
Implementation of Library Accreditation within the Ministry of Health

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ABSTRACT

The purpose of this study is to examine the implementation of library accreditation policies and their impact on improving national literacy, with a special focus on health polytechnics within the Ministry of Health. Library accreditation policies play a strategic role in ensuring the quality of library services that can support the development of public literacy as part of efforts to achieve national development goals. According to the National Library Standards Policy set by the National Library of the Republic of Indonesia, library accreditation is a means of assessing the adequacy of library management against these standards, which is expected to improve the quality and accessibility of services. The study highlights the challenges faced by health polytechnic libraries in meeting accreditation standards, including limited budgets, limited human resources, and limited policy support. In addition, this study explores the impact of accreditation policies on service quality, user engagement, and the role of libraries in improving public literacy, especially in the health sector. A descriptive qualitative research approach was used to gain an in-depth understanding of the implementation of this policy. The results indicate that although most health polytechnic libraries are accredited, there are still obstacles in optimizing services and achieving literacy standards. This study provides recommendations to strengthen the library accreditation system by considering more supportive policies and improving the quality and accessibility of library services as trusted literacy centers in the community, especially in the context of health education.

KEYWORDS *Accreditation policy, library, community literacy, health polytechnic, implementation, national library standards*



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INTRODUCTION

A policy is an official directive issued by an organization or institution, which is then implemented through input management efforts to achieve outputs for the community. Policy implementation is needed to address policy problems that require solutions carried out individually or in groups, whether in government or private institutions, to achieve goals set in previous policies (Maros & Juniar, 2016; Winarno, 2014).

Literacy is a fundamental ability important for people to access, understand, and use information to improve their quality of life. Increasing literacy is one of the indicators

of a country's progress because good literacy enables people to think critically, actively participate in social life, and support economic and socio-cultural development (Andri Nurcahyono, 2023; Harahap et al., 2022; Nurcahyono, 2023). Libraries play an important role as centers for learning and information resources that can support the improvement of community literacy.

According to Sulisty Basuki (1995), a library consists of a room or building used to store books and other publications that are managed systematically for use by readers and are not traded. Over time, libraries have evolved into complex information centers capable of meeting the diverse needs of readers or users by providing various collections and becoming centers for learning activities or meeting places. Libraries establish policies to carry out their functions by forming standardized policies that align with the modern library concept. Consequently, the implementation of policies needs to be measured against nationally established standards, leading to the formation of the National Library Standard Policy, which serves as a reference guideline for library implementation, management, and development in Indonesia.

The implementation of national library standards is followed by accreditation through assessment by an authorized institution that formally recognizes institutions capable of conducting library activities. The National Library has the authority to assess accreditation in the library sector, operating with policies to socialize accreditation and carry it out (Joko S. Prianto, 2022). Library accreditation assessment reflects the suitability of libraries to apply standards, thus serving as a measure of library quality. Accreditation is essential for all types of libraries in public or private organizations (Sely Yoanda, 2021). The government, through the National Library and related institutions, has established an accreditation policy aimed at encouraging libraries to improve service quality. This policy provides minimum standards all libraries must meet so they can function as trusted literacy centers in their communities (Jones & Mastroilli, 2022).

Library accreditation policies were introduced in Indonesia in the mid-2000s to promote professionalism and service standards. In 2017, the National Library of the Republic of Indonesia introduced an online-based accreditation system to accelerate and simplify the accreditation process for libraries nationwide (Widodo, 2019). However, the implementation of this policy faces challenges, especially in remote areas with limited infrastructure and human resources. Changes to the accreditation system in 2022 are expected to facilitate easier implementation.

The Ministry of Health implements bureaucratic reform, interpreted as governance changes through structural changes and changes in government institutions (Deddy S Bratakusumah). This includes library management per Article 21 of the Minister of Health Regulation Number 58 of 2015 concerning guidelines for the implementation of libraries within the Ministry of Health, ensuring that libraries operate according to national standards. Libraries within the Ministry of Health apply several policies, including Law Number 43 of 2007 concerning Libraries, Government Regulation Number 24 of 2014 regarding the implementation of Law Number 43 of 2007, and the Minister of Health Regulation Number 58 of 2015 on library implementation

guidelines within the Ministry of Health. In addition, library standards are met in accordance with the National Library Regulation of the Republic of Indonesia Number 5 of 2024 concerning the National Standard for Higher Education Libraries and Number 7 of 2022 concerning the National Standard for Special Libraries. These regulations apply to libraries within the Ministry of Health, which include Higher Education Libraries and Special Libraries—88 Technical Implementation Units (UPT) have libraries, comprising 38 health polytechnic libraries, 37 hospital libraries, 7 BBPK libraries, 4 Health Laboratory Center libraries, libraries at the Health Development Policy Agency, and libraries of the Communication and Public Information Bureau.

This research focuses on university libraries within the Ministry of Health, considering that over 50% of these libraries have been accredited. In the context of higher education, libraries support the Tri Dharma of Higher Education, which includes education, research, and community service (Bambang Santoso Haryono et al., 2020). Libraries serve as learning spaces not only for lecturers and staff but also for students, who are the nation's hope and future workforce with educational backgrounds (Agung Edi Rustanto, 2016). Students at the Health Polytechnic are prospective health workers possessing knowledge and skills to support health efforts, including nursing and other health professions (Harits Hijrah Wicaksono et al.).

In practice, many libraries still face challenges meeting accreditation standards. Constraints include limited budgets, insufficient human resources, and inadequate policy support. These issues result in suboptimal library service quality. Deficiencies in library accreditation also correlate with low public engagement in utilizing library services to improve literacy skills (Latham & Lenstra, 2021).

Library accreditation plays a crucial role in improving service quality and collections, thereby supporting community literacy achievement (Widodo, 2021). According to Putra and Nuryanti (2020), accreditation encourages increased professionalism and attracts users to libraries as literacy centers. Community literacy, in this context, is critical due to its role in forming an information-literate and competitive society (Hakim, 2019). This research also covers the implementation of accreditation policies, which govern how library service standards are optimally applied (Sari & Ramdhan, 2022).

Previous studies have examined related variables. Didik Subagia (2019) found that accredited libraries tend to have more comprehensive services and better accessibility, positively affecting user literacy. Nadia Amelia Qurrota Aýunin (2018) highlights the importance of accreditation policies to ensure libraries in various regions meet adequate standards. Other research, such as by Elsi Premiwati (2024), shows accredited libraries help cultivate reading culture in rural communities. Service quality and user participation related to literacy improvement are common research focuses to assess accreditation effectiveness.

There are research gaps: first, the direct relationship between library accreditation and public literacy improvement remains underexplored, especially in Indonesia; second, prior work focuses more on service aspects than on accreditation's influence on literacy

policies; third, most studies use quantitative methods, while this study applies a descriptive qualitative approach to deeply understand accreditation impacts within the Ministry of Health, featuring 38 health polytechnic libraries, 30 of which have accreditation grades A, B, and C (Khusnul Khotimah, 2024).

The purpose of this research is to examine the implementation of library accreditation within the Ministry of Health, particularly at the Health Polytechnic. It aims to assess the impact of these accreditation policies within the Ministry of Health's libraries and to provide recommendations for libraries and policymakers to strengthen the accreditation system.

METHOD

The research method in this study uses a method with a qualitative approach which is a research method that reveals problems in the work life of institutional organizations so that it becomes a policy to be implemented in the context of welfare along with problems that are temporary, tentative, and developing (Sugiyono, 2005). Qualitative research is related to the aspects of quality, value, and meaning behind the facts which are then expressed through language. The qualitative approach builds statements based on a constructive perspective (meaning that comes from independent experience, social and historical values with the aim of building a certain theory or pattern of knowledge), or a participatory perspective (which is oriented towards issues, collaboration or change (Imam Gunawan, 2013). This qualitative research uses data collection techniques, namely surveys collected through observations, interviews, and documentation studies. Observation is carried out by conducting careful research and systematic recording (Arikunto, 2002) which aims to tell the characteristics and breadth of significance of the interrelation of human behavior elements in complex social phenomena in certain cultural patterns. Interviews are a data collection technique is a method of obtaining as much data or information as possible to the research subject, which is based on informant control rules that aim to obtain information so that the researcher directs the interview to discover the perception, feelings and thoughts of the informant. In addition, the researcher conducts documentation studies by obtaining through policies, regulations and sources relevant to the research.

Data sources in this study consist of two types, namely:

- 1) Primary Data, which is data obtained directly through the results of in-depth interviews and observations conducted in the field, sourced from informants.
- 2) Secondary Data, which is data derived from official documents related to library accreditation, namely the final score report of accreditation and its recommendations.

In this study, the researcher used the technique of determining informants by purposive sampling as a sample that was selected with the criteria that the informant is considered to have the competence and understanding of the information needed by the researcher, namely people who have authority in libraries within the Ministry of Health and in the National Library who have authority related to library accreditation. The determination of informants is divided into key informants and informants.

Table 1. Key Informants and Informants

No	Report	Role
1	Key Informants: - Head of the Bureau of Communication and Public Information - Assessor of the National Library of the Republic of Indonesia - Librarian of the Bureau of Communication and Public Information	informants with a deep level of knowledge about the implementation of library accreditation, who are selected from the National Library as the library supervisor who conducts the assessment of library accreditation and the Bureau of Communication and Public Information as the library supervisor within the Ministry of Health, who provide direction and assistance to the library.
2	Report: Librarians at Poltekkes	The data source in this case librarians from libraries that have carried out library accreditation, namely the Ministry of Health's Health Polytechnic in Kendari, Bandung, Mataram, Jakarta 3, Palembang, and Pontianak.

The population in this study is the Health Polytechnic Library of the Ministry of Health with various levels of accreditation, namely Banten, Jakarta 1, Tanjung Pinang, Sorong, Kupang, Mamuju, Palu, Mataram, Pangkal Pinang, Jayapura. The research time will be carried out in 2024.

This study uses data analysis techniques to group and categorize data so as to show findings based on problems that will be answered through a series of activities collected from qualitative data. Data analysis procedures through data reduction, data display, and conclusion drawing/verifying. (Miles & Huberman, 1992).

RESULTS AND DISCUSSION

Accreditation is part of the practice carried out within the Ministry of Health, in the context of providing public services, in this case libraries which are a forum for providing credible information both to the community, namely the health polytechnic community – lecturers, students, and so on and external – the community, stakeholders, and the wider community. The implementation of accreditation can be interpreted as an assessment of the library that has successfully implemented standardized library management with various components to achieve the final goal, namely the development of community literacy, especially health literacy. In realizing the implementation of accreditation in the context of achieving health literacy development, implementation is needed in each component, this study found the results found in field observations through the 2024 accreditation results data, and interviews so as to show the depiction.

The policies outlined in the National Library Regulation of the Republic of Indonesia Number 5 of 2022 concerning the National Standards for Higher Education Libraries and the Decree of the Head of the National Library of the Republic of Indonesia Number 303 of 2022 concerning Higher Education Library Accreditation Instruments as a basis for assessing library accreditation within the Ministry of Health's Health

Polytechnic have been realized, as shown by the accreditation data of 10 libraries accredited Health polytechnics to represent 38 accredited Health polytechnic libraries.

The leaders and implementers are committed together as a managerial system and the person in charge of implementation, namely librarians and library managers with budget support that is realized through facilities and infrastructure in the form of physical libraries, facilities, the provision of technology as part of tools that help in the dissemination of information through the intermediary of websites, applications and so on to drive the activities of the Health literacy implementation program.

The role of librarians is important in regulating the wheels of library management so that qualified personnel are needed. To meet the requirements, it is necessary to increase competence in technical and functional elements, so that it is able to organize and implement literacy activity programs that operate in its libraries. The health literacy activity program is held with the support of internal and external cooperation within the health polytechnic. The implementation of library services and health literacy program activities requires monitoring to monitor and evaluate and can then be improved.

The implementation of policies carried out by the National Library as a supervisor and accreditation assessor as part of governance in the growth of library management in the country carries out the task of realizing a literate society through nationally standardized libraries. Likewise, the Bureau of Communication and Public Information plays a role in fostering and assisting libraries within the Ministry of Health intensely through direct and indirect assistance and facilitating competency improvement in accordance with the Regulation of the Minister of Health Number 58 of 2015 concerning guidelines for the implementation of libraries within the Ministry of Health.

The impact of the implementation of accreditation is directly felt by libraries within the Ministry of Health, in this study polytechnic libraries 9790health of the Ministry of Health through librarians, and if implemented consistently and sustainably. The reality is faced from the accreditation data obtained that there are recommendations for assessors to make improvements and improvements in each component that shows every element in the implementation of the library.

Implementation of Applicable Accreditation Policies and Standards

Implementation of accreditation policies and standards in a library, especially in health polytechnics, to ensure the quality of library services and management in accordance with the expectations and needs of users. Human Resources (HR) Standards. Librarians who have adequate qualifications, both in academic aspects (such as educational degrees in the field of library and information) and professionalism in library management and services with continuous training and development for librarians to keep up with the development of information technology and modern library management.

Collection Standards. Collections that are complete and relevant to the study program and the needs of users, be it in the form of books, journals, or digital media, include materials that support teaching, research, and scientific development in the health sector with an organized collection management system and regular collection supervision. Standard Facilities and Infrastructure, provides comfortable and adequate

facilities for users, including conducive reading rooms, computer facilities, internet access, and other devices that support the process of searching and utilizing information to support various library activities. Information Technology Standards. Accreditation standards require libraries to have an information system that allows users to easily access library collections and services, both through computer and mobile devices. Electronic catalog management, access to e-books and e-journals, as well as online information services such as chat or email are part of meeting this standard. Service Standards, an efficient, fast, and friendly service system, including book borrowing and returns, literacy consultations, and access to various sources of information must be able to run smoothly and there are special services for users with special needs, such as disabilities, so that they can still access information easily.

Management Standards, managing various operational aspects, including collections, facilities, services, and human resources, include planning, organizing, implementing, and supervising activities to maintain and improve the quality of library services on an ongoing basis. Regular evaluation and audit of library performance is also part of the management system that must be implemented. Financial Standards, efficient and transparent financial management to support library operations. A well-managed finance will ensure that the available budget can be used optimally for collection procurement, facility development, and HR training.

Evaluation and Improvement Standards to assess the effectiveness and efficiency of the services provided include monitoring the utilization of collections, user satisfaction, and the achievement of library service objectives. Based on the results of the evaluation, the library must make improvements and adjustments to services and facilities in order to continue to meet the set standards and improve their quality.

Evaluation and Impact of Accreditation

Evaluation and accreditation ensure that library policies align with objectives, benefiting both management and services. Service quality is assessed through performance indicators, user surveys, and feedback from students and lecturers, leading to improvements in collection management and librarian training. Collection management is evaluated based on diversity, relevance, and academic needs, guiding the acquisition of new materials that support health science programs. Additionally, human resource management is reviewed to ensure librarians meet professional standards, with training programs enhancing their skills in information technology, library management, and user interaction.

The assessment of facilities and infrastructure examines reading spaces, computer labs, internet access, and other technological tools, identifying areas for upgrades to meet evolving user demands. Accreditation significantly enhances education quality by providing better access to information resources, improving teaching materials, research, and curriculum development. User satisfaction increases through professional services, well-maintained facilities, and relevant collections, evidenced by higher borrowing rates, library visits, and positive survey responses. This also boosts participation in library-led activities like information literacy training and academic seminars.

Accreditation elevates the institution's reputation, demonstrating a commitment to academic excellence and attracting prospective students and partnerships. It also drives technological advancements, encouraging libraries to adopt digital solutions such as e-books, online journals, and streamlined borrowing systems. These innovations enhance accessibility and efficiency, reinforcing the library's role as a modern, user-centered resource. Ultimately, accreditation fosters continuous improvement, benefiting users, stakeholders, and the institution's standing in the academic community.

Analysis of Research Findings

The study reveals that accreditation implementation in health polytechnic libraries hasn't yet reached optimal results due to several challenges. Key obstacles include limited human resources, insufficient librarian training, and inadequate IT infrastructure for digital library systems. While some librarians understand accreditation standards, their involvement in policy decisions remains limited, highlighting the need for better communication between management and staff. Collection management also requires improvement, as current updating processes and systems don't fully meet accreditation standards despite having relevant materials. These findings suggest the necessity for enhanced training programs and greater awareness about accreditation's importance among library managers to address these gaps effectively.

Despite these challenges, user satisfaction levels remain relatively high, with both students and lecturers acknowledging the library's valuable support in providing relevant academic resources. However, improvements are still needed in physical facilities like reading areas and digital service responsiveness. Accreditation has positively impacted the institution's reputation, demonstrating its commitment to quality education and boosting trust among stakeholders. This enhanced image at national and international levels could attract more students and academic partnerships, though continued efforts are required to fully optimize library services and accreditation benefits.

Depiction of Accreditation Data for the Ministry of Health Polytechnic Library

In this study, the influence of the implementation of library accreditation is seen, which is shown through library accreditation data in 2024 which is carried out in 10 libraries of the Ministry of Health's Health Polytechnic, data from in-depth interviews with the parties involved, namely assessors, library supervisors of the Ministry of Health, and librarians of the Ministry of Health's Health Polytechnic.

Based on the data from the results of library accreditation in 2024 which was carried out in 10 (ten) libraries of the Ministry of Health's Health Polytechnic, namely Banten, Jakarta 1, Tanjung Pinang, Sorong, Kupang, Mamuju, Palu, Mataram, Pangkal Pinang and Jayapura, based on the Library Management policy outlined with the National Library Standards through 9 components, namely collection, facilities and infrastructure, services, manpower, implementation, management, innovation, reading interest level, and literacy development index, obtained A score results in 7 (seven) libraries of the Ministry of Health's Health Polytechnic, namely Jakarta 1, Tanjung Pinang, Sorong, Kupang, Mataram, Pangkal Pinang, Jayapura and a B score of 3 (three) libraries of the Ministry of Health's Health Polytechnic, namely Banten, Mamuju, Palu. The assessment

is complemented by assessors' recommendations as a form of effort to improve library management in all aspects.

Development of Library Collection Policy

In the assessment of component 1, namely collection, the scores obtained were Banten Health Polytechnic 94.4%, Jakarta 1 97.8%, Tanjung Pinang 98.9%, Sorong 98.9%, Kupang 96.7%, Mamuju 91.1%, Palu 91.1%, Mataram 97.8%, Pangkal Pinang 96.7%, Jayapura 97.8%. Based on the results of these values, it is described that the collections owned by the polytechnic library can meet collection standards, but in the recommendations given by the assessors, efforts need to be made, namely increasing the number of printed and digital library collections by completing the collection with the results of research and community service owned by the health polytechnic community into a repository according to the needs and number of library members; processing of library materials for all types of library materials; the collection development policy regulates the implementation of recounting and stock taking; improvement of the standard implementation of the type of collection organization; the addition of planned and quality collections to enrich information sources and keep up with the development of science and technology; the addition of journal collections as needed, both from other institutions and internally; consider user needs surveys; development of an online-based library automation system.

Resetting Facilities and Infrastructure

The results of the assessment of component 2, namely Facilities and Infrastructure, showed that Banten 94.7%, Jakarta 1 96.0%, Tanjung Pinang 98.7%, Sorong 96.0%, Kupang 98.7%, Mamuju 97.3%, Palu 96.0%, Mataram 90.7%, Pangkal Pinang 96.0%, Jayapura 98.7%. The overview of the assessment of accreditation results in the facilities and infrastructure components shows a satisfactory value, however, several recommendations given during the assessment need to be pursued, namely the addition of the capacity of the space area equipped with the number of shelves for book collections, journals; the addition of the number of table and chair sets adjusted to the number of users; maintenance of internet access power and speed (bandwidth); the addition of directional signs in the library; Rearrange the design of the library to be more comfortable and attractive equipped with discussion rooms.

Library Service Optimization

The assessment in component 3, namely service, is illustrated in the following data: Banten 94.7%, Jakarta 1 97.3%, Tanjung Pinang 98.7%, Sorong 93.3%, Kupang 97.3%, Mamuju 62.7%, Palu 97.3%, Mataram 98.7%, Pangkal Pinang 90.7%, Jayapura 89.3%. Service is an overview of the library in front of users, based on the accreditation data there is a library with the smallest value, which is 62.7%, namely the Mamuju library which received a recommendation note to need to add types of services, increase activities, opening hours, increase visits by lecturers and students and increase promotion and information literacy. Other polytechnic libraries were also given recommendations

for improving the quality of their services, namely the development of promotions with community involvement through surveys of collection needs and user services and promotion through social media; improving the ease of finding books and borrowing them; collaboration with teachers in the use of libraries in the lecture process; increasing onsite and online visit data collection; improvement of circulation services in an integrated manner; Adding the role of libraries in overcoming plagiarism through literacy activities.

Library Workforce Utilization

The results of the assessment of component 4, namely energy, showed that Banten was 82.0%, Jakarta 1 84.0%, Tanjung Pinang 68.0%, Sorong 82.0%, Kupang 92.0%, Mamuju 84.0%, Palu 80.0%, Mataram 78.0%, Pangkal Pinang 88.0%, Jayapura 84.0%. Based on these results, the value obtained in the personnel component needs to make improvement and improvement efforts, this can be seen from the recommendations given, namely the need to improve the competence possessed by the Head of the Library through librarian training; the addition of librarians so that the ratio between the number of librarians and the number of users is sufficient; Improving the educational qualifications of Library Heads and Librarians with a background in library science; certification for library staff; building a membership network of librarians.

Implementation of Library Work Program

The results of the assessment in component 5 are the implementation, namely Banten 88.9%, Jakarta 1 93.3%, Tanjung Pinang 95.6%, Sorong 93.3%, Kupang 93.3%, Mamuju 93.3%, Palu 93.3%, Mataram 95.6%, Pangkal Pinang 88.9%, Jayapura 95.6%. The results are shown with good scores, with assessment recommendations, namely the optimization of short-term, medium-term and long-term work programs that guide the planning of the parent institution which is in writing and legalized by the leadership of the parent institution; management's commitment to the sustainability of activities and a proportionate budget accompanied by a comprehensive strategic plan that contains the achievement of the vision, mission and goals towards the direction of policies and annual and five-year targets; improvement of the library institution at the central level and the head of the library became a member of the university senate.

Management Collaboration

The accreditation assessment data in component 6, namely the managers of the 10 accredited polytechnic libraries, is shown as follows: Banten 83.3%, Jakarta 1 90.0%, Tanjung Pinang 96.7%, Sorong 93.3%, Kupang 93.3%, Mamuju 73.3%, Palu 80.0%, Mataram 90.0%, Pangkal Pinang 96.7%, Jayapura 96.7%. In the management component, the recommendations given in improvement efforts are: increasing the community participation fund budget sourced from community participation funds which is realized by book donations sourced from alumni; evaluation and monitoring of library programs with systematic reporting according to work plans; commitment to proportional management of the collection development budget from the library budget; balancing budget availability in the implementation of work programs; cooperation with external

parties to maximize each resource; Leadership supervision by referring to indicators of success and obstacles.

Innovation through Work and Creativity

In the assessment of component 7, namely Innovation, it was shown that Banten was 92.0%, Jakarta 1 92.0%, Tanjung Pinang 96.0%, Sorong 92.0%, Kupang 92.0%, Mamuju 88.0%, Palu 84.0%, Mataram 88.0%, Pangkal Pinang 88.0%, Jayapura 100%. The results were obtained with a large value, one of which reached a score of 100% for the Jayapura Health Polytechnic Library. The recommendations given as an effort to improve innovation are: it is necessary to explore the uniqueness of libraries so that they become a characteristic of libraries that other libraries do not have; increased creativity and performance of libraries and librarians; increased appreciation of activities and cooperation;

Reading Preference Level

The results of the assessment of component 8 are the level of reading interest, Banten 75.0%, Jakarta 1 95.0%, Tanjung Pinang 95.0%, Sorong 85.0%, Kupang 90.0%, Mamuju 70.0%, Palu 75.0%, Mataram 95.0%, Pangkal Pinang 85.0%, Jayapura 75.0%. The assessment shows the need for recommendations, namely an increase in the number and diversity of collections in serving needs as an increase in reading interest; increased use of printed and electronic collections; the organization of various activities to attract frequent visitors; increased intensive utilization of repositories by users; creation of digital reading points through QR Code boards.

Literacy Development Index

The 9th assessment component, namely the literacy development index, is the purpose of implementing library management which is a measure of the success of library achievements. Banten 85.0%, Jakarta 1 85.0%, Tanjung Pinang 95.0%, Sorong 90.0%, Kupang 80.0%, Mamuju 95.0%, Palu 64.0%, Mataram 75.0%, Pangkal Pinang 95.0%, Jayapura 75.0%. In the assessment of this component, the recommendations given, namely: increasing library publications through social media involving the polytechnic community in various library activities; equitable access to library services in all study programs and 9795Scotland; An increase in the ratio of librarians to users is accompanied by the addition of cutting-edge collections.

Interview Analysis

The interview data from key stakeholders reveals that library accreditation serves as a crucial mechanism for enhancing service quality and community literacy development. Accreditation acts as both a quality indicator and a catalyst for improvements in facilities, collections, and human resources, making libraries more attractive to users. The enhancement of digital collections particularly benefits the academic community by providing quicker access to relevant information, while improved services demonstrate the tangible benefits of accreditation. These positive changes have increased library visits and user engagement, though the interviews also highlight how accreditation stimulates more innovative literacy programs. The Health Polytechnic Library's literacy initiatives focus on enhancing academic writing quality

while simultaneously upgrading infrastructure and developing targeted content. While librarians are actively pursuing professional development through training and certification, significant challenges remain in implementing accreditation standards, particularly regarding limited budgets and a shortage of specialists in literacy and technology.

The interviews further emphasize the importance of collaborative efforts in literacy development, with libraries partnering with local governments, schools, and other institutions to expand program reach. These partnerships demonstrate how multi-stakeholder involvement can amplify literacy initiatives. Moving forward, libraries need to prioritize three key areas: creating more comfortable physical spaces, expanding digital service accessibility, and enhancing librarians' competencies as literacy facilitators. By developing programs that align with community needs and maintaining this strategic focus, libraries can sustain their role as drivers of continuous literacy improvement. The findings underscore that while accreditation has brought measurable progress, addressing resource limitations and strengthening collaborative networks will be essential for maximizing its long-term impact on community literacy development.

National Library of the Republic of Indonesia in Library Accreditation

The National Library of Indonesia, as a government institution mandated by Law No. 43/2007, plays a pivotal role in guiding libraries nationwide through its accreditation system, ensuring they meet established standards for services, collections, and management. By offering training programs, literacy assistance, collection support, and digital infrastructure, it fosters technology-driven service innovations to enhance community literacy. However, accreditation implementation faces challenges including budget constraints, insufficient human resources, inadequate facilities, and low public awareness of libraries' role in literacy development. To address these issues, the National Library conducts regular evaluations through accreditation reports, impact surveys, and field visits to verify program effectiveness in distributing quality materials, conducting capacity-building trainings, and implementing digital literacy initiatives.

Through strategic partnerships, joint workshops, and best practice sharing platforms, the National Library strengthens collaboration between academic libraries and local literacy communities. Accreditation has proven instrumental in building public trust by guaranteeing service quality and reliable collections, thereby encouraging greater library usage as information hubs. Moving forward, the institution is intensifying its support by providing comprehensive accreditation assistance, investing in information technology, expanding collaboration networks with educational institutions, engaging communities in literacy activities, and developing incentive programs for libraries demonstrating significant improvements in community literacy indexes. These efforts collectively aim to elevate libraries' transformative role in Indonesia's literacy landscape while addressing existing implementation challenges.

Development of the Communication and Public Information Bureau on Library Accreditation within the Ministry of Health

The Bureau of Communication and Public Information oversees library development within the Ministry of Health based on Ministerial Regulation No. 58/2015, which mandates professional library management through accreditation to support the ministry's objectives. The ministry's libraries consist of 51 special libraries (including hospital, laboratory, and training center libraries) and 38 Health Polytechnic libraries, with 53 having achieved accreditation so far. To support this process, the Bureau provides standardization guidelines, technical assistance, librarian certification programs, and accreditation document preparation guidance. However, implementation challenges persist, including insufficient leadership commitment to accreditation, outdated collections, limited journal access due to budget constraints, inadequate infrastructure, and uncertified librarians with varying competency levels.

The Bureau adopts a differentiated approach to accreditation between urban and rural libraries, recognizing the disparities in facilities and access. While urban libraries typically have better resources, rural libraries face greater challenges that require tailored development programs. Key obstacles include budget limitations, librarian skill gaps, and infrastructure deficiencies, which the Bureau addresses through targeted training programs, promotion of cost-effective digital solutions, and partnerships with library development institutions. These efforts aim to bridge the urban-rural divide while working within existing constraints to improve overall library standards across the ministry's network. The Bureau continues to prioritize capacity building and strategic collaborations to enhance library services despite these persistent challenges.

Community Literacy Development Index on Public Health Literacy

In achieving accreditation, the Bureau of Communication and Public Information integrates with the synergy of the public health literacy program, through the provision of special collections by libraries that support health literacy, the provision of digital technology in the form of digital libraries through the National Health Master Catalog, and cooperation between ministries and agencies, namely the Ministry of Health library through Social Inclusion-based Library Transformation related to Health literacy. The Bureau of Communication and Public Information is responsible for fostering and ensuring the quality of library management which includes policy development and public access to credible health information.

The results of the evaluation of the Bureau of Communication and Public Information on the impact of library accreditation on the community literacy development index were carried out through a survey in the form of collecting data on accredited libraries including the number of users, the type of services used and the level of community participation in literacy programs and also an assessment of library performance within the Ministry of Health which refers to accreditation standards in the form of service quality, collections, facilities and librarians.

The Bureau of Communication and Public Information ensures the sustainability of library accreditation and supports the community literacy development index through

strengthening extensive infrastructure and facilities, increasing personnel with professional certification of librarians, increasing community involvement in community-based health literacy activities through health campaigns, digital literacy training involving health polytechnics with community service programs, monitoring and periodic evaluation of the results of accredited libraries by focusing on health literacy, and strengthening cooperation between ministries and institutions that create the integration of literacy programs.

Accredited Ministry of Health Polytechnic Library

Health Polytechnic librarians recognize accreditation's crucial role in enhancing public literacy through standardized management practices. By aligning with national library standards, accreditation improves collection quality, staff competency, facilities, and service delivery, enabling effective information access through targeted literacy programs. Librarians report that accreditation directly enhances library services through upgraded reading spaces, updated collections, and standardized processes that support academic excellence. These improvements facilitate innovative literacy initiatives like information training, book clubs, and writing competitions that maximize collection utility, librarian expertise, and technological infrastructure. The accreditation process has fundamentally transformed library management systems, fostering user-centered services that actively engage the academic community while upgrading both physical and digital infrastructure.

While accreditation has significantly improved visitor satisfaction through better collections and comfortable facilities, implementation challenges persist. Budget constraints, limited policies, time allocation issues, staff shortages, and fluctuating visitor interest hinder efforts to raise the community literacy index. Despite these obstacles, the library successfully engages both internal and external communities through innovative, socially inclusive programs supported by digital platforms and social media. Post-accreditation, increased visitor participation demonstrates tangible improvements, evidenced by higher service utilization rates, collection usage, and program attendance. The library further strengthens its impact through strategic partnerships that extend beyond symbolic gestures, actively involving students in developing health literacy initiatives within the broader community.

To sustain progress, the Health Polytechnic Library must prioritize several strategic actions: expanding accessible collections, building robust networks with internal and external stakeholders, and continuously enhancing librarian competencies. These measures will help address existing challenges while capitalizing on accreditation gains to further elevate the institution's literacy impact. By maintaining focus on user needs and collaborative partnerships, the library can solidify its role as a dynamic literacy hub that effectively serves both the academic community and the public, ultimately contributing to broader health education goals. The ongoing commitment to improvement ensures the library remains responsive to evolving literacy demands in an increasingly digital environment.

CONCLUSION

Based on the research results, the implementation of the accreditation policy at the Health Polytechnic Library has not been fully optimal, negatively affecting the development of community literacy, particularly health literacy. Key challenges include limited human resources, insufficient librarian training, and issues in procuring information technology, all of which hinder effective library management. Librarians' involvement in the accreditation process remains limited, suggesting a need for stronger collaboration between management and librarians. While collection management is generally good, improvements are necessary in updating collections and adopting digital information systems. Despite high user satisfaction and positive contributions of accreditation to institutional image and stakeholder trust, inconsistencies in accreditation instruments impede meeting standards consistently. To enhance the accreditation process, recommendations include expanding librarian training, updating collections and facilities, fostering better communication between management and librarians, conducting periodic evaluations, and revising accreditation instruments to better align with community literacy development indicators. Future research could explore the direct impact of improved accreditation practices on measurable health literacy outcomes, including longitudinal studies that assess how enhanced librarian involvement and updated digital resources affect community literacy growth over time.

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