



## Standar Nasional Perpustakaan (SNP) implementation in library service in SMAN 2 Cimahi

Nisrina Amani<sup>1</sup>, Angga Hadiapurwa<sup>2</sup>

<sup>1,2</sup> Universitas Pendidikan Indonesia, Bandung, Indonesia

[nisrina.amani.na@upi.edu](mailto:nisrina.amani.na@upi.edu)<sup>1</sup>, [angga@upi.edu](mailto:angga@upi.edu)<sup>2</sup>

### ABSTRACT

School libraries need to carry out their operational activities following applicable standards, one of which is the Kepala Perpustakaan Nasional RI No. 12 Tahun 2017 tentang Standar Nasional Perpustakaan (SNP) Sekolah Menengah Atas/Madrasah Aliyah (SMA/MA). That regulation concerning National Library Standards for Senior High Schools/Islamic Senior High Schools (SMA/MA). This study aims to determine whether the SMAN 2 Cimahi Library has implemented the service standards in accordance with the National Library Standard. This study is qualitative, using observation and interview techniques, and data analysis is carried out descriptively. The results obtained are that the SMAN 2 Cimahi Library has implemented SNP SMA/MA from the service aspect, namely types of services, compulsory reading programs, library education programs, information literacy programs, library promotions, reports, cooperation, and several programs have been integrated with the curriculum. Unfortunately, in terms of service hours, the SMAN 2 Cimahi library has not met the service hours in accordance with the SNP, which is 8 hours per working day. From these results, the SMAN 2 Cimahi Library can consider opening service activities for more than 8 hours per working day in order to optimize library services to all SMAN 2 Cimahi library users.

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### ABSTRAK

Perpustakaan sekolah perlu menjalankan kegiatan operasionalnya sesuai dengan standar yang berlaku, salah satunya Peraturan Kepala Perpustakaan Nasional RI No. 12 Tahun 2017 tentang Standar Nasional Perpustakaan (SNP) Sekolah Menengah Atas/Madrasah Aliyah (SMA/MA). Penelitian ini bertujuan untuk mengetahui apakah Perpustakaan SMAN 2 Cimahi telah mengimplementasikan standar layanan dalam SNP SMA/MA. Penelitian ini merupakan penelitian kualitatif dengan teknik observasi dan wawancara, analisis data dilakukan secara deskriptif. Hasil yang didapat adalah Perpustakaan SMAN 2 Cimahi telah mengimplementasikan SNP SMA/MA dari aspek pelayanan, yaitu jenis pelayanan, program wajib baca, program pendidikan pustaka, program literasi informasi, promosi perpustakaan, laporan, kerja sama, serta beberapa program telah terintegrasi dengan kurikulum. Sayangnya, dari segi jam pelayanan, perpustakaan SMAN 2 Cimahi belum memenuhi jam layanan yang sesuai dengan SNP, yaitu 8 jam per hari kerja. Dari hasil tersebut, Perpustakaan SMAN 2 Cimahi dapat mempertimbangkan untuk membuka kegiatan pelayanan lebih dari 8 jam per hari kerja guna mengoptimalkan layanan perpustakaan kepada seluruh pemustaka perpustakaan SMAN 2 Cimahi.

**Kata Kunci:** perpustakaan sekolah; layanan perpustakaan; implementasi layanan

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## INTRODUCTION

Based on the Five Laws of Library Science, it is stated that libraries are evolving organizations. This means that libraries can be seen as institutions that will always consistently change to adjust or adapt to their environment (Attahiru & Musa, 2022). In relation to this, libraries must continually develop their components, one of which is library services, to meet the growing needs of library users. Therefore, it is essential for libraries to consistently provide excellent service, as this is crucial for their operation and the effective fulfillment of their role. This aligns with previous research, which states that libraries are designed to provide services to users, allowing them to utilize the library through the services offered (Sari & Marajari, 2019).

Library services are essentially technical activities that require planning. These library services provide the information and facilities that library users need. Library services encompass all forms of information needed by library users for use both within and outside the library (Mehta & Wang, 2020). Previous studies have noted that library services involve activities aimed at providing accurate, precise, and timely library materials to meet the information needs of users or library patrons (Badaruddin, 2023). The primary function of library services is to connect library users with relevant or engaging library materials. Library services in educational institutions are broadly aimed at providing learning resources and information related to learning and teaching activities (Komara & Hadiapurwa, 2023). In other words, library services are provided to ensure that processed library materials are helpful and utilized optimally by library users (Anjani *et al.*, 2021; Badaruddin, 2023).

In terms of service, every library has its own service standards. Library service standards in Indonesia are rules officially established by the authorities responsible for libraries in Indonesia (Ardiansah *et al.*, 2022; Putriaurina *et al.*, 2021). One of them is the National Library Standard (SNP) established by the National Library of Indonesia. The purpose of creating and establishing standards for libraries is to integrate them into technology-based information services that support library activities (Hamim, 2022). These standards must also be applied in all libraries, including school libraries. Fatmawati, in her book entitled "*Layanan perpustakaan sekolah: panduan bagi pemula*," states that school libraries are vital and can be likened to the heart of a school. If school libraries are not adequately organized according to standards, the learning process will not be carried out optimally. In Indonesia, one of the regulations governing this matter is Regulation of Kepala Perpustakaan Nasional Republik Indonesia No. 12 Tahun 2017 tentang Standar Nasional Perpustakaan (SNP) Sekolah Menengah Atas/Madrasah Aliyah, or abbreviated as SNP SMA/MA.

Research on the implementation of Regulation of Kepala Perpustakaan Nasional Republik Indonesia No. 12 Tahun 2017 regarding SNP SMA/MA has been conducted several times. First, the research by Luqiana and Nelisa, which analyzed the compliance of school library standards at SMA Negeri 10 Sijunjung, found that almost all aspects had not been met, specifically collection standards, facilities and infrastructure, services, and management (Luqiana & Nelisa, 2022). Additionally, Nukhbatillah has conducted research examining the compliance of the MIS Bojongmalang Pangandaran library with established standards. In this case, the study found that the location of the school library should be strategic so that it is accessible to the entire academic community of the school (Nukhbatillah, 2023). The difference between this study and previous studies lies in the aspects and objects of research, where the aspect studied is only the standard of service, and the object of research is located at the SMAN 2 Cimahi Library.

This article aims to discuss the implementation of library service standards at SMAN 2 Cimahi. The standard used for comparison is Regulation of Kepala Perpustakaan Nasional Republik Indonesia No. 12 Tahun 2017 Regarding the National Library Standards for Senior High Schools/Madrasah Aliyah. In this case, the article focuses on aspects of library services, including service hours, types of services, library

promotion, reports, library cooperation, and integration with the curriculum. With this article, it is hoped that schools in Indonesia, particularly high schools, will gain a better understanding of the importance of library services. In addition, it is also hoped that this article can motivate every library to improve its services.

## LITERATURE REVIEW

### School Library

*Undang-Undang Nomor 43 Tahun 2007 Tentang Perpustakaan* defines a library as “an institution that professionally manages collections of written works, printed works, and/or recorded works using a standardized system to meet the educational, research, preservation, information, and recreational needs of its users.” In line with this, Eskha explained that a library is a unit or institution that contains a collection of resources supporting the learning process by providing materials for reading, studying, and reference (Eskha, 2018). Libraries are essentially inseparable from their collections, whether printed or non-printed. All collections in libraries are organized using technology to facilitate processing, retrieval, and ease of use for library users (Ali & Warraich, 2024; Moro *et al.*, 2021).

Libraries play a crucial role in the education sector, serving as a vital source of information that supports the development of science and knowledge within educational institutions (Endarti, 2022). As explained earlier, libraries serve as providers of information/learning resources for all levels of society, including students. According to Undang-undang Nomor 43 Tahun 2007, every school is required to have a library to meet the information needs of its students. The existence of a school library is essential in supporting teaching and learning activities in the school (Martins & Gresse Von Wangenheim, 2023). At every level of education, students will experience the function and role of libraries as a medium for finding literature or references related to their academic needs, entertainment, and culture (Jensen *et al.*, 2022; Krismayani, 2019).

To support learning activities to the fullest extent possible, school libraries must be well-managed. School library managers are required to possess the skills and expertise to create programs that educate and empower all information sources in the library, and to serve as a source of information for students (Fedorowicz-Kruszewska, 2020; Hastuti, 2018). These activities can be incorporated into the school library service program.

### Library Services

Library services are technical activities that require planning. Library services are essentially activities that provide information and facilities to library users, enabling them to obtain the information they need accurately and quickly from various media. In other words, they encompass all library activities (Yuliana & Mardiyana, 2021). In library services, several things need to be considered, such as the purpose of the service, who will be served, what will be served, who will serve, when the service will be carried out, and how to carry out the library service (Rochmah, 2016; Winata *et al.*, 2021). Library services must be tailored to the needs of the community they serve, must be effective, efficient, and simple, and must be attractive, enjoyable, or satisfying to service recipients (Rifauddin, 2017; Sahli *et al.*, 2024).

About school libraries, services provided by school libraries must be oriented towards the information needs of students and teachers, prioritize easy procedures, provide certainty in service activities, comply with SOPs, pay attention to safety and comfort, view all library users comprehensively, be open, rule-based, effective, and efficient (Lestari & Harisuna, 2019; Zohriah, 2017). To achieve all of this, libraries

require competent human resources, adequate equipment and facilities, a budget, information sources or collections to be served, the content of these information sources, policies, and markets or targets for school library services, as well as service procedures (Ardiansah *et al.*, 2022). In this case, Putriaurina outlines four objectives of school library services, namely: 1) Creating a culture of reading. This can be achieved through library promotions, reading competitions, book exhibitions, or special collections; 2) Providing collections according to needs; 3) Organizing libraries in accordance with library rules and management; 4) Supporting the proper and correct use of library collections (Putriaurina, 2021).

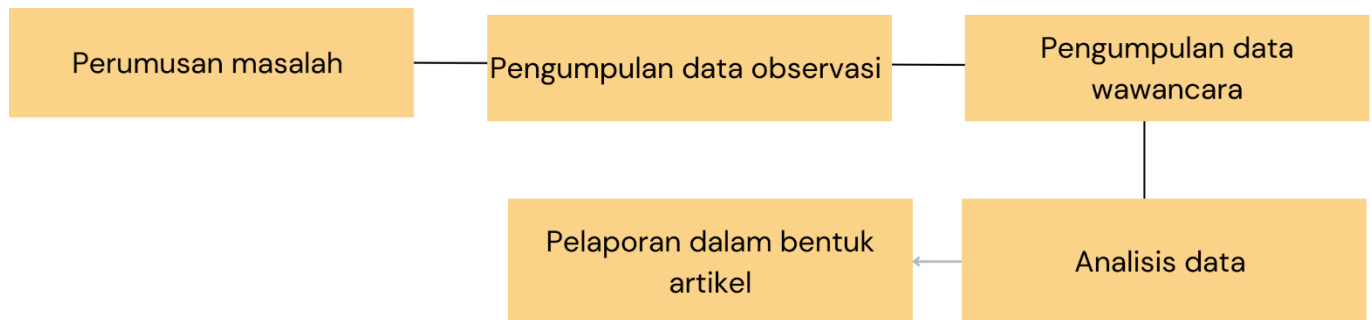
Library services are generally divided into three types, namely 1) Technical Services, which are initial activities in the library before the collection is ready to be served. These activities include registering collection materials, entering collection data into the database, assigning collection numbers, and so on; 2) User Services, which are activities directly related to library users, such as circulation, reference, OPAC, or user education; and 3) Administrative Services, which are activities related to correspondence and document archiving, as well as the creation of membership cards or loan clearance letters (Elnadi, 2018; Rochmah, 2016; Wulandari & Muchtarom, 2021).

Based on the Regulation of *Kepala Perpustakaan Nasional Republik Indonesia Nomor 12 Tahun 2017 Tentang Standar Nasional Perpustakaan Sekolah Menengah Atas/Madrasah Aliyah*, School library services must include at least the following: 1) Library hours, whereby high school/MA libraries are required to provide services to users/library patrons (in this case, members of the school community) for at least 8 hours per working day; 2) Types of library services, which include mandatory services such as circulation, reference, and information literacy services; 3) Mandatory reading programs in the library, which stipulate that high school libraries must have mandatory reading programs; 4) User education programs, which stipulate that high school libraries must have or implement user education programs (for students) at least once; 5) Information literacy programs, which state that high school libraries must have information literacy programs at least four times a year for each grade level; 6) Library promotion, which includes promotional activities in various forms, such as brochures/pamphlets/flyers, wall/library magazines, lists of new books, library collection displays, and competitions related to the use of library information sources; 7) Reports, namely that high school libraries are required to prepare reports on activities carried out in library services, at a minimum in the form of monthly and annual reports; 8) Cooperation, whereby the Senior High School National Standards (SNP SMA) stipulate that senior high school libraries are required to develop their libraries by cooperating with other school libraries, public libraries, professional librarian organizations, foundations, and corporate institutions; 9) Integration with the curriculum, whereby high school libraries are required to carry out activities that are integrated with the school curriculum, including activities that encourage reading, such as synopsis competitions, book talks, and writing competitions in various forms (poetry, prose, essays). Additionally, high school libraries are also required to offer subject lessons under the guidance of teachers and librarians. This can be achieved through information literacy teaching, involvement in learning tool planning, assisting teachers in accessing and utilizing public information, organizing electronic book and magazine reading activities, helping teachers identify suitable teaching materials, and supporting teachers in locating sources of reference and materials for their teaching. (Azrina *et al.*, 2022; Ora *et al.*, 2022).

## METHODS

The research method used was a qualitative approach. Qualitative research is a type of research conducted to examine natural conditions, with the researcher acting as the primary instrument. Meanwhile, the techniques used in this study were observation and interviews. Interviews were conducted to gather information on technical matters related to library services, involving two librarians (RP and RM). The research was conducted in 2023, so the primary reference used was the 2017 *SNP SMA/MA* library standards. The research location was the SMAN 2 Cimahi Library. The data obtained was then analyzed

descriptively by presenting the results of interviews and observations. In this study, the procedures carried out were formulating the problem as the focus of the research, then collecting data in the field, analyzing the data, and compiling recommendations. The stages of the research conducted are illustrated in Figure 1 as follows:



**Figure 1. Research stages**  
*Source: Author's documentation 2023*

## RESULTS AND DISCUSSION

### Library Service Hours

Based on interviews with librarians, the SMAN 2 Cimahi Library provides services from 7:30 a.m. to 3:00 p.m., which is 7 hours and 30 minutes per day. On the other hand, the 2017 *SNP* for *SMA/MA* stipulates that libraries must be open for at least 8 hours per day. Based on this, it is known that SMAN 2 Cimahi has not met the library service hours stipulated in the 2017 *SNP SMA/MA*. On the other hand, the SMAN 2 Cimahi library adjusts its opening and closing hours to match the school hours, or in other words, the active learning hours of the students. When reviewed against the applicable standards, the library can remain open after the students' learning hours have ended to comply with these standards. This allows students to use the library after school hours, either for independent study or recreation, ensuring the library's role and function are optimally fulfilled (Shintia *et al.*, 2021; Sukarno, 2017).

### Types of Library Services





**Figure 2.** Circulation Services at SMAN 2 Cimahi Library  
*Source: Author's documentation 2023*

The SMAN 2 Cimahi Library has implemented a circulation service (as shown in Figure 2), where students can borrow and return books at the library. The circulation service itself covers all recording activities related to the utilization and use of the library's collection (Margareta, 2022). In short, this service covers borrowing, returning, and fines for the use of the collection by library users. In terms of circulation services, SMAN 2 Cimahi Library has implemented an automated system that records borrowing and returning activities in the Senayan Library Management System (SLiMS). The implementation of SLiMS will enable the library to process and manage its collection more easily, as it is also user-friendly (Setiawan *et al.*, 2022). Regarding the collection on display, here are the opinions of the sources:

*“Perpustakaan ini juga sudah memiliki layanan referensi di mana buku-buku yang tersedia berupa kamus bahasa asing, kamus subjek, dan ensiklopedia. Selain itu perpustakaan juga telah melanggan majalah, dan perpustakaan pun sedang mengembangkan karya buku digital mandiri,”* (MR, 2023).

An ideal circulation service provides timely, effective, and efficient service to library users (Margareta, 2022; Ridwan & Sudarsana, 2021). Therefore, the use of information technology in libraries can be considered essential for managing collections and providing effective and timely services. This is because traditional library management is more time-consuming and less effective (Dewi, 2019). Seeing this, the library of SMAN 2 Cimahi decided to implement library automation, making library services more optimal and effective. Of course, library automation provides various benefits, one of which is making it easier for librarians and library users to utilize the library, where the services provided will be faster, more precise, and more accurate (Hamdi & Farichah, 2021). In addition, the library's efforts to develop its own digital collection as a value-added service should also be appreciated by involving librarians in various library management training activities to enhance their competencies further (Arya *et al.*, 2024).

Another added value and positive aspect of the service, apart from the automated library system, is that the SMAN 2 Cimahi library also provides information literacy services. This service provides library users with information on how to utilize the library collection. This service is provided by the SMAN 2 Cimahi library to students in grade 10 when they first start their studies. The purpose of this service is to inform library users (students) about the resources available and how the library collection can be effectively utilized. All of these aspects are in accordance with the regulation of *Kepala Perpustakaan Nasional Republik Indonesia Nomor 12 Tahun 2017 Tentang Standar Nasional Perpustakaan Sekolah Menengah Atas/Madrasah Aliyah*.

### Required Reading Program

*“Setiap kelas disini ada perwakilan literasi yang mencatat berapa peserta didik yang membaca buku di mini library setiap kelas. Peserta didik yang paling sering membaca buku akan diberi apresiasi berupa nilai rapor yang lebih oleh guru bahasa yang bersangkutan,”* (RP, 2023).

For the compulsory reading program, SMAN 2 Cimahi conducts activities to encourage reading habits. These activities are carried out in collaboration with Indonesian language teachers, who require students to read a book before class begins. The compulsory reading program is an initiative by the library and school to enhance reading skills, enabling students to learn more effectively (Figuracion & Ormilla, 2021).

In order to improve information literacy skills and reading interest among students, one approach that can be taken is collaboration between libraries (librarians) and educators (Sari *et al.*, 2024; Wildyani & Syukri, 2024). An example of this form of collaboration is the one implemented by SMAN 2 Cimahi, where Indonesian language teachers provide “library hours,” which are reading activities held before class

begins. In addition, through collaboration between the library and teachers, learning activities can be designed effectively, thereby integrating information literacy into the curriculum (Kurnianingsih *et al.*, 2018; Pratiwi, 2024).

### Librarian Education Program

*“Berkaitan dengan perpustakaan, bagaimana aturan masuk ke perpustakaan, meminjam dan mengembalikan buku, aturan tidak boleh makan, minum, tidak boleh berisik, dan lain sebagainya akan kami sampaikan pada peserta didik di sini saat awal tahun ajaran,”* (RM, 2023)

The library education program is conducted by the SMAN 2 Cimahi library, which provides an introduction and orientation to the library for its users. In this case, the library users referred to are 10th-grade students who have just entered the new school year. In this activity, librarians will educate library users about the library facilities provided and how the available collections can be utilized. The library has a responsibility to improve users' ability to use these services (Lund & Wang, 2023). Libraries can conduct information skills training sessions. This idea has been implemented at the SMAN 2 Cimahi library, in line with Regulation of Kepala Perpustakaan Nasional Republik Indonesia Nomor 12 Tahun 2017 Tentang Standar Nasional Perpustakaan Sekolah Menengah Atas/Madrasah Aliyah.



**Figure 3. Library Users Utilizing the Library**  
Source: 2023 Documentation

Libraries provide library education services through the introduction of services and instruction on how to use them at school. Through these library introduction activities, students can gain a deeper understanding of and effectively utilize the library, thereby enhancing their information literacy skills. Currently, schools emphasize that students should possess information literacy skills, enabling them to access information effectively and complete assignments, thereby improving their learning outcomes (Kanazawa, 2020; Zein *et al.*, 2023). Information literacy emphasizes a person's ability to effectively access, use, and evaluate information from various sources (Bahesty, 2023). School libraries need to develop and enhance students' information literacy skills (Winoto *et al.*, 2024; Zohriah, 2017). This is one of the tasks of libraries, which are sources of information and learning for students. In addition, information literacy supports lifelong learning activities, which are indeed related to libraries as places of lifelong learning (Distianti & Pramudyo, 2024; Krismayani, 2018). Therefore, libraries and librarians need to help students develop these

information literacy skills. SMAN 2 Cimahi Library, which has developed information literacy services, has had a positive impact on the school and its students.

## Library Promotions

*“Dulu kami ada pembuatan brosur, namun sekarang kami membuat majalah dinding jika ada beberapa informasi baru saja, selain itu kami juga sering melakukan penyebaran informasi melalui digital,”*

The SMAN 2 Cimahi Library promotes the library by creating posters. In this case, to expand its promotional network, the SMAN 2 Cimahi Library collaborates with the student council at the relevant SMAN to help distribute digital posters through messenger platforms. Additionally, the library regularly displays its collection when new books arrive. This is done to attract the interest of library users. Another form of promotion carried out by the library is that SMAN 2 Cimahi has held several competitions related to the use of library collections. These competitions involve reviewing the books available in the library.

Library promotion is important in schools to increase patron interest (Putra & Arfa, 2020). In this technological era, library promotion must be carried out by adapting and utilizing developments in science and technology, for example, through social media (Trihandayani & Sudiar, 2022; Wahiddinsyah, 2022). This has been done by SMAN 2 Cimahi, which distributed digital posters through digital platforms, allowing them to be easily viewed and shared with the entire academic community of SMAN 2 Cimahi.

## Report

*“Laporan setiap tahun kami buat karena hal ini berkaitan dengan akreditasi dan pengawasan dan akan diserahkan kepada kepala sekolah,”* (RP, 2023)

In its service activities, the SMAN 2 Cimahi library also submits monthly and annual reports on a routine basis. These reports are submitted to the principal and supervisor. The library report covers all library activities, including a report on the use of the collection. With the implementation of library automation, libraries can easily obtain statistical reports on the use of their collections (Ferizal et al., 2021). SMAN 2 Cimahi, which has implemented library automation, will undoubtedly find it easy to generate reports and present statistical data related to library circulation and visitation rates.

## Cooperation

*“Berkaitan dengan program literasi, disini ada kegiatan kerjasama, sejak 2016 bersama DISPUSIPDA Provinsi Jawa Barat dimana peserta didik diminta membuat review buku. Ada juga program kerjasama dengan DISDUKCAPIL berupa kegiatan pelatihan menulis bagi peserta didik,”*

Activities that have been carried out several times by the SMAN 2 Cimahi library include collaborating with other school libraries and public libraries. This collaboration takes the form of visits to observe and learn about the programs or services available at the libraries visited. In addition, librarians at the SMAN Cimahi library also collaborate with professional library organizations; in this case, librarians participate in library forums.

Cooperation between libraries is carried out to provide more optimal services to library users (Hutapepa et al., 2023). The duties and obligations of public libraries and school libraries are to collaborate and work together to improve library services (Kanazawa, 2020). This will enable school libraries to access more extensive information and collections, thereby enhancing the quality of teaching and learning in schools.



## Integration with the Curriculum

*“Kami beberapa kali sering memerintahkan anak-anak untuk melakukan pembelajaran di sini, jadi mereka diperintahkan untuk mencari referensi entah itu buku ataupun artikel yang ada di perpustakaan,” (RM, 2023)*

In activities related to the curriculum, the SMAN 2 Cimahi Library has a program that is integrated with the school curriculum to encourage a love of reading. This program is conducted in collaboration with Indonesian language instructors. The program requires students to read books before each class begins. This can encourage a love of reading among students at SMAN 2 Cimahi. The library serves as a learning resource that supports the learning process by providing a variety of relevant library materials and references to meet students' academic needs (Cabero-Almenara *et al.*, 2022; Mehta & Wang, 2020). In its implementation, the library has collaborated with external organizations such as DISPUSIPDA West Java Province and DISDUKCAPIL to strengthen students' literacy and writing skills through various training and literacy activities.

The SMAN 2 Cimahi Library has implemented integration with the school curriculum as part of its efforts to encourage reading and improve students' information literacy. One of the integrated programs is a collaboration with Indonesian language teachers, in which students are required to read books before class begins. This program is in line with the Regulation of *Kepala Perpustakaan Nasional RI No. 12 Tahun 2017 tentang Standar Nasional Perpustakaan (SNP) SMA/MA*, which requires school libraries to provide services that are integrated with the curriculum.

## CONCLUSION

The library of SMAN 2 Cimahi has implemented Regulation of *Kepala Perpustakaan Nasional Republik Indonesia No. 12 Tahun 2017 tentang Standar Nasional Perpustakaan SMA/MA* quite well. This is evidenced by the SMAN 2 Cimahi Library, which has been providing circulation, reference, and information literacy services. The SMAN 2 Cimahi Library has a reading habit program that is carried out in collaboration with librarians and Indonesian language teachers as part of the compulsory reading program. The Library Education Program is also conducted for students in their first semester to introduce them to the library. For promotion, the SMAN 2 Cimahi Library promotes itself digitally, displays new book collections, and holds book review competitions.

The SMAN 2 Cimahi Library also produces monthly and annual reports that are submitted to the principal. Collaboration with external parties to increase interest in reading and writing, integrating programs with the curriculum by holding book review competitions, has also been carried out by the SMAN 2 Cimahi Library. On the other hand, in terms of library operating hours, the SMAN 2 Cimahi Library does not yet provide 8 hours of service per working day. If the library's operating hours meet the standards, then it can be ascertained that the SMAN 2 Cimahi Library has fully implemented library services in accordance with the applicable *SNP*, and this can help in improving accreditation. This study is still limited to reviewing the suitability of the service aspects of the SMAN 2 Cimahi Library with the 2017 *SNP* for *SMA/MA*. Further research can examine all aspects of the *SNP*, especially the latest *SNP*, namely the 2024 *SNP*.

## AUTHOR'S NOTE

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