LIBRARY SERVICE STRATEGY DURING THE COVID-19 PANDEMIC

Nur Hasanah[1], Muslih Fathurrahman[2]

[1]Fakultas Ilmu Sosial, Universitas Islam Negeri Sumatera Utara, Indonesia
[2]Fakultas Ilmu Sosial, Universitas Islam Negeri Sumatera Utara, Indonesia
*Corresponding Author: nhasanah1800@gmail.com

Article Info

ABSTRACT

This research was conducted at the Batu Bara Regency Library Service. The aim of this research is to find out about the library service strategy during the Covid-19 pandemic at the Batu Bara Regency Library Service, to find out the supporting and inhibiting factors in carrying out library service strategies during the pandemic at the Department. Batu Bara Regency Library. The method used in this research is a qualitative research method using a descriptive approach. The data collection techniques used in this research were interviews, observation, and documentation. The results of this research show that library service strategies during the pandemic were carried out by librarians, namely by running mobile libraries, collaborating with other parties, temporary loan services, while the obstacles that occurred were by limited digital book collections, limited printed collections, limited infrastructure: IT equipment and networks, limited operational vehicles and their supporting equipment, and limited human resources who are competent in the fields of library and information and IT.

Keywords: *Publlic Libraries, Library Services, Covid-19, Pandemic*

1. INTRODUCTION

Libraries as information institutions are places and facilities that play an important role in national development and are a support for the world of education. Libraries basically have the task of collecting or holding, processing and disseminating information to people who need it. Libraries as information centers are required to provide complete, fast and effective information services. The existence of a library will be considered good and useful if the library always maintains library services well so that users are satisfied with the services provided by the library.

In law no. 43 of 2007 concerning libraries Chapter V library services, in article 14 paragraph 2 it is stated that every library applies library service procedures based on national library standards. (State Secretariat, Republic of Indonesia Law, 2007).

There are several types of libraries, including national libraries, public libraries, university libraries, school libraries, special libraries and regional libraries. In this research, the researcher took a type of public library where the location of this research was in the coal district, precisely in Labuhan Ruku, Talawi sub-district, the establishment of a public library to make it easier for the public/users to find information. Public libraries are different from other libraries, although the concept and processing remain the same, it's just that non-public libraries tend to be for limited environments and have special regulations and limited collections that are adapted to their environment. Public libraries usually provide a variety of collections for all age levels, from children, teenagers, adults, to the elderly, for both men and women.

In a library, service is the most important thing to provide. Therefore, the existence of library services will run well if the service system used is in accordance with user needs. Libraries as providers of information for the public and library users during the pandemic must still be able to adapt to the existing situation and conditions. The situation and conditions during the pandemic are different from those before the pandemic. During the pandemic, where people are required to carry out activities from home, including studying/college from home, this will change the method of library services which were previously carried out in person. Library services must be carried out online, both information source services and administrative services (AD, 2020).

As we know, service is serving and providing the best service to the community/users. In the sense that library services are library activities in providing services to users/librarians, especially to library members, with the aim of providing the best service and meeting user needs so that users are satisfied with the services provided by librarians. In essence, library services are the provision of all forms of library materials precisely and accurately according to the needs of the library provider as a means of searching for information. In addition to providing library materials needed by library users, libraries must also provide means of retrieval that can make it easier for library users to search for library materials that suit their information needs (Rahayu, 2014).

One of the functions of libraries is to provide the best service to library users. Bearing in mind that library services have a very high value and have the humane value of a nation which is a form of hospitality towards the community environment. So in this way, the existence of a library service is very important when considering treasures in the future, without a good library service it makes library users confused about the need for the information they are looking for and causes the library not to work well either.

Libraries must also follow the existing balance. Especially during the current Covid-19 pandemic, where the whole world is experiencing it. Libraries have not escaped the impact of the Covid-19 pandemic. Many libraries have closed library services, but the international institution in the library sector is IFLA (International Federation). of Library Associations and Institutional) issued guidelines for libraries throughout the world to be able to provide services during the ongoing pandemic (IFLA, 2020).

This also happened in the Batu Bara Regency Library Service, based on the results of initial observations by research, it shows that the library is experiencing obstacles to the services provided by the library, where the library must follow/comply with the access protocols recommended by the government at this time, there is The new regulation is the Implementation of Restrictions on Community Activities (PPKM), where in several districts/cities that have levels starting from levels I-IV, Batu Bara Regency is currently implementing the implementation of restrictions on community activities (PPKM) level 2 which lasts until August 2.

The existence of this policy means that libraries must comply with government regulations where before the arrival of (Covid-19) the library was running well and smoothly as it should be where library services at the Batu Bara Regency Library Service. Library services that are generally used by library users directly at the library. However, during the current pandemic, with various limitations, libraries are required to innovate and be creative in serving library users so that they can continue to provide excellent service under normal conditions. After the pandemic everything changed. Because of this, library services have been temporarily closed. This is seen from the number of visitors which is quite large, it could be said that 50% has now changed to 10% after the arrival of the Covid-19 pandemic, many have been hampered by this pandemic, starting from visiting, borrowing, even searching for information. However, because of this, circulation services cannot be provided, this is a problem for users who cannot borrow collections directly, while there are not yet many Ei-bbok and Ei-journal collections at the Batu Bara Regency Library Service.

Information Literacy

Literacy is a person's ability to use language such as listening, speaking, reading and writing so they can communicate in different ways according to their respective goals. As time goes by, the term literacy develops, not only literacy but also information literacy (Sulistyo-Basuki, 2013:1). The benefits of information literacy for students are that students and teachers will be able to master their lessons in the teaching process and students will not depend on teachers because they can learn independently with their information literacy skills (Hancock in Nurfadhila, 2012: 9). Furthermore, information literacy has an impact in the world of education (Mashuri, 2014), namely; 1) information literacy is an ongoing

activity, because information continues to develop, so it must continue to be studied, improved and developed; 2) librarians must continue to improve their skills, so that before carrying out information literacy activities, or before conducting information literacy skills training, librarians must be literate first; 3) strengthening the role of librarians as productive people, not only as book keepers or processors but as library partners (as teachers, facilitators); 4) requires collaboration between teachers and librarians to realize the implementation of II in the curriculum.

2. RESEARCH METHOD

The approach in this research is qualitative research. Qualitative research is a research and understanding process based on methods that investigate social phenomena and human problems. In this research, researchers create a complex picture, examine words, detailed reports from respondents' views and conduct studies in natural situations. Therefore, the use of a qualitative approach in this research is to match empirical reality with applicable theory using descriptive methods (Sugiyono, 2018). The descriptive research method uses a qualitative approach because it is very effective in finding the information needed by asking sources directly for information. Apart from that, by using qualitative descriptive research methods the data produced is more detailed and in-depth.

The data obtained by researchers through interviews was recorded in detail and grouped or sorted and focused on important things according to the problem formulation. So reducing data means summarizing, selecting the main things, focusing on the important things, looking for themes and patterns and discarding what is not necessary so that a final conclusion can be drawn. Data presentation, namely after the data has been reduced, the researcher presents the data in the form of a short description of narrative text. In this step, researchers will compile relevant data so that it becomes information that can be concluded and of course has meaning. Drawing conclusions means that the data presented by the researcher is analyzed critically based on facts obtained in the field. Conclusions are presented in narrative form as answers to the problem formulation formulated from the start. The process of data analysis, namely data obtained from interviews, researchers record and sort or group the data according to the theme or problem formulation in the research.

3. RESULT AND DISCUSSION

Library Service Strategy During the Covid-19 Pandemic at Batubara Regency Library Service

The Batubara District Service has implemented several strategies that make it easier for users to find the information they need. The Library Service implements

mobile library services that directly visit Batu Bara users/community, creates application-based digital services, collaborates with various library institutions, and provides temporary loan services, so that the community can take advantage of existing facilities. The skill felt by the officer itself has limitations that cause the officer to take advantage of something that exists.

From the results of interviews described by the informants above, the research concluded that the Batu Bara Regency Library Service during the Covid-19 pandemic implemented a service strategy by running a library library around various schools, villages, and TBMs (Community Reading Parks), Mosques, and the House of Worship in Batu Bara Regency. Both Library Services have implemented digital services in the form of applications that can be accessed online without having to go to the library. Third, establish cooperation with various agencies to make it easier for the public/users to search for information needs. The opportunity is to implement temporary loan services to various agencies that have collaborated with the Batu Bara Regency Library Service.

The Batu Bara Regency Library Service also implemented restrictions on visitor services, which during the pandemic implemented restrictions on visitors and visitors, the visitor service restrictions implemented at the Regency Library were to limit visitors from visiting every day, to limit the maximum of 30 people who could visit every day. by adhering to health protocols. There were several statements from the informants.

Obstacles In Implementing Library Service Strategies During The Covid-19 Pandemic

A desire is an obstacle or circumstance that limits a condition where obstacles and difficulties become obstacles to the achievement of a desire.

Speaking of the obstacles experienced by the Department of Library of the District of Coal Teirda can be the inhibition that is inhibited the name of the digital book for the Library of the Library, the Library of the Library and TBM Networking limitations, inam, operational vehicle capabilities and their support, and seventh, competent HR capabilities in the fields of information and technology and IT.

4. CONCLUSION

The conclusions that can be drawn from the results and discussions outlined in the previous chapters include that during the Covid-19 pandemic, the Batu Bara Regency Library Service carried out a library service strategy so that the public could meet their desired information needs by picking up the ball, namely by running mobile libraries in schools, villages and TBM (Community Reading Parks) in Batu Bara Regency, collaborating with libraries in Batu Bara Regency, and providing temporary loan circulation services. Of these various strategies, the activity that is often carried out is running a mobile library. There are several

perceived obstacles in the process of optimizing library services during this pandemic, namely various perceived limitations.

References

Ananda, R. (2009). Metodologi Penelitian Kuantitatif. Media Citapustaka.

Astutik Nur Qomariyah, Eva Mursidah, dan D.wahini. (2020). Analisa Tingkat Kemampuan Literasi Informasi Pengguna Perpustakaan Its. Shaut Al-Maktabah: Jurnal Perpustakaan, Arsip Dan Dokumentasi, 12(2), 240–254.

Cahyadi, DA (2018). Kemampuan literasi informasi peneliti dalam penulisan karya ilmiah di Loka Litbangkes Pangandaran. Jurnal Kajian Informasi Dan Perpustakaan, 6(2), 139–150. https://doi.org/10.24198/jkip.v6i2.17774

Devina, IS (2018). UIN SYARIF HIDAYATULLAH JAKARTA 1440 H / 2018 M Lembar Pengesahan JAKARTA 1440 H / 2018 M.

Dewi, SM (2018). Literasi Informasi Mahasiswa STAIN Kudus dalam Memanfaatkan Perpustakaan Digital. PERPUSTAKAAN: Jurnal Perpustakaan, 5(1), 185. https://doi.org/10.21043/libraria.v5i1.2486

Hastuti, UR (2019). Mengasah Kemampuan Intelektual Melalui Literasi Informasi Model Big 6TM: Integrasi Dengan Model Pembelajaran Berpikir Induktif. UNILIB: Jurnal Perpustakaan, 10(1), 41–50. https://doi.org/10.20885/unilib.vol10.iss1.art6

Mashuri, I. (2014). Model Pengembangan Literasi Informasi di Perpustakaan Sekolah. Pustakaloka, 6(1), 119–132.

Mirazita, Y., & Rohmiyati, Y. (2015). Studi Literasi Informasi Mahasiswa Ko-Asisten Fakultas Kedokteran Universitas Diponegoro Menggunakan Model Empowering Eight. Jurnal Ilmu Perpustakaan, 4(2), 78–85. https://ejournal3.undip.ac.id/index.php/jip/article/view/9509

Nempung, T., Setiyaningsih, T., & Syamsiah, N. (2015). Otomatisasi Metode Penelitian Skala Likert Berbasis Web. November, 1–8.

Pawit M.Yusuf, M.S., & Suhendar, Y. (2016). Pedoman penyelenggaraan perpustakaan sekolah. Grup Media Prenada.

Pranatawijaya, V.H., Widiatry, W., Priskila, R., & Putra, P.B.A.A. (2019). Penerapan Skala Likert dan Skala Dikotomi Pada Kuesioner Online. Jurnal Sains Dan Informatika, 5(2), 128–137. https://doi.org/10.34128/jsi.v5i2.185

Prawita Khairi. (2020). Evaluasi Literai Informasi Siswa/Siswi di Perpustakaan MTSN 4 Rukoh dengan Menggunakan Model Empowering Eight. Skripsi Fakultas Adab Dan Humaniora Universitas Islam Negeri Ar-Raniry Darussalam Banda Aceh, 81.

Sevilla, V., & Azwar, A. (2019). Literasi Informasi Mahasiswa Tingkat Akhir Dalam Menulis Skripsi Di Fisip Upn "Veteran" Jakarta. Jurnal Pendidikan

Digital, Komunikasi, dan Seni (Deca), 2(1), 1–10. https://doi.org/10.30871/deca.v2i1.1030

Syahri, M., Fikri, A.M., & Ernaningsih, D.N. (2021). Tingkat Literasi Informasi Siswa MAN 1 Jembrana Menggunakan BIG 6 Model. JIPI (Jurnal Ilmu Perpustakaan Dan Informasi), 6(1), 91. https://doi.org/10.30829/jipi.v6i1.9317

Syam, R.Z.A., Indah, R.N., & Fadhli, R. (2021). Perpustakaan Sekolah sebagai Sumber Informasi Guru dalam Meningkatkan Proses Pembelajaran di Madrasah Aliyah. Pustabiblia: Jurnal Ilmu Perpustakaan dan Informasi, 5(1), 151–169. https://doi.org/10.18326/pustabiblia.v5i1.151-169

Syam, A. M. (2016). Koleksi Audio-Visual Sebagai Alat Promosi Budaya: Studi Kasus Perpustakaan Korean Culture Center. JIPI (Jurnal Ilmu Perpustakaan dan Informasi), 1(1), 1-11.

Treyani, M. (2017). Mengukur Kemampuan Literasi Informasi Siswa SMAN 2 Tangerang Selatan menggunakan Empowering 8 pada Program Kelas Percepatan.

Umar, T. (2013). Perpustakaan sekolah dalam budaya membaca. Khizanah Al-Hikmah: Jurnal Ilmu Perpustakaan, Informasi, Dan Kearsipan, 1(2), 123–130. http://journal.uin-alauddin.ac.id/index.php/khizanah-al-hikmah/article/view/32

Winoto, Y., Aufa, N., & Anwar, R.K. (2020). Model Literasi Informasi Pengajar Dalam Menertawakan Model Kecerdasan Ruang Visual (Spatial Intelligence): Studi pada para peserta bimbingan belajar Villa Merah Bandung. Pustabiblia: Jurnal Ilmu Perpustakaan dan Informasi, 4(1), 59–78. https://doi.org/10.18326/pustabiblia.v4i1.59-78