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Library Users' Perceptions of Collection Organization at the Regional Archives and Library Agency of West Sumatra Province

Annisa Dwi Santikha & Elva Rahmah
Padang State University, Indonesia
annisaicha1454@gmail.com; elva@fbs.unp.ac.id

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Abstract

Collection arrangement is an essential component of library management because it directly affects information retrieval effectiveness and service quality. However, practical problems such as inconsistent call numbers, inaccurate shelving, and discrepancies between catalog records and the physical location of materials may hinder users in accessing information and shape their perceptions of library services. This study aims to describe library users' perceptions of collection arrangement at the Regional Archives and Library Service of West Sumatra Province. A quantitative approach with a descriptive quantitative method was employed. The population consisted of 33,184 library users, from which 100 respondents were selected through simple random sampling using the Slovin formula. Data were collected through observation, questionnaires, and library research. The research instrument comprised 20 statement items that were tested for validity and reliability using SPSS version 26. The validity test showed that all items had r-count values greater than the r-table value of 0.361, while the reliability test produced a Cronbach's Alpha coefficient of 0.829, indicating that the instrument was reliable. The findings reveal that users' perceptions of collection arrangement were categorized as

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good, with an overall mean score of 3.15. The clarity of the classification system obtained the highest mean score of 3.22, whereas the accuracy of collection arrangement recorded the lowest mean score of 3.06. These results indicate that call number consistency, classification system clarity, orderly shelving, and ease of information retrieval have adequately supported users in accessing information. The study concludes that collection arrangement is not merely a technical library activity but also a strategic factor in improving service quality and information accessibility. These findings provide practical implications for libraries in improving shelving accuracy, maintaining consistency in collection organization, and optimizing information retrieval systems to develop more effective and user-oriented public library services.

Keywords: Collection Arrangement; Information Retrieval; Library Services; Public Library; User Perception

INTRODUCTION

Public libraries play a strategic role in providing information access, improving literacy, and supporting educational and social development within society. In the digital information era, libraries are no longer perceived solely as places for storing books, but also as centers of learning, knowledge dissemination, and community empowerment. Public libraries function as institutions that support education, research, preservation, information services, and recreation through accessible services for all members of society (Fadhli et al., 2021). In addition, libraries contribute to social inclusion and equitable access to information by providing open information services for diverse communities (Philbin et al., 2019). Therefore, public libraries are expected to continuously improve service quality and collection management to fulfill users' information needs effectively. The quality of library services is closely related to collection management, particularly collection arrangement or shelving. Collection arrangement refers to the activity of organizing and placing library materials systematically on shelves according to classification systems and call numbers to facilitate information retrieval (Darmanto, 2018). Shelving activities are important because they directly influence users' ability to locate collections efficiently. Effective collection arrangement includes accurate classification systems, consistent call numbers, orderly shelf organization, and accessible information retrieval processes (Taylor & Joudrey, 2009). Consequently, collection arrangement becomes one of the essential indicators of library service quality.

In practice, however, collection arrangement still faces numerous challenges in library environments. Problems such as misplaced books, inaccurate shelving, disorganized collections, and inconsistencies between catalog records and physical shelf locations are frequently identified in libraries. Nixon (2009) explains that misshelved books produce effects similar to lost materials because users cannot locate collections even though they are recorded as available in the library system. Such conditions hinder information retrieval processes and reduce users' trust in library services. Similar findings were reported by DeLooper and Gonsalves (2020), who found that many library collections were not placed in their correct locations, resulting in difficulties for users during information retrieval. These conditions demonstrate that shelving activities that are not conducted consistently create discrepancies between catalog systems and the actual arrangement of collections on library shelves. Consequently, users experience challenges in locating books despite the availability of OPAC systems within libraries.

The effectiveness of collection arrangement is also influenced by physical shelf organization and accessibility. Mubarok and Abadi (2023) emphasize that inconsistent shelving practices reduce the effectiveness of information retrieval because users need more time to search for materials that are improperly organized. Similarly, Fatoni and Handayani (2024) explain that shelving strategies implemented by librarians significantly affect the success of information retrieval activities. This indicates that collection arrangement is not only a technical process but also an essential component in improving library service quality. In public libraries, effective collection arrangement becomes increasingly important because libraries serve users from diverse educational, social, and cultural backgrounds. Public libraries must provide accessible and understandable systems to ensure that collections can be utilized optimally by all users. Well-organized collections help users obtain information quickly, accurately, and efficiently (Wardani et al., 2023). Conversely, poor shelving systems may create difficulties in accessing information and negatively affect users' perceptions of library services.

User perception is one of the important indicators used to evaluate library service quality. Perception refers to a cognitive process through which individuals receive, interpret, and understand information obtained from their environment (Wijaya, 2022). According to Musdhalifa and Syaifudin (2023), perception is influenced by individual experiences, interpretations, and understanding of received information. Therefore, users who experience organized collections and easy access to information are more likely to

develop positive perceptions regarding library services. On the other hand, difficulties in locating collections may lead to dissatisfaction among users. Husni et al. (2016) explain that shelving activities that are not conducted optimally hinder information retrieval processes even when libraries already provide digital retrieval systems. This finding indicates that the effectiveness of library services depends not only on technological systems such as OPAC but also on the physical organization of collections on library shelves.

Collection arrangement is also associated with classification systems used in libraries. Anggraeni et al. (2021) explain that the Dewey Decimal Classification system plays an important role in organizing library collections systematically. Likewise, Maliode et al. (2023) state that classification systems improve the effectiveness of information retrieval processes because users can identify collections more easily through subject grouping. Thus, accurate classification and shelving systems are fundamental components of effective library management. Furthermore, shelving activities influence not only accessibility but also the physical orderliness of collections. Ritonga and Syam (2023) explain that orderly shelf organization facilitates users in locating books and improves overall library usability. In addition, Selvakamal et al. (2023) identify several shelving methods that support collection accessibility and systematic arrangement in libraries. These findings indicate that shelving practices require consistency, accuracy, and clear organization to support efficient information retrieval.

Preliminary observations conducted at the Regional Archives and Library Office of West Sumatra Province revealed several problems related to collection arrangement. Although shelving activities are conducted daily, some books remain improperly arranged, misplaced, or inconsistent with classification numbers and call number sequences. In addition, discrepancies between OPAC data and the physical location of collections were still identified. These conditions create difficulties for users in locating information efficiently and may negatively influence their perceptions of library services. This issue is important because collection arrangement directly affects users' accessibility to information and their experiences in utilizing library services. From the perspective of library and information science, library quality is measured not only by the availability of collections and technology but also by users' ease in accessing library materials physically (Ritonga & Syam, 2023). Therefore, users' perceptions of collection arrangement should be considered an important aspect in evaluating public library service quality.

Previous studies concerning collection arrangement have generally focused on technical shelving activities and information retrieval systems. Fransiska (2022) examined collection arrangement as an effort to improve information retrieval in academic libraries. The findings revealed that systematic collection arrangement supported effective library services. However, the study primarily focused on technical collection management from librarians' perspectives. Similarly, Topan (2025) investigated collection arrangement using the Dewey Decimal Classification system in public libraries. The findings indicated that effective shelving improved collection organization and facilitated users in locating materials efficiently. Nevertheless, the study mainly emphasized practical shelving implementation rather than users' perceptions of collection arrangement. Wibawa et al. (2025) also investigated shelving activities in university libraries and identified several challenges, including users' lack of discipline in returning books and limited shelf space. Although the study discussed shelving effectiveness, it focused more on technical and managerial aspects than on users' evaluations of collection arrangement.

Additional studies also demonstrate the importance of collection organization in library services. Nalole et al. (2019) explain that collection arrangement significantly influences information retrieval processes among library users. Firdaus (2024) further argues that classification shortcuts and call number systems can optimize shelving effectiveness and improve users' access to collections. Similarly, Fitriah and Rosita (2022) emphasize that effective shelving systems contribute to efficient information retrieval processes in libraries. Despite the growing number of studies on collection arrangement, most previous research has concentrated on technical shelving practices and collection management from librarians' perspectives. Research specifically examining users' perceptions of collection arrangement in public libraries remains limited. Therefore, a research gap exists regarding the lack of studies that evaluate collection arrangement from the perspective of users as the primary consumers of library services.

This research gap indicates the importance of investigating users' perceptions because users directly experience the effectiveness of collection arrangement systems. This study does not merely examine physical shelf organization but also explores users' evaluations regarding collection accessibility, classification clarity, call number consistency, and ease of information retrieval. The novelty of this study lies in its focus on users' perceptions of collection arrangement within a public library context. Unlike previous studies that emphasized technical shelving activities, this research investigates how users

evaluate collection organization and accessibility at the Regional Archives and Library Office of West Sumatra Province. Furthermore, this study applies Taylor and Joudrey's *The Organization of Information* theory (2009) as the primary theoretical framework in analyzing collection arrangement quality. The theory emphasizes that effective information organization depends on consistent call numbers, accurate classification systems, systematic collection arrangement, and efficient information retrieval processes (Taylor & Joudrey, 2009). These indicators are essential in understanding how users perceive collection arrangement within library environments. In addition, the study adopts perception theory, which explains that individual judgments are formed through processes of receiving, understanding, and interpreting environmental stimuli (Syahputra & Putra, 2020). Shambodo (2020) further explains that perceptions are influenced by personal experiences, environmental conditions, and individual expectations.

This study is also relevant to the development of user-centered library services. Modern libraries are expected to prioritize users' comfort and accessibility as important indicators of service quality. According to Lestari (2020), public libraries aim to improve literacy, support independent learning, and provide accessible information resources for communities. Consequently, effective collection arrangement is necessary to ensure that library users can utilize collections efficiently. Moreover, libraries function not only as information providers but also as learning centers that support knowledge development and lifelong education. Usholicchah et al. (2024) explain that libraries serve as learning resource centers that facilitate educational activities and information access for communities. Therefore, improving collection arrangement systems contributes significantly to enhancing library usability and supporting educational development.

This study is important because it contributes theoretically and practically to library and information science. Theoretically, the findings enrich discussions regarding the relationship between collection arrangement and user perception in public library contexts. Practically, the results may serve as evaluation materials for library administrators in improving shelving systems and enhancing service quality. Based on the explanations above, this study focuses on users' perceptions of collection arrangement at the Regional Archives and Library Office of West Sumatra Province. The study aims to describe users' evaluations regarding call number consistency, classification clarity, collection organization, and ease of information retrieval. The findings are expected to provide insights into collection arrangement quality and support future improvements in public library services.

METHODS

This study employed a quantitative approach using a descriptive quantitative method. The quantitative approach was selected because the research focused on measuring library users' perceptions of collection arrangement at the West Sumatra Provincial Archives and Library Service through numerical data analyzed statistically. Quantitative research enables researchers to obtain systematic, objective, and measurable findings based on structured research instruments. Meanwhile, the descriptive method was applied to describe existing conditions and phenomena without manipulating variables or examining causal relationships among variables. Through this approach, the study aimed to provide a comprehensive description of users' perceptions regarding the arrangement of library collections based on respondents' evaluations of predetermined indicators.

The research design was developed systematically by positioning collection arrangement as the primary research variable. This variable was operationalized into several indicators that served as the foundation for constructing the research instrument. The indicators were adapted from the theoretical framework proposed by Taylor and Joudrey (2009), emphasizing the importance of systematic collection organization in supporting effective library services and information retrieval. The indicators included consistency of call numbers, clarity of the classification system, accuracy of collection arrangement, and ease of information retrieval. The consistency of call numbers indicator assessed whether books were arranged sequentially according to their designated call numbers on library shelves. The clarity of the classification system indicator measured users' understanding of the grouping and categorization of library collections. Furthermore, the accuracy of collection arrangement indicator evaluated the appropriateness of book placement according to subject categories and designated shelf locations. The ease of information retrieval indicator examined users' ability to locate required materials efficiently through the implemented collection arrangement system. These indicators were subsequently transformed into twenty questionnaire items used as the primary data collection instrument.

The study was conducted at the West Sumatra Provincial Archives and Library Service. The research population consisted of all library visitors recorded between August and December 2025. Based on the library visitor statistics, the total population reached 33,184 individuals. From this population, the sample was determined using the simple

random sampling technique. This technique was chosen because it provides equal opportunities for all members of the population to become research respondents without considering specific strata or classifications. The use of simple random sampling was considered appropriate because the population shared relatively homogeneous characteristics as library users. The sample size was calculated using the Slovin formula with a 10% margin of error. The calculation resulted in a sample size of 100 respondents. The respondents consisted of library users who visited the library and voluntarily participated in the questionnaire survey. The selection of respondents was intended to obtain direct information regarding users' perceptions of the collection arrangement system implemented in the library.

The study utilized both primary and secondary data sources. Primary data were obtained directly through questionnaire distribution to research respondents, while secondary data were collected from books, academic journals, articles, and other documents related to library collection arrangement. The primary research instrument was a structured closed-ended questionnaire developed based on the research indicators. The questionnaire employed a four-point Likert scale consisting of strongly agree, agree, disagree, and strongly disagree categories. The four-category scale was intentionally used to eliminate neutral responses and encourage respondents to provide more definitive opinions. Each response category was assigned a different score, namely 4 for strongly agree, 3 for agree, 2 for disagree, and 1 for strongly disagree.

Before being administered to respondents, the questionnaire underwent validity and reliability testing procedures. Validity testing was conducted using Karl Pearson's Product Moment correlation with the assistance of SPSS 26 for Windows. The validity test involved 20 questionnaire items administered to 30 trial respondents. The results indicated that all questionnaire items obtained r-count values greater than the r-table value of 0.361 at a 5% significance level, demonstrating that all items were valid and suitable for research purposes. Reliability testing was subsequently conducted using Cronbach's Alpha to determine the consistency of the instrument. The reliability analysis showed a Cronbach's Alpha coefficient of 0.829, which exceeded the minimum threshold of 0.60. Therefore, the research instrument was considered reliable and capable of producing consistent data.

Data collection techniques in this study consisted of observation, questionnaires, and library research. Observation was conducted directly within the library environment to

examine the actual condition of collection arrangement on library shelves. Through observation, the researcher obtained firsthand information regarding collection placement, book grouping, and shelf organization. The questionnaire served as the primary data collection technique. The questionnaires were distributed directly to library users selected as respondents in order to gather information concerning their perceptions of collection arrangement within the library. In addition, library research was conducted by reviewing relevant literature to strengthen the theoretical framework and support the analysis of the study. Literature review activities also enabled the researcher to identify previous studies related to collection arrangement and library user perceptions. The research process was conducted throughout 2025, beginning with preliminary observations, instrument preparation, instrument testing, questionnaire distribution, and data processing stages.

The data analysis technique employed in this study was descriptive quantitative analysis. Descriptive analysis was used to explain and summarize the collected data without making generalizations beyond the research population. The analysis process began with collecting all completed questionnaires, followed by checking the completeness of responses and tabulating the data. Subsequently, the data were analyzed by calculating the mean score for each questionnaire item and research indicator. Mean calculations were obtained by combining respondents' answer scores with the frequency distribution of responses. Mean values approaching 4 indicated that most respondents strongly agreed with the statements provided, whereas values approaching 1 reflected strong disagreement. In addition to mean analysis, grand mean calculations were also conducted to determine the overall average score for each research indicator and variable.

To interpret the findings, an interval scale consisting of four assessment categories was applied. The interval range was calculated based on the difference between the highest and lowest scores divided by the number of assessment categories. The calculation produced an interval value of 0.75, resulting in four interpretation categories: very good (3.25–4.00), good (2.50–3.24), poor (1.75–2.49), and very poor (1.00–1.74). The use of this interval scale facilitated the interpretation of library users' perceptions regarding collection arrangement within the library. Overall, the research methodology was systematically designed and aligned with the research objective, namely to describe library users' perceptions of collection arrangement at the West Sumatra Provincial Archives and Library Service.

RESULTS

This section presents the results of the study, which consist of three stages of analysis, namely the validity test, reliability test, and the recapitulation of respondents' answers regarding users' perceptions of collection arrangement.

1. Validity Test

Table 1. Validity Test Results

Item	Pearson Correlation	R table	Description
P1	0,423	0,361	Valid
P2	0,410	0,361	Valid
P3	0,379	0,361	Valid
P4	0,530	0,361	Valid
P5	0,393	0,361	Valid
P6	0,441	0,361	Valid
P7	0,388	0,361	Valid
P8	0,603	0,361	Valid
P9	0,481	0,361	Valid
P10	0,496	0,361	Valid
P11	0,401	0,361	Valid
P12	0,579	0,361	Valid
P13	0,658	0,361	Valid
P14	0,576	0,361	Valid
P15	0,527	0,361	Valid
P16	0,622	0,361	Valid
P17	0,490	0,361	Valid
P18	0,429	0,361	Valid
P19	0,422	0,361	Valid
P20	0,472	0,361	Valid

source: Compiled by the researcher (2026)

Table 1. Validity Test Results indicate that all statement items have Pearson correlation values higher than the r-table value (0.361). This finding demonstrates that each item in the research instrument meets the validity criteria and is appropriate for measuring the variables examined in this study.

2. Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
.829	20

Figure 1. Reliability Test Results

Figure 1. Reliability Test Results show that the research instrument obtained a Cronbach's Alpha value of 0.829 with a total of 20 statement items. Since the Cronbach's Alpha value is greater than 0.70, the instrument is considered reliable and consistent for use in this study.

3. Recapitulation of Respondents' Answers

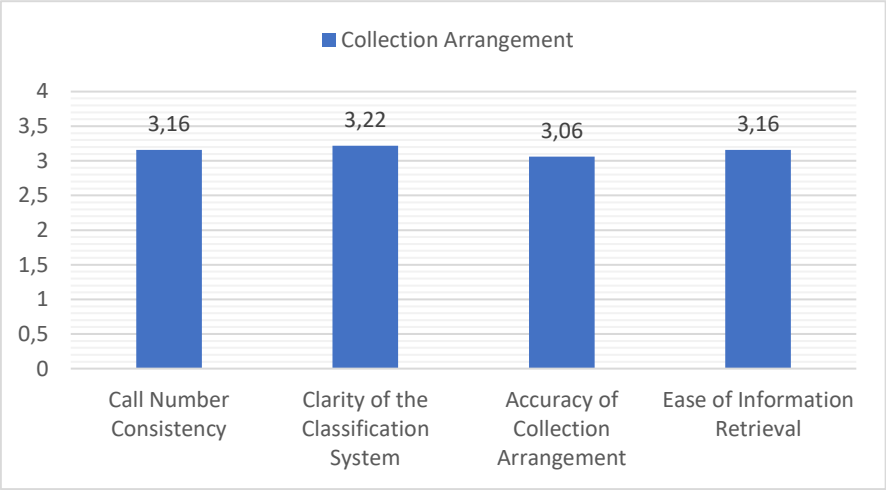


Figure 2. Recapitulation of Respondents' Answers

Figure 2 shows the recapitulation of respondents' answers, where the classification system clarity indicator obtained the highest mean score of 3.22, while the collection arrangement accuracy indicator obtained the lowest mean score of 3.06, and both the call number consistency and ease of information retrieval indicators obtained mean scores of 3.16.

DISCUSSION

The findings of this study indicate that users' perceptions of collection arrangement at the Regional Archives and Library Service of West Sumatra Province fall within the "good" category, with an overall mean score of 3.15. This result demonstrates that the collection organization system implemented by the library has adequately supported users in accessing and utilizing information effectively. Collection arrangement is not merely a technical activity related to the physical organization of library materials; rather, it constitutes an essential component of information services that directly influences information retrieval efficiency. The findings suggest that the principles of information

organization proposed by Taylor and Joudrey (2009) have been implemented in a relatively systematic manner within the library environment.

Among the four indicators examined, clarity of the classification system obtained the highest mean score (3.22). This finding indicates that users perceive the subject-based grouping of library materials as sufficiently clear and systematic, enabling them to identify and locate collections more efficiently. A clear classification system plays a strategic role in helping users understand the intellectual structure of library collections. Through well-organized subject arrangements, users can recognize the categories of materials they require and estimate the location of specific resources more effectively. This condition reflects that the classification system implemented in the library has supported accessibility and systematic information organization. The findings are consistent with Maliode et al. (2023), who argued that the Dewey Decimal Classification (DDC) system contributes significantly to systematic collection organization and facilitates information retrieval processes. Similarly, Anggraeni et al. (2021) emphasized that an effective classification system enhances library service quality because users can identify subject groupings more easily according to their academic or informational needs. Therefore, this study reinforces previous arguments that classification systems constitute a fundamental element in improving library information services. Nevertheless, although the indicator was categorized positively, several respondents still expressed disagreement regarding the clarity of the classification system. This suggests that certain users may still experience difficulties understanding the applied classification structure, particularly those with limited familiarity with library use.

The indicator of call number consistency achieved a mean score of 3.16, categorized as good. The findings indicate that users generally perceive the implementation of call numbers as sufficiently consistent, thereby facilitating the identification and retrieval of library materials. The synchronization between call numbers on physical collections and catalog records received a very positive evaluation, indicating that the library has successfully maintained consistency between bibliographic data and physical collections. Such consistency is essential because discrepancies between catalog records and physical labels may reduce retrieval efficiency and negatively affect service quality. This finding supports the study conducted by Prabowo and Krismayani (2019), who argued that clear and consistent call number labels significantly improve information retrieval effectiveness. Firdaus (2024) further emphasized that the effectiveness of call numbers directly affects

users' ability to locate materials quickly and accurately. The present study extends previous research by demonstrating that call number consistency contributes not only to collection organization but also to users' positive perceptions of overall library service quality. However, the relatively lower score regarding the uniformity of call number writing suggests that the library still needs to improve standardization practices to ensure greater consistency across all collections.

Meanwhile, the indicator of collection arrangement accuracy obtained the lowest mean score among all indicators (3.06), although it still remained within the good category. This result suggests that the arrangement of collections on shelves is perceived as relatively organized but not yet fully optimal. The lower score may indicate occasional inaccuracies in shelf placement or the presence of disorganized collections. Such conditions may hinder the efficiency of information retrieval, particularly for users conducting independent searches without librarian assistance. The findings are consistent with Nugraha et al. (2026), who argued that structured collection arrangement plays an important role in supporting effective information retrieval. Likewise, Fatoni and Handayani (2024) stated that systematic shelf arrangement based on classification standards contributes to better organization and easier access to library materials. This study demonstrates that although classification systems and call numbers have been implemented appropriately, the success of collection arrangement also depends heavily on consistent shelving practices. In other words, technical aspects of physical collection placement remain critical determinants of library accessibility and service quality.

The indicator of ease of information retrieval achieved a mean score of 3.16, categorized as good. This finding indicates that the existing collection arrangement system has sufficiently assisted users in locating the information they need. The availability of OPAC facilities and shelf guides contributed positively to users' retrieval experiences. The findings reveal that the library does not solely rely on physical organization but also integrates information systems to support retrieval services. These results support Taher et al. (2019), who explained that OPAC systems enable users to locate collections more efficiently and systematically. Similarly, Sawitri et al. (2025) highlighted the important role of digital retrieval systems in improving information accessibility within libraries. This study strengthens the argument that the integration of physical collection arrangement and digital information systems is essential for enhancing the quality of modern library services. Nevertheless, several respondents still experienced difficulties in locating materials,

indicating that the retrieval system has not yet reached optimal effectiveness. Such limitations may be influenced by users' information literacy levels or the limited clarity of collection guides available within the library environment.

From a theoretical perspective, this study contributes to the development of information organization studies, particularly regarding the implementation of collection arrangement systems in supporting information accessibility within public libraries. The findings demonstrate that call number consistency, classification clarity, collection arrangement accuracy, and retrieval systems are interconnected components shaping the overall quality of library services. Furthermore, the study reinforces Taylor and Joudrey's (2009) argument that information organization extends beyond bibliographic management and encompasses users' effectiveness in accessing information resources. Practically, the findings may serve as evaluative input for the Regional Archives and Library Service of West Sumatra Province in improving collection management practices. The library should conduct periodic collection inspections to ensure consistency between call numbers, shelf arrangement, and OPAC records. Librarians also need to improve shelving accuracy and provide clearer collection guides to facilitate independent information retrieval among users. Methodologically, this study demonstrates that a descriptive quantitative approach is effective in measuring users' perceptions of library service quality through measurable indicators.

Despite these contributions, this study has several limitations. First, the research was conducted in only one library institution; therefore, the findings cannot be generalized to all regional or public libraries. Second, the descriptive quantitative approach limited the analysis to users' perceptions without exploring their experiences in greater depth. Third, most respondents were students, meaning that the findings primarily represent the perceptions of a specific user group. In addition, the study focused exclusively on collection arrangement variables and did not examine other potentially influential factors such as librarian service quality, library facilities, or users' information literacy levels. Therefore, future studies are recommended to adopt mixed-method approaches or include additional variables in order to generate more comprehensive and in-depth findings.

CONCLUSION

Based on the findings of the study, it can be concluded that users' perceptions of collection arrangement at Dinas Kearsipan dan Perpustakaan Provinsi Sumatera Barat fall within the good category, with an overall mean score of 3.15. This result indicates that the collection arrangement system, which includes call number consistency, clarity of the classification system, accuracy of collection arrangement, and ease of information retrieval, has been implemented systematically enough to support users in locating library materials effectively. Among the indicators examined, clarity of the classification system obtained the highest average score of 3.22, while accuracy of collection arrangement recorded the lowest score of 3.06. Nevertheless, all indicators remained within the good category, demonstrating that the collection management system has provided users with relatively effective access to information resources. The findings successfully address the objective of the study, namely to describe users' perceptions of collection arrangement in the library. The study reveals that consistent implementation of call numbers, clear classification systems, organized shelf arrangements, and the availability of retrieval tools such as OPAC contribute significantly to helping users identify collection locations and obtain information more efficiently. Therefore, collection arrangement serves not merely as a technical process of organizing library materials, but also as an essential component in enhancing the effectiveness of library services and facilitating information accessibility for users.

This study contributes theoretically to the field of Library and Information Science, particularly in discussions related to collection arrangement and user perceptions of technical library services. The research also reinforces information organization theories emphasizing the importance of classification consistency and systematic collection arrangement in supporting information retrieval processes. Practically, the findings may serve as an evaluation reference for libraries in improving the quality of collection arrangement to become more effective, systematic, and user-oriented. The significance of this study lies in its empirical description of how collection arrangement quality influences the ease of information access within a regional public library context. The implications of this study suggest that well-organized collections can improve the efficiency of information retrieval, enhance user convenience, and strengthen overall library service quality. Therefore, libraries are encouraged to conduct regular collection inspections to ensure consistency between call numbers, OPAC data, and shelf placement. Librarians should also improve accuracy in shelving activities and provide clearer shelf guides and classification

labels to optimize users' search experiences. Future studies are recommended to expand this research by incorporating additional variables such as librarian service quality, utilization of information technology, or user satisfaction, as well as applying broader and more in-depth research approaches to produce more comprehensive findings.

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