according to the problem formulation. So reducing data means summarizing, selecting the main things, focusing on the important things, looking for themes and patterns and discarding what is not necessary so that a final conclusion can be drawn. Data presentation, namely after the data has been reduced, the researcher presents the data in the form of a short description of narrative text. In this step, researchers will compile relevant data so that it becomes information that can be concluded and of course has meaning. Drawing conclusions means that the data presented by the researcher is analyzed critically

based on facts obtained in the field. Conclusions are presented in narrative form as answers to the problem formulation formulated from the start. The process of data analysis, namely data obtained from interviews, researchers record and sort or group the data according to the theme or problem formulation in the research.

3. RESULT AND DISCUSSION

The research results were obtained through an interview process with direct observation in the field, namely in the library of the North Sumatra State Islamic University. The interview process involved several resource persons, including Mrs. Nur Hidayah, A.Md as library development coordinator, Mrs. Siti Masitah, S.Sos as information systems and technology staff, Mrs. Nur Paisa Daulay, S.E as Processing Staff, and Mrs. Yuliarita, S. IP as Coordinator for processing.

Implementation of Librarian Professional Ethics in State Islamic University of North Sumatera Library Viewed from an Islamic Perspective

The implementation of librarian professional ethics is based on understanding the librarian code of ethics which is a reference and guideline for carrying out their duties professionally. Professional ethics is a basic attitude that must be possessed and applied in the professional world, which in this case includes the librarian profession.

Understanding the librarian's code of ethics by librarians at the UIN North Sumatra Library according to Mrs. Nur Paisa Daulay, S.E as the processing revealed that

"The librarian code of ethics is a form of rule that is made for us to obey as librarians and this is aimed at carrying out our duties smoothly and maintaining a positive image"

Through this interview, information was obtained on understanding the librarian code at the UIN North Sumatra Library, which according to Mrs. Nur Paisa Daulay is a rule that has been made and must be implemented in order to maintain a positive image of librarians. Then, as a library in higher education that is based on Islam, of course it is necessary to pay attention to Islamic values for the implementation or implementation of librarian professional ethics. Islamic teachings regarding librarian ethics were mentioned by resource person Mrs. Yuliarita, S.IP regarding the discussion of Islamic values in the code of ethics, she revealed that

"If the Islamic values contained in the librarian's code of ethics are such as greeting patrons by saying hello, then of course always be friendly and polite. It is also important that as a librarian we provide the best service to every user."

The implementation of professional ethics or a code of ethics for librarians at the UIN North Sumatra Library by reviewing an Islamic perspective has been put forward by resource persons, including:

a) Amanah.

One of the implementations of professional ethics for librarians at the UIN North Sumatra Library is trust, if viewed from an Islamic perspective, trust is a basic ethic that must be carried out by those in power or a professional field. When a librarian has a trustworthy nature, he will continue to think about policies that must be developed for the progress of the library where he works.

An interview conducted with Mrs. Nur Hidayah, A.Md as Library Development Coordinator, explained that:

"In terms of implementing the code of ethics, of course we must maintain the mandate of the duties that we have implemented so far. By realizing within a librarian that they have been entrusted with a noble task, this can be the key to creating excellent service"

Islam teaches the nature of trust through the Qur'an Surah Al-Anfal: 27 which means "O you who believe, do not betray Allah and the Messenger and (also) do not betray the trust entrusted to you, while you know about it". The Prophet Muhammad SAW also said "whoever is given a trust (power, knowledge, field) for the Muslims, then he gives it to someone he likes or a relative, then this has actually betrayed Allah and His Messenger and also betrayed Islam." Through the results of interviews and reviews from an Islamic perspective, it is clear that a librarian can be said to be professional in serving readers if he or she has a trustworthy attitude towards the duties and authority that have been entrusted to him or her. Carrying out duties in a trustworthy manner is also a form of gratitude for your work as a librarian by hoping for blessing and reward from Allah SWT. The implementation of trustworthy professional ethics by librarians at the UIN North Sumatra library which is in line with Islamic values was also expressed by resource person Mrs. Yuliarita, S.IP who stated that:

"In my opinion, in the code of ethics for librarians, written things do not escape Islamic teachings. As Islamic teachings encourage us to have the character of trust as also taught by the Prophet. This is also stated in the professional ethics of librarians because at work there is a need to maintain trust in the tasks or work that has been given."

Through interviews and direct Islamic observation of the Al-Qur'an and Hadith, the mandate reflects a professional attitude as a librarian and shows the true personality of a librarian. Librarians who do not carry out their duties in a trustworthy manner can be said to have betrayed Allah and His Messenger as mentioned in the word of Allah and the words of the Prophet. According to Lasa Hs (2019), one of the trustworthy behaviors shown in the librarian's attitude is by safeguarding the information managed by the librarian as well as possible. Because there is some information that cannot be provided to users and published to the outside public. Therefore, readers

have an obligation to understand the confidentiality of information, especially the laws and regulations that contain information.

Trustworthy behavior is not only carried out by librarians, but is a basic attitude that humans, especially Muslims, need to have in order to always maintain their trust for the sake of a good life. The librarian profession is a noble profession because it is entrusted directly with library users in terms of services and libraries in terms of management. Therefore, librarians, especially in university libraries, have a very important role in guiding students towards the gates of success by providing excellent service through the mandate of the tasks they have carried out.

b) Be fair and gentle towards users.

Fairness is an attitude that underlies the professionalism of librarians' work. As Islam also teaches justice through the Al-Quran Surah An Nisa: 135 which means "O you who believe, be people who truly uphold justice, be witnesses for Allah, even if it is against yourselves or your parents and your relatives. , whether he is rich or poor, then Allah knows better his benefits. So do not distort (words) or be reluctant to be a witness, then indeed Allah SWT is All-Knowing of everything you do." In the Qudsi Hadith, Rasulullah SAW strengthens the demand to act fairly with his words "there are three conditions that save many people, namely: fearing Allah SWT in secret or openly, acting fairly both in happiness and anger, and acting frugally both in wisdom and luxury. ”.

The results of interviews conducted by Mrs. Siti Masitah S.Sos as information systems and technology staff at the UIN North Sumatra library said that

"The librarian code of ethics that has been implemented by fellow librarians at the UINSU library is to be fair. "We as librarians never differentiate between educational status, or certain groups to serve users, because we understand that they as users have the same rights."

Through this interview, information was obtained that librarians at the UIN North Sumatra library, according to Mrs. Siti Masitah S.Sos, have implemented a form of professional ethics of fair dealing. As is his right as a user to get the best service from a librarian, a librarian on duty should not be allowed to perceive differences, namely class, race, ethnicity, etc., which results in differences in attitudes in serving users.

Based on the information obtained from the interviews, it was concluded that acting fairly is an attitude to provide services to users without differentiating between lecturer groups and student groups or anything else. This aims to create a comfortable library environment and users also feel comfortable visiting the library.

The implementation of fair professional ethics also reflects that librarians carry out their duties sincerely and professionally and only

expect convenience for users to improve unit performance and develop the library into a much better image in society. Apart from being fair, as a librarian you must have a gentle nature which is implemented through the librarian professional ethics at the UIN North Sumatra library. Meekness means gentleness in deeds and words. Serving users certainly cannot be done by being stiff or harsh, because this will certainly make users feel awkward and uncomfortable in the library environment. As a user who has high dedication, of course you are required to serve users in an excellent condition by always upholding gentle professional ethics.

Through the explanation quoted from Hermawan and Zen (2010) that a librarian does not need to serve librarians with an overly firm attitude. If there is a user who makes a mistake, then there is no need to carry out punishment, it is repressive, the rules that must be enforced must be done in a humane way so that they do not cause chaos in the library.

c) Mutual cooperation and help between fellow librarians

Fellow librarians must have a harmonious spirit of teamwork so that they can provide strength, coordinate with each other and work together to realize the goal of creating a library that is comfortable among visitors or users.

The implementation of the ethics of collaboration between fellow librarians was conveyed by the librarian of the UIN North Sumatra Library, Mrs. Yuliarita S.IP through an interview session who said that

"So regarding the implementation of professional ethics, actually we don't always focus on users. In theory, you must already understand that there is a relationship between librarians and other librarians. Well, in this case we also apply these ethics, one of which is collaborating with fellow librarians. Yes, here we always work together, because it is not possible to do all the work individually and by us working together it will increase our solidarity as librarians to serve readers."

The information obtained is that there are librarian professional ethics regarding relationships between fellow librarians, namely working together to be harmonious in providing services to users. If viewed from an Islamic perspective, the ethics of cooperation are stated in the Al-Quran, Surah Al-Maidah: 2, which means "and help you in (doing) righteousness and piety, and do not help in committing sins and enmity." Fear Allah, indeed Allah is very severe in punishment." Rasulullah also said in H.R Muslim "who frees a believer from his troubles in this world, then Allah SWT will free that person from his troubles tomorrow on the Day of Resurrection. Whoever relieves other people's difficulties, Allah SWT will alleviate that person's difficulties in this world and in the hereafter."

Collaboration with fellow librarians is a form of implementing professional ethics to improve professional performance in a professional manner. Through collaboration and mutual assistance, librarians will feel

their workload is shared and minimize the symptoms of stress while working. As a profession that works in direct contact with the community or users, first of all there needs to be a harmonious relationship between colleagues so that it will foster a sense of ownership and mutual assistance to help with each other's work difficulties. The obligation towards colleagues and fellow librarians is that librarians treat colleagues based on mutual respect and be fair to colleagues and try to improve their welfare.

Teamwork is one of the factors in achieving the library's vision/mission well. Through teamwork, the work will feel lighter and faster so that the work becomes more effective compared to working individually. According to Hasmawati (2015), the foundation of teamwork starts from mutual respect and understanding between fellow librarians so that a sense of tolerance will emerge which fosters an attitude of mutual assistance in work. Professional librarians will easily place themselves among their colleagues so that they will be easy to collaborate with.

The professional ethic of cooperation and mutual assistance is a Muslim's moral obligation which is the key to good relations between fellow Muslims, especially in terms of work as fellow librarians. This aims to create a professional work environment and build relationships, so that it will have an impact on better work results.

4. CONCLUSION

Based on the results of the research and discussion, the conclusion of this research is that the implementation of librarian professional ethics viewed from an Islamic perspective in the UIN North Sumatra Library consists of several aspects, namely Trust, if viewed from an Islamic perspective in accordance with the word of Allah in Q.S Al-Anfal: 27 and also in accordance with the hadith of Rasulullah SAW. Fairness and gentleness, if viewed from an Islamic perspective regarding fair ethics in accordance with the verses of the Al-Qur'an in Surah An Nisa: 135 and the ethics of gentleness are found in Q.S Ali Imran: 159. Mutual cooperation and help between fellow librarians, in accordance with the Islamic perspective found in the Al-Qur'an Surah Al-Maidah: 2

Forms of professional ethics based on Islamic values applied by librarians at the UIN North Sumatra Library include ethics regarding responsibility explained in the Al-Qur'an, Surah Al-Isra: 36 regarding the responsibilities required of Muslims. Ethics about being polite and courteous in accordance with the teachings of Islamic values to apply politeness and politeness towards others. Communicative ethics and being honest are explained in Q.S. at-Taubah/9: 119, that librarians must be moderate and honest in providing information.

The obstacles that exist in the application of professional ethics by librarians in the UIN North Sumatra library are due to miscommunication and also the unequal

distribution of levels of library education, so that librarians are less competent to carry out their duties.

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