

Positive Impact of COVID-19 Pandemic on Library Services

Nurul Farida, Kadek Aryana Dwi Putra and Corry Asmarany

Gadjah Mada University,

Bulaksumur, Caturtunggal, Kec. Depok

Sleman, Daerah Istimewa Yogyakarta, INDONESIA

e-mail: nurulfarida@mail.ugm.ac.id; kadek.aryana.dwi@mail.ugm.ac.id;

casmarany@mail.ugm.ac.id

ABSTRACT

While people are discussing the bad side of COVID-19 pandemics such as death, unemployment, bankruptcy, there is also the positive impact of the pandemic particularly on library services. Initially, ICT was considered a competitor that threatened the existence of libraries in Indonesia, however, it has now become an important tool in maintaining the existence of libraries during the COVID-19 pandemic. This can be seen from the innovations made by the Muhammadiyah University of Yogyakarta Library which rely on ICT to adjust library services during the COVID-19 pandemic. This research was conducted using a qualitative approach. Data was obtained from two librarians who work in the Muhammadiyah University of Yogyakarta Library. The collection of data included interviews, field observations, and analysis of the library website. It is known that there were various service adjustments made by the Muhammadiyah University of Yogyakarta Library during the COVID-19 pandemic. Onsite services are tightened by implementing the Health protocol, and online services provide a variety of facilities that can be accessed independently by the user. Online services maximize the use of ICT to reach users who are outside the region. The COVID-19 pandemic has encouraged libraries to maximize ICT and improve librarians' ability to operate ICT.

Keywords: COVID-19; ICT; Indonesia; Library services; Positive impact.

INTRODUCTION

The COVID-19 pandemic is a disease outbreak that has occurred widely throughout the world, including in Indonesia. The COVID-19 pandemic has forced the community to be adaptive to various forms of social change that have occurred. People are forced to carry out routines that are adjusted to standard health protocols, such as physical distancing, wearing masks, and washing their hands before and after touching objects.

The COVID-19 pandemic has caused unplanned social changes. Social change occurs sporadically (suddenly and unevenly) and is not desired by the community. Since the beginning of the emergence of this virus in Indonesia, the government has urged people to study, work and worship at home. During the COVID-19 pandemic, many institutions were closed. The closure was carried out because of the prohibition against activities outside the home. This is done to prevent transmission of the virus. The habitual pattern of people who like to gather together is now required to get used to social restrictions. The public is encouraged to carry out physical distancing and social distancing (Ministry of Health, 2020). The changes that have occurred due to the COVID-19 pandemic have

had many negative impacts, such as increased unemployment, bankruptcy, to the economic crisis (Rizal, 2020). On the other hand, the COVID-19 pandemic can have a positive impact on library services in Indonesia.

The general thought of most librarians in Indonesia before the pandemic was to assume that information technology was a competitor that threatened the existence of libraries. The emergence of the COVID-19 pandemic changed that thinking. Libraries are intensively utilizing information technology to adjust library services based on established health protocols. Libraries are forced to adapt to situations that limit the distance between individuals, thereby reducing the visiting capacity of the library. In addition, in university libraries, such as the Yogyakarta Muhammadiyah University Library, the majority of users are students. Currently, universities have not been able to carry out face-to-face lectures optimally, so most students return to their respective regions of origin. Due to the large number of users who are outside the region, it requires the Muhammadiyah Yogyakarta university library to be able to serve users without physical services. One of the possible efforts is online services by utilizing information technology.

ICT provides a variety of benefits that can help the Muhammadiyah University of Yogyakarta Library to maintain its existence during the COVID-19 pandemic. ICT can provide easy online access through virtual space so that it can be reached from various regions. virtual space can also have more capacity than physical. This can be used as a promotional ground to introduce the name of the Muhammadiyah University of Yogyakarta Library to the public. ICT is a library partner. The COVID-19 pandemic has made librarians aware that to maintain the existence of libraries, they must see everything as an opportunity to collaborate and even take advantage of it.

The COVID-19 pandemic has encouraged the Muhammadiyah University of Yogyakarta to support the library in maximizing the use of ICT. this is done as an effort in the process of adjusting library services. On the other hand, Muhammadiyah University of Yogyakarta Library does not close its onsite library services. everyone can still visit the Library freely. During the COVID-19 Pandemic, Muhammadiyah University of Yogyakarta Library continued to open onsite services and continued to improve online service innovation to maintain its existence.

Based on the explanation above, it is known that the COVID-19 pandemic caused various impacts that occurred in the Muhammadiyah University of Yogyakarta Library, especially on library services. library services have shown a lot of improvement compared to before the COVID-19 pandemic. the development of library services occurs as a form of the adjustment process for library services. Therefore, this study seeks to describe how the development of library service adjustments during the COVID-19 pandemic.

LITERATURE REVIEW

Library Services amidst the COVID-19 Pandemic

Libraries make adjustments to their services in an effort to maintain their existence during the COVID-19 pandemic. Service adjustments resulted in changes in work patterns. Prior to the COVID-19 pandemic, libraries were more focused on providing services to users

directly. while during the COVID-19 pandemic, library services were reorganized so that they would not become a crowded place. The challenge faced by libraries is how libraries can provide high-quality services to users during the pandemic (Cox, 2020).

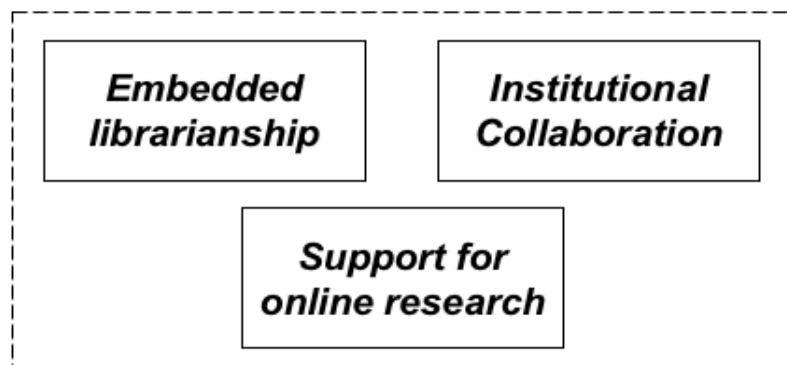


Figure 1: Library Services during the COVID-19 Pandemic (Walsh & Harjinder, 2020)

Embedded Librarians is a service that supports the teaching of necessary information skills, such as an online library module. Librarians can serve consultations for users related to library collections and research. Libraries can conduct online courses to ensure readers acquire information literacy skills due to the closure of the library. Librarians can assist users by developing course content, holding virtual work hours, providing research consultations, and assisting in identifying and linking course content.

Institutional Collaboration is a collaboration service between libraries. Libraries make their collections available to other libraries. Libraries need to continue to collaborate between libraries and various parties to achieve their goals. Collaboration between libraries can provide benefits in various activities held. This is due to the support of various stakeholders to improve the quality of activities in the library. As long as the library is closed, inter-library loan services for printed materials are not available, but digital material searches for library users are still being served. Collection of library materials is done through digitizing large-scale collections and implementing open access. Libraries should have started developing digital collections. Libraries need to work together to digitize printed collections amid the COVID-19 pandemic. this was done to achieve large-scale digitization. One way that this can be done is by collaborating between institutions to enrich digital collections.

Support for online research. Laboratory closures and restrictions on social contact create an obstacle to conducting research. Libraries can assist researchers by developing virtual spaces to collaborate remotely. Libraries have to rethink their websites because library websites are the main route of interaction with users. Following usability principles, library websites can be developed to be more user-friendly, responsive, and customizable. In the era of ICT, all activities can be assisted by the presence of technology, such as library services. Services are built using virtual technology, such as websites and social media. The spread of COVID-19 has resulted in libraries being required to develop online services to reach visitors who cannot directly access the library. This is by the opinion of Chick et al (2020), that ICT can help bridge the education gap during the COVID-19 pandemic. Remote reference and specialized information services are required to provide synchronous online information support to researchers during isolation.

International Federation of Library Associations and Institutions (IFLA) issued guidelines for being able to provide services during the COVID-19 pandemic which consisted of (IFLA, 2020):

1. Limiting numbers in the library. this is one measure to reduce risk by limiting the number of people in the library at any one time. This will make it easier to maintain social distancing.
2. Organizing events and activities. This is an effort to prevent virus transmission by organizing library activities and the number of participants in the event by allowing up to 100 people, but with a distance of 2 meters.
3. Promoting hygiene, namely promoting the importance of hygiene standards such as ensuring that staff wash their hands frequently, access to library materials using gloves and masks, and providing hand sanitizer available at the entrance (and possibly in addition to equipment such as computers). In particular, continued regular hand washing by staff is strongly recommended (both before and after contact with the material).
4. Keeping Staff Safe, namely ensuring that the staff is fit, healthy, and comfortable in providing services. Librarians are encouraged to work in the library at certain hours of the day and allow staff to work in shifts.
5. Handling materials. This is an effort made to minimize the risk of infection through contact with materials carrying coronavirus, such as imposing a waiting period (quarantine) before handling returned books with a quarantine period of 24 hours for paper, and 72 hours for plastics. For materials with plastic covers, such as cleaning DVDs can use alcohol wipes and immediately return to circulation.
6. Social distancing or physical distancing is done by maintaining a safe distance between individuals to reduce the risk of the virus being transmitted from one person to another. The recommended distance varies from country to country but does not appear to be under 1m (3-4ft). This is done to protect users from possible transmission due to coughs, droplets, and sneezing that are emitted through the air.
7. Delivery Services. it is a book delivery service to vulnerable groups and others. For example, the Radford College School library in Australia has a click-and-collect service for its collection of books. Libraries can also work with taxi companies to provide access to books, such as the Central Public Library of Veria in Greece.

RESEARCH DESIGN

This research is a descriptive study with a qualitative approach as a guide for conducting and determining the flow of research. Qualitative research is the collection of data in a natural setting to interpret the phenomena that occur in which the researcher is a key instrument (Anggito & Setiawan, 2018: 8). This research was conducted to describe the positive impact of the COVID-19 pandemic on the process of adjusting library services at the Muhammadiyah University of Yogyakarta Library.

The sampling technique was carried out using purposive sampling. According to Idrus (2009), purposive sampling is a sampling technique used by researchers if they have certain considerations in sampling. Character determination is taken because not all

members of the population have the opportunity to be used as research samples, as well as the limitations of researchers to reach all of them. The following are the characteristics of the sample of this study.

1. Librarian at the Muhammadiyah University of Yogyakarta Library.
2. Knowing the service adjustments made by the Muhammadiyah University of Yogyakarta library.

Based on the specified sample criteria, 2 informants were selected to obtain research data. Data retrieval is carried out through various processes, as follows.

1. Interviews, conducted by asking several research questions to informants to obtain primary data.
2. Field observations were carried out by directly visiting the Berdikari Book shop and library to find out what conditions are happening in the field.
3. Website and social media analysis, conducted by visiting the website <https://library.umy.ac.id> and various social media owned by the Muhammadiyah University of Yogyakarta Library.

Data were collected from various sources to complement and confirm the findings of data from one source to another. The data that has been obtained is then analyzed using a model from Miles and Huberman (1994), namely that the data analysis activity is continuous and is carried out interactively until the data is saturated. This model has three stages, such as:

1. Data reduction: Refers to the process of selecting, focusing, simplifying, abstracting, and modifying data that appears in field notes or written transcriptions.
2. Presentation of data: This stage is to present an ordered and compressed collection of information that allows it to be used as a reference for drawing conclusions and actions.
3. Inference: Deciding - noting regularities, patterns, explanations, possible configurations, casual flows, and propositions.

RESULTS

Muhammadiyah University of Yogyakarta Library Services before the COVID-19 Pandemic

The Muhammadiyah University of Yogyakarta Library is one of the libraries of private universities in Indonesia. The library is located on Jalan Brawijaya, Kasihan, Bantul, Yogyakarta Special Region. As a university library, Muhammadiyah University of Yogyakarta Library provides a variety of services according to the needs of its users who are the academic community, as follows.

1. Check Turnitin. Turnitin is an application used to check the level of similarity of text with sources on the internet. The maximum limit set by UMY is 20%. So that if the turnitin check results exceed the predetermined limit, it must be revised. Turnitin checks can be done through various library units at UMY, or by email.

2. Circulation. Circulation services are divided into 3, namely borrowing, repaying, and extending book loans.
3. Information literacy, this service is in the form of training for Muhammadiyah University of Yogyakarta's academic community, both for students and for lecturers. This training will learn how to determine research topics, find credible references, search journal databases, and learn related writing techniques.
4. The computer room, Muhammadiyah University of Yogyakarta Central Library provides 40 units of computers that can be accessed by the Muhammadiyah University of Yogyakarta academic community. The computer room is located in Building D. It 3.
5. Jaws: a special computer for the visually impaired, this service helps blind people to operate computers. The location is in Building D. LT 3
6. Repository, this service provides the work of Muhammadiyah university of Yogyakarta academic community, including Final Projects, Thesis, Thesis, and Dissertation. Physically, the repository room is in Building D. It 2, while online it can be accessed via repository.umy.ac.id.
7. The library recites the Qur'an. Visitors who visit the Muhammadiyah University of Yogyakarta Library are given a special room to recite the Qur'an. The room is located in Building D. It 3
8. Jogja Library for All (JLA) Catalog service with all university and school libraries in Yogyakarta. JLA can be accessed through <http://www.jogjalib.com/>.
9. Endnote training, Endnote is an application that can be used to automatically create citations, either bodynote, footnote, or bibliography. In minimizing the occurrence of acts of plagiarism, Muhammadiyah University of Yogyakarta Library organizes endnote training every Saturday. For students who want to take part in these activities, please register through the WhatsApp service on this website.

The Muhammadiyah University of Yogyakarta Library opens services to the general public, except for circulation services which are specifically restricted to students of the Muhammadiyah University of Yogyakarta. Everyone can visit and use the facilities in the library without any administrative processes.

Yogyakarta Muhammadiyah University Library Services after and during the COVID-19 pandemic

The process of adjusting services at the Muhammadiyah University of Yogyakarta Library during the COVID-19 pandemic can generally be described through 2 phases, namely in the first phase when a circular is issued to inform the closure of the library, and the second phase when the library reopens services.

a) First Phase

The first phase began when the Circular on the COVID-19 emergency response at Muhammadiyah University of Yogyakarta was issued in March 2020. All employees at the Muhammadiyah University of Yogyakarta were given the policy to be able to work from home, including librarians. This policy was taken as an anticipatory step in preventing and protecting librarians from the risk of contracting the coronavirus. The safety of librarians and visitors is a factor affecting the closure carried out by the Muhammadiyah University of Yogyakarta

Library. The closure of the library was carried out suddenly so that librarians at the Muhammadiyah University of Yogyakarta Library had not done too much preparation.

"It was closed at the beginning of the pandemic and there was no proper preparation at that time"

The closure of the library has raised various problems, such as the need for users who want to access the library, borrow books, extend books, and want to return books. There is pressure from library users to encourage the Muhammadiyah University of Yogyakarta Library to reopen library services physically and add alternative services in virtual form for users who are outside the region.

"It was closed for a while, after that it continued to open immediately because this is a private campus, so we have to pick up students. If not, we wouldn't get students, it's different from state campuses, which are still a lot of enthusiasts, even though they are neglected. "

The status of the Muhammadiyah University of Yogyakarta Library as a library from a private campus encourages efforts to be able to speed up preparation, as well as create alternative services that can accommodate the needs of the users. This has resulted in the Muhammadiyah University of Yogyakarta Library maximizing the use of ICT as a solution to maintaining the library's existence during the COVID-19 pandemic.

b) Second Phase

The second phase begins when the library starts to open online and onsite services. Onsite services are carried out by implementing health protocols, such as wearing masks, providing facilities for washing hands and checking body temperature before entering the library, and doing physical distancing while in the library.

"Here, we provide a place to wash hands and check body temperature"

"Even though there is no limitation on the number of students who come, we still impose physical distancing. So we are optimizing online services, besides that, there are still no lectures so there are still a few students who come "

The Muhammadiyah University of Yogyakarta Library does not limit the number of visitors, because the Muhammadiyah University of Yogyakarta has not conducted face-to-face lectures as a whole so that the number of students is still small. In addition, the existence of online services is also very influential in reducing the number of visitors who come, because some services can be carried out independently through online media. Online services are provided by providing alternative options that can be done remotely, such as the following.

1. Online library loan exemption, this service is provided for users who have completed their studies at the Muhammadiyah University of Yogyakarta. Users can carry out a library-free process through the website belonging to the Muhammadiyah University of Yogyakarta Library on the graduation library free menu.
2. Online book lending, this service is carried out by checking the availability of books through the website of Muhammadiyah University of Yogyakarta Library, namely <https://library.umy.ac.id/koleksi/buku>. If the desired book is available, users can borrow it via Whatsapp which has been provided by the Muhammadiyah University of Yogyakarta Library, while to take the book, it still has to be taken directly to the library.
3. Online extension of lending, this service can be done through the library website on the student self-service menu.
4. Services through social media. The social media used are WhatsApp and Instagram. Whatsapp as a media used to communicate intensely with librarians when experiencing unmet needs or problems, while Instagram is a medium for conveying information developments that are owned by the Muhammadiyah University of Yogyakarta Library.
5. The resource guide is a system/service that displays various references that have been grouped based on their reference category and adjusted to each study at the Muhammadiyah University of Yogyakarta. This is done to make it easier for users to find references according to their needs. The Resources Guide system/service can be accessed by anyone through the address library.umy.ac.id then click the Resources Guide menu. In this menu, we can select references according to the study program or desired reference category. If the user finds a reference that has not been entered into the system/service, he can contact the admin of Muhammadiyah University of Yogyakarta Library via the Whatsapp icon on the website.
6. Book returns can be done by using an expedition service. Users who are outside the region and want to return books can use expedition services to deliver borrowed books to the Muhammadiyah University of Yogyakarta Library. Users can coordinate the delivery process with librarians via WhatsApp.

Apart from technical services, Muhammadiyah University of Yogyakarta Library also tries to provide services to increase user insight, namely information literacy services, and webinars. Information literacy is a service in the form of training for Muhammadiyah University of Yogyakarta's academic community, both for students and lecturers. During the COVID-19 pandemic, information literacy services were held online through a zoom application subscribed to the Muhammadiyah University of Yogyakarta Library. Webinars are online seminars conducted through the zoom application.

During the COVID-19 pandemic, Muhammadiyah University of Yogyakarta Library often held webinars through a zoom application with various themes. The capacity of participants in the webinar is quite a lot so that it can accommodate participants from other institutions to participate in activities carried out by the Muhammadiyah University of Yogyakarta Library. This can also be used as a

promotional event for the Muhammadiyah Yogyakarta library so that it can be recognized by the wider community.

The adjustments that occurred in the Muhammadiyah University of Yogyakarta Library during the COVID-19 pandemic were inseparable from the role of ICT. There was a shift where initially ICT was only used to support library services, but during the COVID-19 pandemic, this technology played an important role as one of the main facilities in library services. This is a positive impact that occurs due to the COVID-19 pandemic, in addition to libraries becoming more developed in maximizing ICT, it can also improve the quality of librarians to be more literate about ICT.

CONCLUSION

Service adjustments that occur at the Muhammadiyah University of Yogyakarta Library are divided into 2 phases, namely the initial phase when the library is closed to prevent transmission of the coronavirus, then the second phase when the library reopens onsite services and adjustments are made by adding online services. Onsite services are still carried out to serve users who need a place to study and do their final assignments. onsite services are performed by executing health protocols. Online services have an important role to play in reducing the number of visitors so that crowds do not occur and reach users who are outside the region. Therefore, Muhammadiyah University of Yogyakarta Library tries to maximize ICT.

COVID-19 pandemic has encouraged the Muhammadiyah University of Yogyakarta Library to be able to maximize ICT. ICT is used to maintain the existence of libraries during the COVID-19 pandemic. This has a positive impact on the development of library services and improves the quality of librarians.

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