

Implementation Study of the National Library Regulation Number 2/2024 Regarding National Standards for Public Libraries at the Balaiyanpus DPAD DIY

¹Ndaru Ramadhan, Selvi Centia², Setiawati³, Ridho Harta⁴

^{1,4}Public Administration, Faculty of Law, Social and Political Sciences, Universitas Terbuka, Indonesia

^{2,3}Government Administration, Vocational College, Universitas Padjadjaran, Indonesia

^{1,4}Jalan Cabe Raya, Pondok Cabe, Pamulang, Tangerang Selatan, Indonesia

^{2,3}Jalan Ir. Soekarno Km. 21, Jatinangor, Sumedang, Indonesia

e-mail: 044590693@ecampus.ut.ac.id

ABSTRACT

Ensuring that library services strictly comply with national library standards is urgently essential. As a government institution responsible for managing library affairs, the Balaiyanpus DPAD DIY must deliver high-quality and fully standardized public services without compromise. Failure to meet these standards can directly undermine service effectiveness, whereas strong adherence will significantly enhance service performance and boost public satisfaction.. The descriptive and qualitative research method is implemented by systematically collecting data through literature reviews, direct observations, and documentation analysis. National Library Regulation No. 2/2024 serves as the main reference to operationalize a legal-

istic analysis, which is then compared with the empirical conditions observed in the field. Nine aspects with 18 success indicators are examined through a legalistic analytical approach. The findings urgently demonstrate that the Balaiyanpus DPAD DIY has complied with the national standards for provincial library services as mandated by National Library Regulation No. 2/2024. Given the critical role of standardization in ensuring accountable and high-quality public services, future research should promptly extend this analysis to encompass the full scope of national standards for provincial libraries stipulated in the regulation.

Keywords : implementation study; Balaiyanpus DPAD DIY; National Standards for Public Libraries; the National Library Regulation No. 2/2024

A. INTRODUCTION

Public library standards are regulated in the National Library Regulation No. 2/2024 regarding National Standards for Public Libraries. The regulation explains that national standards for public libraries include library collection standards, library facilities and infrastructure standards, library service standards, library staff standards, library organization standards, and library management standards. National standards for public libraries aim to guarantee the quality of library services. According to Imamah (2017), national library standards also aim to ensure the organization of libraries by their duties and functions, fulfill citizens' rights to obtain information and support the provision of information to educate the nation. Setiyawan (2021) argues that national library standards are applicable as guidelines set nationally by the Head of the Republic of Indonesia National Library in the management, organization, processing, and other library

activities. Thus, all libraries need to implement national standards for public libraries.

The affairs of the Special Region of Yogyakarta Government in the field of libraries and archives are organized by the Dinas Perpustakaan dan Arsip Daerah Daerah Istimewa Yogyakarta (DPAD DIY). A technical implementing unit was formed to assist in organizing library affairs, namely the Balaiyanpus DPAD DIY, which also functions as a provincial library. The Balaiyanpus DPAD DIY has 22 types of library services, As a public service provider unit, the Balaiyanpus DPAD DIY is required to provide optimal services to the public. This aligns with Article 25 of Law No. 25 of 2009, which states that organizers and implementers are required to manage public service facilities, infrastructure, and/or amenities in an effective, efficient, transparent, accountable, and sustainable manner, and are also responsible for their maintenance and/or replacement. Suprianto (2023) argues that the services provided greatly affect the quality and smoothness of organizational activities. Therefore, optimal public services can be seen from the effectiveness and efficiency of the organization in carrying out activities.

Several studies examine library services at the Balaiyanpus DPAD DIY. Apriani (2023) examines the benefits and uses of storytelling services for young children, Anindita (2020) examines 6D cinema services as an attraction for visiting interest, Wardani (2023) discusses the implementation of the Sepatu Jolifa service, Alfayani & Wahidi (2024) examine the use of the Si Yokca application (Ayok Membaca!), and Aprilia (2023) examines the implementation of mobile library services after the Covid-19 pandemic. Another relevant study

is Ramadhan & Adinda (2024), who discussed the evening hours policy at the Balaiyanpus DPAD DIY and Ramadhan et al. (2025), who conducted forecasting of the number of visitors. The Balaiyanpus DPAD DIY has several problems in providing library services. According to the study by Ramadhan et al. (2024), the Balaiyanpus DPAD DIY faces several issues, including: (1) unclear instructions or guidelines for using library service facilities; (2) the absence of photocopying facilities to assist users in obtaining materials; (3) suboptimal performance of the library's automation software for collection searches; (4) collections that do not align with the syllabus or community needs; and (5) limited access to relevant and accurate information through catalog tools. Because the study uses the Libqual Model and Importance Performance Analysis Method, this study provides new knowledge regarding the suitability of library services at Balaiyanpus DPAD DIY with National Library Regulation No. 2/2024.

The novelty of this study stems from its contribution to addressing a research gap: there has been very limited academic work specifically examining the implementation of National Library Regulation No. 2/2024 at the provincial level, particularly at the Balaiyanpus DPAD DIY. Based on the background described earlier, the research problem in this study is formulated as follows: how Balaiyanpus DPAD DIY has implemented each component of the National Library Standards, including general requirements, service time, types of services, service systems and information access, library membership, adequacy of librarians, borrowing services, library promotion, and the improvement of library services.

The urgency of this study lies in the fact that the National Library Regulation No. 2/2024 is a newly issued policy that establishes updated National Standards for Public Libraries. As a new

regulatory framework, its implementation requires critical examination to understand how these standards are interpreted and practiced at the institutional level. From a theoretical perspective, analyzing this regulation is important to enrich discussions on public service quality, standardization, and governance in the library sector. From a policy perspective, evaluating its application at the Balaiyanpus DPAD DIY is essential to identify early challenges, alignment issues, and readiness in meeting nationally mandated service expectations.

By providing an early qualitative assessment of how the regulation is applied in practice, this study offers new empirical insights that have not been discussed in previous literature. In addition, research related to implementing national standards for public libraries is very urgent because the Balaiyanpus DPAD DIY still has several problems, as Ramadhan et al. (2024) mentioned. This study aims to explore how the national library standards outlined in National Library Regulation No. 2/2024 on National Standards for Public Libraries correspond with the actual conditions observed at the Balaiyanpus DPAD DIY.

B. LITERATURE REVIEW

National Library Regulation No. 2/2024

According to the Library Law, a public library is defined as an institution that serves the wider community as a means of lifelong learning, without discrimination based on age, gender, ethnicity, race, religion, or socio-economic background. One type of public library is a provincial library. A provincial library is a regional library that functions as a foster library, reference library, deposit library, research library, and preservation library located in the provincial capital (The National Library Regulation No. 2/2024).

Based on the National Library Regulation No. 2/2024, provincial public libraries are mandated to implement and demonstrate compliance with nine core aspects of library service standards. These aspects serve as the minimum operational benchmarks required to ensure consistent and accountable public service delivery. The standards encompass: 1. General, 2. Service time, 3. Type of service, 4. Service system and information access, 5. Library membership, 6. Number of librarians, 7. Borrowing, 8. Library promotion, and 9. Improvement of library services.

The implementation of the Library Service Standards at Balai-yampus DPAD DIY can be described across several key service aspects. In the general service aspect, the provincial library provides both onsite and online services that are adjusted to users' needs. The service pattern is designed to prioritize user satisfaction through the utilization of Information and Communication Technology (ICT), as well as mobile and extension library services. In terms of service time, the library operates onsite services for a minimum of forty hours per week, while online services remain accessible twenty-four hours a day, seven days a week.

Regarding types of services, the library carries out essential technical services such as the procurement and processing of library materials. It also provides a variety of library services, including onsite reading spaces, circulation services, children's services, and reference services. Reference services further include an information desk, guidance for using reference collections, and collection search assistance. In relation to information services and access systems, the library employs an automation system that enables access to collections both locally and through networks. The library also maintains

a website that features its profile, an Online Public Access Catalog (OPAC), and essential service information.

For the library membership aspect, the institution provides onsite registration procedures using an application form and maintains a membership count that meets the minimum proportion of one percent of the provincial population. The adequacy of librarians is reflected in the annual number of users served, including visitors of mobile and online services, which aligns with the requirements for provincial library classifications. In the borrowing aspect, the annual number of borrowed collections also corresponds to the minimum thresholds set for different library types.

Library promotion is carried out through various activities such as disseminating information via print and electronic media, social inclusion counseling, competitions, exhibitions, and the involvement of reading ambassadors and literacy advocates. These promotional activities are conducted multiple times throughout the year. Finally, the improvement of library services is supported by regular surveys, including assessments of system needs and service access, annual user satisfaction surveys showing positive feedback from the majority of users, and surveys aimed at diversifying library services.

Ensuring compliance with these nine standards is urgently important, as they function not only as regulatory requirements but also as critical indicators of institutional readiness, service quality, and public accountability. Operationalizing these standards enables provincial libraries to align their performance with national expectations, address gaps in service provision, and enhance user satisfaction through evidence-based and standardized practices.

C. RESEARCH METHODS

Data Collection Technique

This study employs a descriptive qualitative method, which is used to portray actual conditions based on systematically collected data. Raco, as cited in Ramadhan and Adinda F.A. (2024), explains that qualitative research is process-oriented, allowing researchers to describe the actual conditions at the research site in detail. The research was conducted at the Balaiyanpus DPAD DIY, located at Jl. Raya Janti, Wonocatur, Banguntapan, Bantul, Special Region of Yogyakarta. Data were gathered through three procedures: (1) literature study to obtain theoretical and regulatory references; (2) direct observation of library services and facilities; and (3) documentation analysis of institutional records. The primary reference document for the legalistic analysis is the National Library Regulation No. 2/2024 on National Standards for Public Libraries, accessed through the official portal peraturan.bpk.go.id.

Data Analysis Technique

The data analysis technique used in this study is legalistic analysis. The analytical process began with organizing and categorizing empirical data obtained from observations and documentation. These empirical findings were then systematically compared with the provisions of the National Library Regulation No. 2/2024 on National Standards for Public Libraries. Because the Balaiyanpus DPAD DIY is a provincial public library, the analysis focused on nine standard aspects: 1. General, 2. Service time, 3. Type of service, 4. Service system and information access, 5. Library membership, 6. Number of librarians, 7. Borrowing, 8. Library promotion, and 9. Improvement of library services.

Validation was conducted through cross-checking field observations with institutional documents to ensure consistency between recorded policies and actual practices. Each indicator within the nine service aspects was analyzed to identify the level of compliance with regulatory provisions, including whether they were fully met, partially met, or not yet met. The results of this analysis were then synthesized to identify patterns of conformity and gaps, which then served as the basis for drawing conclusions and formulating recommendations to improve the quality and compliance of library services at Balaiyanpus DPAD DIY.

D. RESULTS AND DISCUSSIONS

The empirical conditions of library services at the Balaiyanpus DPAD DIY have been in accordance with the national standards of provincial libraries based on the National Library Regulation No. 2/2024. The following is a further analysis of this conformity:

1. General

Based on National Library Regulation No. 2/2024, the general service standards consist of two indicators: (1) the provision of onsite and online services that meet user needs, and (2) a service pattern that prioritizes user satisfaction through the use of ICT and mobile or extension library services. Both indicators have been fulfilled by Balaiyanpus DPAD DIY. Onsite services are available at Grhatama Pustaka Library, while online access is provided through the official website <https://balaiyanpus.jogjaprov.go.id/>, which offers profiles, catalogs, services, facilities, activities, information pages, documentation management, and user statistics. Additional digital services, such as Sepatu Jolifa, the Si Yokca application, the iJogja reading platform,

and WhatsApp information services, further enhance access to collections and user support. These integrated ICT-based services improve convenience, expand access, and strengthen user engagement with the library's resources.

Blended service models, combining onsite and online services, have increasingly become the norm in many library institutions. Anggraeny (2021) shows that this model is especially advantageous for students whose academic demands require simultaneous access to e-journals and e-books. Likewise, Damayanti et al. (2022) find that online service components enhance the efficiency and immediacy of information access. Together, these studies highlight the importance of strengthening and continually evaluating blended service infrastructures so that digital access, service responsiveness, and user support remain aligned with users' evolving information-seeking behaviors.

2. Service Time

Based on National Library Regulation No. 2/2024, the service time standard requires libraries to provide at least 40 hours of onsite services per week and ensure that online services are accessible 24/7. The Announcement No. B/000.4.6/91/D15.1 confirms that Balaiyanpus DPAD DIY meets this requirement by opening onsite services from Monday to Sunday, with varied operating hours and designated break times. In addition, the co-working space remains open until 22.00, while the outdoor Child-Friendly Learning Space is available until 16.00 without break closures. These extended and flexible service hours increase user convenience, support diverse activity needs, and expand access for community members with different schedules.

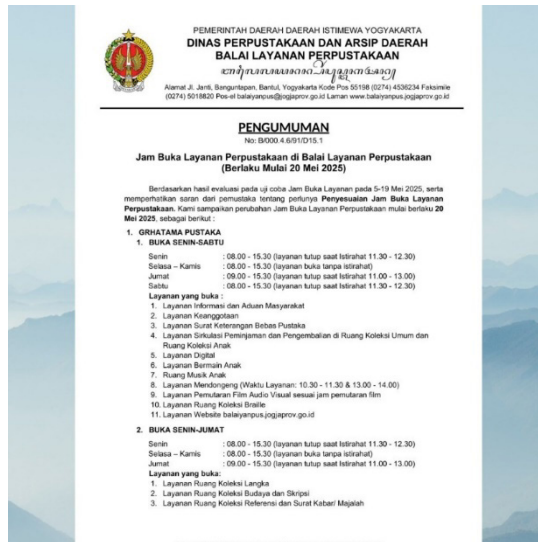


Figure 1. Announcement No: B/000.4.6/91/D15.1 regarding Library Service Opening Hours at the Balaiyanpus DPAD DIY
Source: Balaiyanpus DPAD DIY Website (2025)

Balaiyanpus DPAD DIY provides 24/7 online services through platforms such as Sepatu Jolifa, the Si Yokca application, the iJogja application, and various social media channels. Its onsite services operate from Monday to Saturday for a total of 40 hours per week, while Sunday facilities, such as the Co-Working Space (open until 22:00) and the Child-Friendly Learning Space (open until 16:00), extend physical access beyond standard hours. With continuous digital access available throughout the week, these operational arrangements meet the service time requirements set by the National Library Regulation No. 2/2024. Ramadhan and Adinda F.A. (2024) highlight that extending service hours into the evening is a strategic effort to accommodate users who cannot visit during regular hours, thereby

improving accessibility and enhancing user satisfaction. While this policy offers clear benefits, its success depends on adequate staffing, resource readiness, and consistent service delivery, underscoring the need for ongoing evaluation to ensure that extended hours truly strengthen service quality.

3. Type of Service

The type of service aspect in the provincial library standards under National Library Regulation No. 2/2024 consists of three indicators: (a) technical services involving the procurement and processing of library materials, (b) core library services such as onsite reading, circulation, children's services, and reference services, and (c) specialized reference support, including information desk services, guidance on using reference collections, and search assistance. At Balaiyanpus DPAD DIY, technical services are implemented through the preservation of library collections and ancient manuscripts in accordance with Special Region of Yogyakarta Governor Regulation No. 73/2023. These preservation efforts, such as media transfer, language and script translation, fumigation, and other conservation activities (Amalina, 2022), play a crucial role in safeguarding cultural heritage while ensuring that rare materials remain accessible for research, education, and future generations.

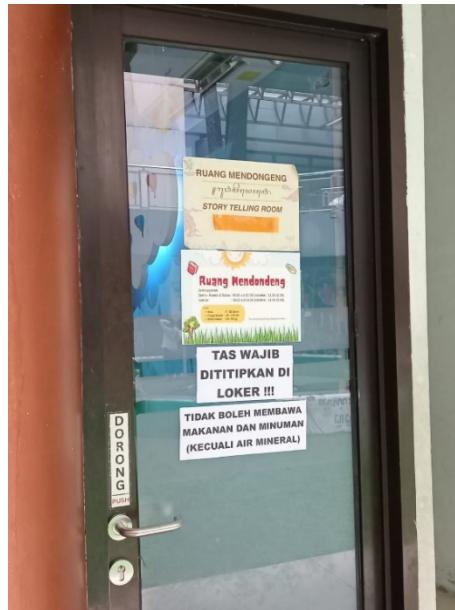


Figure 2. Storytelling Room

Source: Author's Processing (2024)

At the Perpustakaan Grhatama Pustaka building, onsite reading and circulation services are available in the general collection room on the first floor, while the ground floor provides children's collections, play and storytelling areas, music activities, and a 6D cinema designed to engage young users through diverse learning experiences. Reference services are located on the second floor, complemented by reference desk assistance, user guidance, and search support across all collection areas to help users access information more effectively.

Children's services play an essential role in supporting holistic development. Hidayat et al. (2025) emphasize that such services foster cognitive, social, and emotional growth while

stimulating creativity, imagination, problem-solving, and collaborative skills. This demonstrates that library services extend beyond information provision, they actively nurture children's learning and developmental processes. Complementing this, Khoeron (2024) highlights that innovative facilities like the 6D cinema significantly boost children's interest in visiting the library, offering both recreational and educational value that encourages early reading habits. These child-friendly features strengthen the library's role as an inclusive public space responsive to the needs of younger generations. When assessed against the provincial library service standards in National Library Regulation No. 2/2024, the range of services offered by Balaiyanpus DPAD DIY shows strong compliance. The institution not only meets the required service categories but also expands them with thematic and user-oriented innovations that enhance accessibility, engagement, and overall service quality.

4. Information Service and Access System

The Balaiyanpus DPAD DIY has fulfilled the service system and information access aspects required in the provincial library service standards based on the National Library Regulation No. 2/2024. This compliance is reflected in the achievement of two success indicators: the availability of an automated service system and accessible information on library collections. Information access is supported through several digital platforms, including the Sepatu Jolifa service, the Si Yokca application, and the iJogja application. In addition, the Balaiyanpus DPAD DIY also provides a website that contains essential features such as the library profile, the Online Public Access Catalog (OPAC), and comprehensive library service information. These integrated

platforms show that the library has ensured transparent, efficient, and user-oriented access to its collections and services.



Figure 3. Balaiyanpus DPAD DIY Website

Source: Balaiyanpus DPAD DIY Website (2025)

Rahmadini et al. (2022) emphasize that the development and improvement of library websites are essential for strengthening information accessibility, as digital platforms enable wider dissemination of library resources and prevent the widening of the information access gap. Complementing this view, Wulandari et al. (2021) find that well-managed library websites also enhance user satisfaction by allowing patrons to access information flexibly, without spatial or temporal limitations. Together, these studies show that the sustainability, usability, and continuous refinement of digital platforms are crucial for improving service quality and meeting evolving user needs in the digital era.

5. Library Membership

The membership registration process at Balaiyanpus DPAD DIY is handled onsite at the first-floor service desk. As of December 16, 2024, the library has registered 339,017 members.

With a provincial population of 4,179,333 (BPS DIY, 2025), this number already surpasses the minimum 1 percent membership requirement set by the provincial library standards. Maharani and Swasono (2024) note that membership services shape overall user satisfaction because they serve as the public's gateway to all library resources and programs. Effective administration strengthens users' trust and their perception of service quality. In line with this, Zakiyyah et al. (2023) highlight that integrating information technology, such as digital card activation, online registration, and automated verification, streamlines procedures, shortens queues, and reduces administrative errors. These insights show that efficient, technology-supported membership services not only improve user experience but also contribute to stronger engagement and smoother library operations.

This membership achievement demonstrates compliance with the membership standards set by the National Library Regulation No. 2/2024. The large number of registered users also suggests strong public engagement, which can enhance the reach and effectiveness of library programs. However, further evaluation is needed to determine how actively these members utilize library services, as registration data alone cannot fully indicate actual user participation or service impact.

6. Number of Librarians

According National Library Regulation No. 2/2024, provincial libraries are assessed on their total annual users, including onsite visitors, mobile library users, and online service users. The minimum thresholds are 40,000 annual users for Type A libraries, 35,000 for Type B, and 30,000 for Type C. Based on the 2023 Visit Statistics Report, Balaiyanpus DPAD DIY recorded

118,083 visits to Perpustakaan Grhatama Pustaka as of December 9, 2023. In 2024, data for October and November alone show 33,198 visitors, indicating strong engagement even before full-year data are available.

Namira et al. (2024) emphasize that high-quality service encourages user satisfaction and return visits, while factors such as complete collections, courteous staff, comfortable spaces, adequate facilities, and recognition programs (Inabah, 2020) further attract visitors. Taken together, these indicators suggest that Balaiyanpus DPAD DIY is likely to meet, if not exceed, the user requirements established in the national standards. Nevertheless, full verification still requires complete annual data, including mobile library and online service statistics, to ensure accurate compliance assessment.

7. Borrowing

In October 2024, Balaiyanpus DPAD DIY recorded the use of 8,658 copies of library materials and the borrowing of 1,615 book titles, based on the Statistics Report dated October 31, 2024. In November 2024, 7,700 copies were used and 1,621 titles were borrowed. According to the National Library Regulation No. 2/2024, Type A provincial libraries must reach at least 40,000 borrowed copies annually (35,000 for Type B and 30,000 for Type C). The combined October–November data show 16,358 copies used within just two months, indicating strong and consistent material utilization. Although full-year borrowing data for 2024 were not yet available, the figures from these two months suggest steady engagement with the library's collection and point toward positive trends. A complete assessment of compliance with annual borrowing standards,

however, requires comprehensive year-round data. Even so, the current evidence highlights the library's active usage levels and supports ongoing efforts to improve service effectiveness and collection management.

Circulation services in libraries encompass more than the routine processes of borrowing and returning materials; they also serve as an important touchpoint for understanding shifts in community interests and information needs (Khoirunissa et al., 2023). Yusrizal (2023) notes that issues such as declining reading interest and reduced borrowing rates can be addressed by ensuring that library collections remain relevant to user needs and by implementing consistent, well-targeted promotional strategies. These insights underscore the strategic value of circulation services not only in maintaining user engagement but also in enhancing the library's capacity to support learning behaviors and strengthen its role as a dynamic community information hub.

8. Library Promotion

The National Library Regulation No. 2/2024 outlines two success indicators for library promotion: (1) implementing various types of promotional activities, such as information dissemination through print and electronic media, social inclusion counseling, library-related competitions, exhibitions, and initiatives like reading ambassadors or literacy mothers and (2) conducting at least seven promotional activities per year. Balaiyanpus DPAD DIY has fulfilled both indicators. This is demonstrated by its consistent dissemination of information through online platforms and printed brochures, as well as a range of counseling and outreach programs. These include library

tourism visits, student tours, ancient manuscript reviews, Si Yokca storytelling sessions, writing workshops, book publishing facilitation, and other activities designed to enhance creativity and strengthen community engagement.



Figure 4. Ancient Manuscript Analysis Poster

Source: Balaiyanpus DPAD DIY Website (2022)

The Balaiyanpus DPAD DIY also organized a wide range of exhibitions and competitions, including the 269th Special Region of Yogyakarta Anniversary Exhibition, the 2024 National Children's Day Book Exhibition, the 2024 International Literacy Day Book Exhibition, and the Book Exhibition for the 270th Special Region of Yogyakarta Anniversary. The institution also took part in several national-level competitions, such as the high school library competition, the village/sub-district public

library competition, the outstanding librarian selection, as well as various literacy-focused contests including content creation, book reviews, and storytelling. In addition, the selection of the Special Region of Yogyakarta reading ambassadors was conducted. Altogether, these activities far exceed the minimum requirement of seven promotional events per year, demonstrating full compliance with the national provincial library standards.

Promotion is a vital component of modern library management. Technology-driven promotional strategies help increase public awareness and strengthen the visibility of library services (Febriyanti et al., 2024). Beyond digital outreach, collaborations with schools and community organizations further expand the library's reach and reinforce its role as an accessible information hub. Evidence also shows that promotional initiatives significantly influence users' motivation to visit and engage with library services (Wibowo et al., 2023). These insights indicate that consistent, varied, and adaptive promotional efforts are essential for sustaining user engagement and fostering broader community participation.

9. Improving Library Services

The Balaiyanpus DPAD DIY has strengthened its compliance with the national standards for provincial library services as outlined in National Library Regulation No. 2/2024. The success indicators in this area include: (1) conducting a survey of system needs and access to library services, (2) administering an annual satisfaction survey in which at least 60% of users report being satisfied, and (3) carrying out a survey on the diversification of library services. To support these requirements, the library

provides a suggestion box and feedback forms that allow users to submit comments regarding collections, staff performance, facilities, and service procedures. It also conducts surveys on users' information needs and organizes public consultation forums to review and improve public service standards. These surveys evaluate essential service quality dimensions, such as clarity of procedures, timeliness, cost appropriateness, service output accuracy, staff competence and behavior, complaint-handling mechanisms, and the adequacy of supporting infrastructure.

To further enhance service quality, the Balaiyanpus DPAD DIY conducted both a special satisfaction survey for its website and a general public satisfaction survey. From July to September 2024, the institution achieved a public satisfaction index score of 88.20, categorized as "good." In addition, a service diversification survey was implemented to identify user needs and preferences, ensuring that library services remain relevant, responsive, and aligned with community expectations. These continuous evaluation mechanisms not only demonstrate compliance with national standards but also provide strategic insights for improving service delivery and strengthening user trust and engagement.



Figure 5. Results of the 2024 Balaiyanpus DPAD DIY Community Satisfaction Indeks

Source: Balaiyanpus DPAD DIY Website (2025)

When public expectations for library services are met, especially when service quality exceeds those expectations, the library can be regarded as having achieved a meaningful level of user satisfaction (Rahayuningsih in Ratmoko, 2024). User satisfaction is commonly measured through structured surveys, which allow libraries to evaluate their performance systematically across multiple dimensions. These assessments help identify strengths and areas for improvement, depending on the evaluation model used. The broader aim is to gain a clear and comprehensive understanding of user needs so that

libraries can continuously refine their services and ensure they remain responsive to technological developments and evolving patterns of information use (Aryadi & Zain, 2023). Such evaluations ultimately serve as a strategic tool for maintaining service relevance, strengthening user trust, and guiding evidence-based improvements in library management.

A key limitation of this study is its reliance on a predominantly legalistic analysis, which assesses the implementation of standards mainly through regulatory conformity. Although this approach effectively identifies formal compliance, it narrows the depth of evaluation by emphasizing documentary and normative alignment rather than empirical evidence. As a result, potential interpretive bias may arise because the analysis does not incorporate operational performance data, user satisfaction, qualitative observations, or independent assessments of service quality. This limitation creates a risk of overstating the extent to which indicators are considered qualified, since meeting regulatory text does not always reflect effective implementation in practice. Therefore, the findings should be interpreted cautiously, with an awareness that a document-based legalistic framework may obscure underlying gaps. Nonetheless, this approach still offers value by providing a clear baseline of formal compliance that can guide future, more empirically grounded evaluations.

E. CONCLUSIONS

Based on the conducted analysis, this study concludes that the Balaiyanpus DPAD DIY generally aligns with the national standards for provincial library services as mandated in the National Library

Regulation No. 2/2024. Focusing specifically on the service-related component of the regulation, the research analyzed nine service standard aspects comprising 18 success indicators. The empirical data collected through observations, documentation, and literature study were processed and examined using a legalistic analytical approach to compare actual service conditions with the regulatory requirements. The findings indicate that all nine aspects and their corresponding indicators are met by the Balaiyanpus DPAD DIY. However, this conclusion must be interpreted with caution. The primary limitation of this study is its restricted scope, which focuses solely on library service standards. This limitation may introduce bias and influence the assessment that all indicators appear “qualified.” In light of this, future research should extend the analysis to other components of the National Library Regulation No. 2/2024, including standards for library collections, infrastructure, and management. Such studies would provide a more comprehensive evaluation of institutional compliance. This research is expected to serve as an evidence-based reference for policy formulation at the Balaiyanpus DPAD DIY to enhance service quality that is increasingly responsive to community needs and satisfaction.

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