

BEHAVIORAL HABITUATION OF SMILE, GREETINGS AND GRATITUDE OF LIBRARIANS TOWARDS SCHOOL USERS

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ABSTRACT

KEYWORDS

Smile, greeting, and Acknowledgment

ARTICLE INFO

Accepted: 2 Mei 2024

Revised: 30 Mei 2024

Approved: 7 Juni 2024

The school library is the heart of teaching and learning. Friendly and professional librarians will make students feel comfortable and appreciated, so they are motivated to visit the library more often. One way to show the friendliness and professionalism of librarians is to familiarize the behavior of smiling, greeting, and saying thank you to the users. This research aims to find out the behavioral habituation of smiles, greetings, greetings, and gratitude that occurs at Madrasah Aliyah Muallimin UNIVA Medan. The method used is descriptive qualitative. From the research that has been done by the researcher, the results obtained include In its application, which is done in the application at Mas Muallimin Univa Medan, it applies with tangibles aspects, namely the neat appearance of librarians. Smile applied by librarians by using a cheerful smile and a sincere smile. Greetings and salutations by librarians when visitors enter the library and give greetings, librarians readily answer the greetings with the same smile and greetings, creating a relaxed and inviting atmosphere. Acknowledgments are made when the borrowers return the borrowed books. When students or teaching staff return books to their shelves, librarians are quick to greet them with a smile and a sincere expression of gratitude

INTRODUCTION

Humans as social creatures always interact and communicate with each other. Communication is defined as the process of exchanging ideas, information, attitudes, emotions, opinions, or instructions between individuals or groups. (Pohan, 2021) . The purpose of communication is to build understanding, reach agreement, and coordinate activities. In the context of library services, communication is very important. Good communication between librarians and users can help build positive relationships, increase user satisfaction, and achieve library goals. Therefore, librarians need to have good communication skills to be able to serve the users optimally. The school library is at the heart of teaching and learning activities. This is where students seek information and knowledge to support their learning process. An important role in creating a conducive atmosphere in the library lies with the librarian. Friendly and professional librarians will make students feel comfortable and appreciated, so they are motivated to visit the library more often. One way to show the friendliness and professionalism of librarians is to familiarize the behavior of smiling, greeting, and saying thank you to the

users. These behaviors are simple, but have a big impact in creating a positive relationship between librarians and users. Increasing more effective interactions and developing a culture of togetherness between librarians and users are important in improving the quality of library services. Research shows that implementing a 5S culture, which includes greetings, smiles, greetings, politeness and courtesy, has a positive impact on creating a welcoming and inclusive environment. This culture not only increases awareness of the importance of kindness and mutual respect, but also facilitates the development of more positive behaviors between both parties. By implementing the 5S culture, librarians can create an atmosphere that welcomes and invites users to interact more actively. Warm smiles and greetings can help break the ice and create a closer relationship between librarians and users. In addition, a polite and courteous greeting will increase respect and trust between them. More than just an act of courtesy, the 5S culture creates a foundation for deeper and more meaningful interactions. By respecting each other and displaying a positive attitude, both librarians and patrons can feel valued and supported in their library experience. It also creates an opportunity to form ongoing relationships and strengthen bonds between the library community. Therefore, introducing and strengthening the 5S culture in libraries is a very important step in promoting more effective interactions and developing a positive culture of togetherness among librarians and users. However, libraries are currently facing serious challenges in maintaining the warmth and closeness between users and librarians, especially in interactions involving smiles, greetings, and salutations. This phenomenon is not just the result of a single factor, but the result of multiple social, technological and environmental changes.

One of the main causes of the decline of social interaction in libraries is the development of technology that allows digital access without direct interaction. With the proliferation of the internet and digital resources, many patrons prefer to search for information and read online rather than visit the library in person. This reduces the frequency of direct interaction between users and librarians, leading to the erosion of the sense of intimacy and closeness that was once so strongly felt in the library environment. In addition, the COVID-19 pandemic has also had a significant impact on social interactions in libraries. Social restrictions and the use of masks to prevent the spread of the virus have changed the way we interact with each other. Librarians and patrons now have to communicate across greater physical distances and often behind the barrier of masks, which can reduce the intimacy and facial expressions that usually denote warmth. As such, the demise of smiles, greetings and salutations in libraries is not just the result of one single factor, but a result of complex changes in the way we interact

and communicate in an increasingly digitally connected society affected by the global pandemic.

This research aims to find out the behavioral habituation of smiles, greetings, greetings, and thanks giving that occurs at Madrasah Aliyah Muallimin UNIVA Medan. With the problems raised including how to habituate the behavior of smiles, greetings and acknowledgments carried out by librarians to visitors so that the culture is preserved. Researchers hope that the results of this study can be useful for study materials in further research related to library management. And another benefit of this research is as input and consideration to optimize the motivation and interest of teachers and students in learning to habituate the behavior of smiles, greetings and thanks.

METHOD RESEARCH

1. Research Location

This research was conducted at Madrasah Aliyah Muallimin UNIVA Medan which is located on May 2, 2024. The interview process was conducted for approximately 30 minutes.

2. Research design

This research uses a qualitative descriptive method. According to Nazir, Descriptive Research is a study to find facts with the right interpretation, involving various combinations of data from observations, interviews, and documentation to make analysis. Meanwhile, according to Hasan Sazali, qualitative research is research used to examine the conditions of natural objects by referring to theoretical perspective designs such as narrative research, phenomenology, action research, case studies, and analysis. It can be concluded that research with qualitative descriptive methods is generally used in social phenomenology which is focused on answering research related to questions of who, what, where and how an event or experience occurs until finally a deep conclusion can be drawn to find answers that arise at the event and then written in the form of a description.

3. Participants

Participants who are sources in this study are someone who can provide information about the existing situation and conditions, so that the data generated can be accurate and reliable. The data is in the form of statements or information that can help researchers to understand research problems. The resource person in this study consisted of 1 resource person, namely a sports teacher and male. The identity of the participants in this study is kept confidential to maintain the privacy of the participants

in order to avoid things that contain defamation from any party. The reason for the participants' willingness to give their opinions to the public regarding issues related to the theme. The recruitment process begins with making an agreement so that the source is willing to participate in providing all information related to the research topic. Then the researcher makes an agreement with the source regarding the suitability and timeliness, to be able to carry out the interview process.

4. Data Collection

Technique The data collection technique was carried out using a semi-structured interview method. According to Imami Nur Rachmawati, semi-structured interviews are an interview process that uses an interview guide derived from developing topics and asking questions. The interview was conducted by asking directly to the source to explore and obtain information related to the data needed. The interview uses a guideline of interview questions so that researchers can develop questions according to the needs of researchers. The interview was conducted for approximately 30 minutes on May 2, 2024 which was conducted at Madrasah Aliyah Muallimin UNIVA Medan school located on Jl. Sisingamangaraja No.Km. 5, RW.5, Harjosari I, Kec. Medan Amplas, Medan City, North Sumatra 20147. The information provided by the interviewee was recorded by the researcher using a voice recorder on a cellphone, besides that the researcher also recorded important things conveyed by the interviewee in the interview process.

5. Data Analysis

The data that has been collected through interviews is sorted and adjusted to the discussion and focus of the researcher, namely regarding the principal's efforts in planning the needs of education personnel to improve administration at Madrasah Aliyah Muallimin UNIVA Medan. The data that has been collected and sorted is then presented in the form of a description of the research results and then analyzed in the discussion to be adjusted to the theoretical study that has been chosen by the researcher, namely regarding the fulfillment of facilities and infrastructure and what facilities and infrastructure are owned by the school. Furthermore, the researcher draws a conclusion through the data collected.

RESULT AND DISCUSSION

RESULT

Habits and Behavior

Based on the Big Indonesian Dictionary, the word "habituation", whose origin is "ordinary", means actions that are naturally carried out in daily activities (Hotomo, 2005). The word habituation, whose origin is ordinary, then adds the affix pe-an, which means a habitual process, which will eventually produce a habit. Habituation is a way that is done in order to familiarize a person to behave and act in accordance with religious teachings (Iqbal, 2013). According to Djaali, habituation is a way of acting by doing it repeatedly, which will eventually become a permanent behavior (Djaali, 2013). According to Amin, the contents of habituation activities are first; Routine, the purpose of which is so that a person can do the behavior repeatedly well. Second; Spontaneous, to provide spontaneous teaching, especially in getting used to being polite, polite and praiseworthy. Third; Exemplary, so that behavior can be used as an example in the environment. As for the definition of behavior itself, according to the Big Indonesian Language Dictionary, behavior is an individual's response or reaction to stimuli or the environment (Nasional)

In carrying out daily life, behavioral habituation is very important. The habituation of smiles, greetings courtesy, and gratitude is the core of basic social ethics in daily interactions. A smile is a universal language that sends signals of friendliness and kindness. When we smile, we not only open the door for more positive interactions, but also radiate warmth that can ease tension and create comfort around us. A courtesy greeting, such as saying "morning" or "good afternoon," is not only a small act, but also implies an appreciation for the other person's existence. It is a simple way to show that we appreciate their presence and want to start the interaction with respect and courtesy. Meanwhile, thank you is an important expression in expressing our gratitude for the help, support, or hospitality we receive from others. By saying thank you, we not only recognize their positive contribution, but also prove that we appreciate their efforts. By practicing this habit consistently, we not only form a more pleasant and positive environment, but also strengthen important social bonds. Every smile, greeting, and thank you builds the foundation for better, more empathetic, and more harmonious relationships between us.

For a librarian, practicing the habit of smiling, greeting politely, and saying thank you not only creates a positive relationship with visitors, but also provides multiple benefits to the library. First of all, smiles and polite greetings help create a pleasant and welcoming environment in the library, which can increase patrons' satisfaction and comfort in using the facilities and services available. Furthermore, it also strengthens the relationship between librarians and patrons, creating a deeper bond and inspiring trust. Visitors will feel valued and supported when they are cordially received by librarians, which in turn can increase loyalty

towards the library and boost repeat visits. In addition, thanking patrons for their contribution in keeping the library in order or abiding by the rules can reinforce awareness of the ethical norms that are valued in the library. This can encourage further positive behavior from patrons and create a more orderly and welcoming environment. Overall, by internalizing the habits of smiles, polite greetings, and thanks, a librarian not only creates a more pleasant and inclusive environment in the library, but also increases patron satisfaction, strengthens the relationship between librarians and patrons, and inspires positive behavior in maintaining order and ethics in the library.

Izdihar (Sahidi, 2024) revealed that behavior change in a person or in the context of the workforce is a very difficult process to do. According to him, a person's behavior is influenced by the intention of the individual himself, because intention is a reflection of real thinking and is part of an individual's plan to determine his behavior. In this context, to understand and change a person's behavior, Izdihar proposes the use of the Theory of Planned Behavior. According to the Planned Behavior Theory proposed by Ajzen (Anugrah, 2022), a person can perform a behavior if they have the intention to do so. In other words, intention is the main factor that encourages individuals to take certain actions. This theory identifies several factors that influence behavior change, namely individual attitudes towards these behaviors, subjective norms that exist in the individual's environment, and individual perceptions of the control they have over these behaviors.

Talking about intention, a hadith says the following:

عن امير المؤمنين ابى حفص عمر بن الخطاب رضى هلا عنه قال سمعت رسول هلا صلى هلا عليه وسلم يقول : انما الاعمال بلنيات وانما لكل امرء مانوى . فمن كانت هجرته الى هلا ورسوله فهجرته الى هلا ومن كانت هجرته لدنيا يصيبها او امرأة ينكحها فهجرته الى ما هاجر اليه (رواه امام المحدثين ابو عبد هلا محمد بن اسماعيل بن ابراهيم بن المغيرة بن برد زبة البخاري وابو الحسين مسلم بن الحجاج ابن مسلم القشيري النسابوري فى صحيحيهما الذين هما اصح الكتب المصنفة)

Meaning: *From Amirul Mukminin, Abu Hafis Umar bin Al Khattab (may Allah be pleased with him), who said: I heard the Messenger of Allah (sallallaahu 'alaihi wa 'alayhi wasallam) say: "Verily, every action depends on its intention. And every person gets what he intends. Whoever makes hijrah for the sake of Allah and His Messenger, then his hijrah is to Allah and His Messenger. And whoever hijrahs for the world he wants to gain or for the woman he wants to marry, then hijrahs to what he intends."*

This hadith encourages every Muslim to be sincere in every action and worship in order to get rewards in the ahirat as well as ease and happiness in the world. All good and beneficial

deeds, if accompanied by sincere intentions and only seek the pleasure of Allah alone, then these actions are worth worship. (Kitab Al-Wafi, Fi Syarhil Arba'in AnNawawiyah). Therefore, to ensure that the service process in the library is meaningful as worship and can be rewarded, the foundation of sincere and sincere intentions is very important. The concept that "everyone will be rewarded based on what he or she intends" has profound implications, where sincere intentions will be rewarded accordingly, in accordance with what they have intended.

This hadith serves as a benchmark for the sincerity of one's heart in doing charity. This hadith about intention can be a motivation for librarians to instill deep intentions in carrying out the process of habituating behaviors such as smiling, greeting, greeting, and saying thank you to visitors or visitors who are served in the library. Therefore, it is important for librarians and other individuals to refresh their intentions to serve the library users to the best of their ability, solely for the sake of Allah, and with goals that are in line with their aspirations and desires

Smile

Dale Carnegie argues as quoted by firdaus (Firdaus, 2023) that one very important way to make friends and influence those around us is to smile. According to him, an attractive and balanced smile can be used as a strong personal asset. When one feels happiness, pleasure, humor, or greetings, that is when a smile will naturally appear. According to Webster's International Medical Dictionary, a smile is defined as a change in facial expression involving a glow in the eyes, and a rising and curling of the corners of the mouth, without an audible sound. A smile is a milder contraction of facial muscles compared to laughter, which can portray a range of emotions such as amusement, pleasure, tender affection, approval, joyful containment, irony, mockery, and a variety of other emotions.

According to M. Ali Nurhasan Islamy (Islamy, 2015) there are several kinds of smiles, namely:

- a. A cynical smile, which reflects dislike of another person due to disappointment, envy or spite. Although less appealing to the eye, this smile is often a sign of self-confidence.
- b. A seductive smile, which can make others feel attracted and submissive. This smile can be intentional or unintentional, and needs to be watched out for as it can be used for certain purposes.
- c. The smile of fortitude or resilience, which depicts a person's fortitude in the face of sadness or suffering. This smile is difficult to perform as it requires extra energy and strength to smile in the midst of sadness.

- d. A genuine smile, which a person gives with wholehearted sincerity to make others happy. This smile, although similar to the smile of fortitude or resilience, is not limited to any particular psychological state.

According to Abdurachman (Abdurachman, 2018), a smile not only reflects a person's emotions, but also has an aesthetic dimension, namely visual beauty. In a medical context, aesthetics includes aspects of beauty that can be seen visually. When we first meet someone, his or her face becomes the focus of attention, as it is the unique identity of the individual. Facial expressions, such as smiles, are one of the first things that others will observe. A beautiful and attractive smile can be considered as one of the important assets for a person. A smile that exudes beauty not only attracts attention physically, but also gives a positive and pleasant impression to others. It can influence social interactions and help build better relationships with people around.

As such, a beautiful smile that portrays visual beauty is not only a prominent physical feature, but also a representation of a friendly, warm and pleasant personality. Therefore, maintaining a beautiful smile is not just for visual beauty, but also to create a more positive social experience and strengthen bonds between individuals.

Greetings and Salutations

Salam in Islam is not just a polite greeting, but also a meaningful expression, containing warmth, a sense of brotherhood, and sincere prayers for others. Spreading greetings is not only a recommendation, but also an obligation that every Muslim carries. Every time we say salam to our fellow Muslims, we are planting seeds of love that stem from a common faith and belief. This is not just ordinary love, but love that grows from the depths of the heart united by the same aqidah.

By making salam a habit, we open the door to heaven for ourselves and for others. Every greeting we say sincerely is a small deed that will lead us to Allah's pleasure. Because in every second, the greeting becomes a reminder of the unity of Muslims, strengthens the bonds of togetherness, and brings happiness to the community. So, it is not surprising that the Prophet Muhammad SAW said that "A simple deed such as spreading greetings can be the key to heaven." Thus, let us nurture this noble habit, for it contains infinite goodness for ourselves and for all mankind. As stated in the hadith, which is as follows:

حَدَّثَنَا أَبُو بَكْرِ بْنُ أَبِي شَيْبَةَ حَدَّثَنَا أَبُو أُسَامَةَ عَنْ عَوْفِ بْنِ زُرَّارَةَ بْنِ أَوْفَى حَدَّثَنِي عَبْدُ اللَّهِ بْنُ سَلَامٍ قَالَ لَمَّا قَدِمَ النَّبِيُّ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ الْمَدِينَةَ أَنْجَفَ النَّاسُ قِبَلَهُ وَقِيلَ قَدْ قَدِمَ رَسُولُ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ قَدْ قَدِمَ رَسُولُ اللَّهِ قَدْ قَدِمَ رَسُولُ اللَّهِ تَلَاثًا

فَجِئْتُ فِي النَّاسِ لِأَنْظُرَ فَلَمَّا تَبَيَّنْتُ وَجْهَهُ عَرَفْتُ أَنَّ وَجْهَهُ لَيْسَ بِوَجْهِ كَذَّابٍ فَكَانَ أَوَّلُ شَيْءٍ سَمِعْتُهُ تَكَلَّمَ بِهِ أَنْ قَالَ يَا أَيُّهَا النَّاسُ
أَفْشُوا السَّلَامَ وَأَطْعِمُوا الطَّعَامَ وَصَلُّوا الْأَرْحَامَ وَصَلُّوا بِاللَّيْلِ وَالنَّاسُ نِيَامٌ تَدْخُلُوا الْجَنَّةَ
بِسَلَامٍ

Meaning: "Abu Bakr ibn Abu Shibah told us [Abu Usamah] from ['Auf] from [Zurarah ibn Aafa] told me [Abdullah ibn Salam] who said, "When the Prophet (blessings and peace of Allah be upon him) arrived in Madinah, the people rushed to welcome him, saying, "The Messenger of Allah (blessings and peace of Allah be upon him) has come! The Messenger of Allah is coming! The Messenger of Allah is coming!" up to three times. So I joined the crowd to see him, and when I saw his face clearly, I could see that his face was not that of a liar. The first words I heard him say were: "O people, spread the greeting of peace, give food, strengthen the bonds of brotherhood, pray at night when people are asleep, and you will enter Paradise safely." [HR. Tirmidhi, no. 2485; Ibn Majah, nos. 1334, 3251; Ahmad, 5:451; Ad-Darimi, 1:340-341, 2:275; Al-Hakim, 3:13, reported by 'Auf ibn Abi Jamilah, from Zararah ibn Abi Awfa, from 'Abdullah ibn Salam. Shaykh Salim ibn 'Ied al-Hilaly said that the sanad of this hadeeth is sound] (Ash-Shalihin, 1430 H)

Islamy (Islamy., 2015) argues that greetings are an important form of initial communication in Islam, especially when accompanied by greetings and smiles. Although simple, this act can bring joy, sympathy and high morale, especially when done by a leader to his subordinates. Unfortunately, not everyone realizes how important this is and often neglects it.

Acknowledgments

Saying thank you is a simple statement that has a huge impact in our daily lives. When we express gratitude to someone, we are actually acknowledging and appreciating the contribution or help that has been given to us. This not only creates a closer relationship between us and the other person, but also creates a more positive social environment overall. However, sometimes we may find it difficult to express gratitude, especially if we are not used to doing so or if the situation is unfamiliar to us.

However, it is important to remember that even a simple thank you has a significant impact. When we acknowledge the contribution or help of others by saying thank you, we not only appreciate them but also show gratitude to God for all that He has given us. In addition, it is also important to remember that responding to gratitude in a friendly and sincere manner is equally important. By responding well to someone's thank you, we also show that we appreciate their recognition and that their contribution is valued. In addition to forming closer

relationships and creating a more positive social environment, thank you notes can also increase overall happiness. When we express gratitude at the right time, we not only recognize the contributions of others but also spread happiness to them. Thus, it is important to remember the power of gratitude in our daily lives. Though simple, they have a tremendous impact on both ourselves and others around us.

According to McCraty, R., & Childre, D. (McCraty, 2004), the concept of gratitude comes from the root word "gratia" which means to like, or from the word "gratus" which means to please. This underscores that the essence of gratitude is recognizing and appreciating the things that we like or that bring us happiness in our lives. In another perspective, gratitude is explained as the emotional reaction one feels when receiving kindness or benefits from others, as expressed by Lambert, Graham, & Fincham. Emmons, McCullough, and Tsang also describe gratitude as feelings of amazement, pride, gratitude, and appreciation for the benefits received, which can be directed both to others and to oneself. The concept of gratitude, as described by McCullough, Tsang, and Emmons, is also closely related to aspects of one's personality, emotions, social interactions, and psychological well-being. In addition, Fitzgerald explained that in the concept of gratitude there are three main components, namely the expression of sincere appreciation for certain things, good intentions towards these things, and the existence of behavior that is the result of appreciation and intention. (Handrix Chris Haryanto, 2016).

DISCUSSION

Smile

According to Sumarwan (Sumarwan, 2004), service quality can generally be seen from five dimensional aspects which include physical facilities (tangibles), reliability, responsiveness, assurance, and attention (empathy). Haryono (Haryono, 2016) emphasizes that of the five dimensions, the tangibles aspect has the most significant influence on overall service quality. The tangibles aspect includes various things in physical form, including employee appearance such as neat clothes and friendly expressions or smiles.

The implementation of tangibles aspects, such as neatly dressed appearance and giving a smile, is applied by librarians in this MAS Muallimi school when interacting with visitors during the first meeting. Librarians can start the interaction by giving a smile to every visitor who comes, as a sign of friendly service. The smile is not only a symbolic act, but also an early indicator of the formation of a bond between the librarian and the visitor. In addition, a smile also creates a warm sense of ukhuwah or brotherhood. The presence of a smile on the librarian can also provide its own charm and add charisma in serving users. More than that, a smile can

also be a healer for personal problems that may be faced by librarians. As said by the librarian that "With a smile, sometimes we are able to hide and overcome personal problems, so that we can provide better services to the users".

Greetings and Salutations

The implementation of greetings and salutations is a very important strategy in improving the social skills of librarians and supporting the overall quality of library services. As mentioned by Fatmawati (Fatmawati, 2013)(Fatmawati, 2013), the quality of library services can be significantly improved if librarians have the ability to act as professional intermediaries for their patrons. This indicates that the ability, attitude, and appearance of librarians in serving visitors greatly affect the quality of services provided.

Librarians who are able to greet visitors with friendly greetings such as "Assalamu 'alaikum warahmatullah" for Muslims or "good morning", "good afternoon", "good evening", or "good night", as well as the question "What can we do for you, sir/madam?" when meeting library visitors, make the library environment more friendly and welcoming. Meanwhile, greetings such as "welcome", "how are you", "what's up", and the like, given at the beginning of service delivery to visitors, help create a relaxed and inviting atmosphere for interaction. Thus, through proper implementation of greetings and salutations, librarians can create better relationships with patrons, increase user satisfaction, and improve the overall quality of library services. Greeting library patrons is an aspect that requires special attention in choosing words that suit the preferences and individual characteristics of library patrons. Librarians play an important role in greeting visitors and patrons by using their names when known. This creates a more personalized and respectful atmosphere. However, if the patron's name is not known, librarians can use general terms such as "Mr.", "Mrs.", or "Brother". The choice of these words should be tailored to the status, age, and gender of the patron. For example, if the visitor or library user has an older age or higher social status, the librarian can use the greeting "Mr." or "Mrs." to show respect. Meanwhile, if the age or social status is equal to the librarian, then the use of the greeting "Brother" or "Sister" would be more appropriate.

In the context of Mas Mualimin Univa Medan library, the application of greetings and salutations by librarians plays an important role in creating a close and welcoming relationship with the users. Librarians there understand that warm and friendly interactions can make the library experience more enjoyable for the users. Therefore, when patrons enter the library and greet them, librarians are quick to respond with a smile and greeting, creating a relaxed and inviting atmosphere. By responding positively to their greetings, librarians also invite them to interact further such as asking what book references they are looking for, if they can be helped

and so on. Feedback from the patrons on the librarian's response is also very important. Some patrons may respond with a smile or an expression of gratitude, showing that they feel appreciated and welcomed. Conversely, if the librarian's response to the patron's greeting is not friendly or welcoming, the patron may feel uncomfortable or ignored. Through such positive and responsive interactions, the relationship between librarians and users at Mas Muallimin Univa Medan library becomes closer and more memorable. This also helps in improving the overall quality of library services, as users feel supported and valued in every visit to the library. Thus, the implementation of greetings and salutations by librarians is one aspect that strengthens the bond between the library and its community.

Acknowledgments

Saying "thank you" is one of the important aspects in the interaction between librarians and users in libraries. It is not just words, but also a form of appreciation given by service providers to service users. In libraries, the expression of gratitude is used as a way to end the conversation or as an expression of gratitude for the visit, the utilization of the collection, or the trust of the users in using the services provided.

Librarians in libraries strive to prioritize customer satisfaction in providing services. Therefore, a friendly attitude and expressions of gratitude are at the forefront of a library institution's success. Feedback from users about positive responses to expressions of gratitude is also very valuable. They may feel appreciated and happy to be recognized for their visit to the library. In addition, there are other benefits of expressions of gratitude given by librarians to users. One of them is its ability to make patrons happy and avoid or reduce stress. The expression of gratitude can also increase the self-confidence of the users, respect others, strengthen the relationship between the librarian and the users, and make a person feel more empathetic towards others. Thus, librarians in libraries not only provide information services, but also create a friendly and supportive environment for the users. Through sincere expressions of gratitude, librarians can motivate users to behave better and more positively, and improve users' experience in using library services.

In the context of the application of gratitude in the library of Sekolah Mas Muallimin Univa Medan, the librarian carries out the activity when the borrowers return the borrowed books. When students or faculty members return books to their shelves, librarians are quick to greet them with a smile and a sincere expression of gratitude. This action is not only part of the operational procedure, but also an opportunity to strengthen the relationship between librarians and users.

The acknowledgment has a deeper meaning than just words. It is a way of appreciating the active participation of the users in utilizing the library facilities and complying with the rules. Through the expression of gratitude, librarians also express their appreciation for patrons' willingness to adhere to the book return schedule, which is an important aspect in keeping the library collection organized and available for use by all. In addition, the use of thank you notes also creates a positive atmosphere in the library. Patrons feel appreciated and recognized for their contribution in maintaining the smooth operation of the library. It also strengthens the bond between librarians and patrons, making the library a welcoming and pleasant place to visit. Thus, the implementation of thank you notes by librarians at Sekolah Mas Mualimin Univa Medan is not only a form of courtesy, but also an effective strategy to build positive relationships and strengthen a culture of mutual respect in the library environment. It is a small but important step in ensuring an optimal learning experience for all members of the school.

CONCLUSION

Libraries must maintain service quality, especially service quality in the tangibles aspect in the form of physical service delivery in which there is a librarian's appearance in the form of giving smiles, greetings and greetings, and thanks. In its application, which is carried out in Mas Muallimin Univa Medan, it applies the tangibles aspect, namely the neat appearance of librarians. As for the smile that is applied by librarians by using a cheerful smile and a sincere smile where this smile is a form of professional work. The smile is not only a symbolic act, but also an early indicator of the formation of a bond between the librarian and the library. In addition, a smile also creates a warm sense of ukhuwah or brotherhood.

In the context of Mas Mualimin Univa Medan library, the application of greetings and salutations by librarians plays an important role in creating a close and welcoming relationship with the users. Librarians there understand that warm and friendly interactions can make the library experience more enjoyable for the users. Therefore, when patrons enter the library and greet them, librarians are quick to respond with a smile and greeting, creating a relaxed and inviting atmosphere. In the context of the application of gratitude in the library of Sekolah Mas Mualimin Univa Medan, the librarian carries out the activity when the borrowers return the borrowed books. When students or faculty members return books to their shelves, librarians are quick to greet them with a smile and a sincere expression of gratitude. This is not only part of the operational procedure, but also an opportunity to strengthen the relationship between the librarian and the user. The thank you gesture has a deeper meaning than just words. It is a way to appreciate the active participation of the patrons in utilizing the library facilities and complying with the rules. Through the expression of gratitude, the librarian also expresses

appreciation for the patrons' willingness to adhere to the book return schedule, which is an important aspect in keeping the library collection organized and available for use by all.

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