

Nothing is difficult in facing the pandemic covid-19: Best practice library services at UIN Sunan Kalijaga Yogyakarta during pandemic

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Abstract

This paper was written to know the readiness of the librarians of UIN Sunan Kalijaga to face the Covid-19 pandemic. The Covid-19 pandemic that has hit almost the world has changed the lifestyle of humankind. Minimizing direct physical contact with other people is an effective preventive measure for spreading the virus. This study uses the Best Practice Method because the activities carried out by librarians so far are the same as those carried out in facing this pandemic. These activities are proven to lead to better change, overcome current problems, provide benefits, can be evaluated, and can provide inspiration for others. To face the development of Information Technology (IT), the UIN Sunan Kalijaga Library has made many innovations, including (1) self-check service; (2) Dealkey service; (3) digital signage; (4) Final Project independent upload service; (5) online services, and others. The UIN Sunan Kalijaga library has also tried to provide facilities that enable users to perform services independently, using MPS (Multipurpose Station) based on RFID. Through Information Technology, commonly practiced by the UIN Sunan Kalijaga Library, changes in service patterns during the Covid-19 pandemic are not a surprise for librarians at UIN Sunan Kalijaga.

Keywords: Library of UIN Sunan Kalijaga, Covid-19 pandemic, online services

Abstrak

Makalah ini ditulis dengan tujuan untuk mengetahui kesiapan pustakawan UIN Sunan Kalijaga dalam menghadapi pandemi Covid-19. Pandemi Covid-19 yang melanda hampir seluruh dunia ini telah mengubah pola hidup seluruh umat manusia. Meminimalisasi kontak fisik secara langsung dengan orang lain adalah salah satu tindakan preventif yang cukup efektif untuk lebih tersebarnya virus. Penelitian ini menggunakan Metode Best Practice karena kegiatan yang dilakukan pustakawan selama ini sama dengan yang dilakukan dalam menghadapi pandemi ini. Kegiatan-kegiatan tersebut terbukti membawa perubahan yang lebih baik, mengatasi permasalahan yang ada, memberikan manfaat, dapat dievaluasi, dan dapat memberikan inspirasi bagi orang lain. Untuk menghadapi perkembangan Teknologi Informasi (TI), Perpustakaan UIN Sunan Kalijaga telah banyak melakukan berbagai inovasi antara lain adalah: (1) layanan cek mandiri; (2) layanan dealkey; (3) digital signage ; (4) layanan upload mandiri Tugas Akhir; (5) layanan bebas pustaka online, dan lain-lain. Perpustakaan UIN Sunan Kalijaga juga sudah berusaha memberikan fasilitas-fasilitas yang membuat pemustaka dapat melakukan layanan secara mandiri, dengan menggunakan MPS (multipurpose station) yang berbasis RFID. Melalui Teknologi Informasi yang biasa dipraktikkan Perpustakaan UIN Sunan Kalijaga, perubahan pola pelayanan di masa pandemi Covid-19 tidak mengejutkan bagi pustakawan di UIN Sunan Kalijaga.

Kata kunci: Perpustakaan UIN Sunan Kalijaga, pandemi covid-19, layanan daring

Background

The Coronavirus, better known as Covid-19, has attacked Indonesia for almost one year. In early 2020 this virus was detected to have spread in Indonesia. According to the University of Indonesia (UI) Epidemiologist Pandu Riono, the SARS-CoV-2 coronavirus type as the cause of Covid-19 has entered Indonesia since early January. However, the government only announced this for the first time on March 2, 2020, after two positive patient cases Covid-19 in Indonesia (Pranita, 2020). Previously, this pandemic had spread in Wuhan, China, at the end of 2019.

The Covid-19 pandemic that has hit almost the entire world has changed the lifestyle of all humankind. Minimizing direct physical contact with other people or keeping a distance, using a mask, and washing hands with soap/hand sanitizer are effective preventive measures to spread the virus further. In some countries, lockdown is imposed on its citizens; people are not allowed to go outside to do activities, and the state meets all the necessities of life. Meanwhile, one of the policies taken by the Indonesian government was a policy that was later known as WFH (Work From Home) for workers and studying online (in a network) or online for students or college students.

Work From Home means work is done from home. The question then is whether all work can be done from home? How to do WFH? How about a library visited every day by 1000-2000 people per day, such as the Library of the UIN Sunan Kalijaga Yogyakarta Indonesia? How will libraries then provide their services to readers during this pandemic? Are librarians ready for a change in working patterns with WFH? Of course, questions like this have arisen during the Covid-19 pandemic. Libraries that usually carry out direct, face-to-face customer services to provide guidance or receive consultations from students who will conduct research, borrow and return collections, read on the spot, or students who visit the library to study, access Wi-Fi, discuss with friends, or even just taking a break while waiting for college hours now, of course, it cannot be done anymore. This situation is experienced by almost all libraries in the world that are affected by Covid-19, like in Sweden, as many as 39 university libraries have shifted their operational services to online digital services (Temiz & Salelkar, 2020).

Based on the background, the problem formulations are (1) what are the services of UIN Sunan Kalijaga Library during a pandemic; (2) whether the librarian is ready to face changes in work patterns through WFH.

Research Methods

This paper is prepared based on best practices at UIN Sunan Kalijaga Library, Yogyakarta.

Discussion

The Covid-19 pandemic has changed almost the entire fabric of human life. Limiting the distance (social distancing) with other people is the main thing to reduce the spread of the virus. Even though a pandemic, activities must continue with strict health protocols, including using a mask, washing hands with soap/hand sanitizer, and maintaining distance. Work From Home is the right policy. The Covid-19 pandemic has made people worse off and has created new creativity for the community so that they can survive during the crisis that hit the world. What is done by the Library of UIN Sunan Kalijaga Yogyakarta is making innovations to provide services to the academic community still.

According to Article 1, paragraph 1 of the Library Law, a library is an institution that manages writing, printed works, and recorded works professionally with a standard system to meet the needs of education, research, preservation, information, and recreation for visitors (Undang-Undang Republik Indonesia Nomor 43 Tahun 2007 Tentang Perpustakaan). In the current situation of the Covid-19

pandemic, which makes people have to stay at home a lot, library collections are the main alternative to meet the information needs of visitors. Likewise, UIN Sunan Kalijaga Library, as a University Library, must be ready to serve the information needs of its academics so that teaching and learning activities can continue during the Covid-19 pandemic. Furthermore, how does UIN Sunan Kalijaga Library serve its librarians during the Covid-19 pandemic? Below will explain about services during the Covid-19 pandemic.

UIN Sunan Kalijaga Library Services During the Pandemic

Work From Home in library services is more interpreted as online services because automatic services are carried out from home. During the Covid-19 pandemic, UIN Sunan Kalijaga Library provided services to the community, both online and onsite. Some of the services performed during a pandemic include:

Information Service

Information services are a significant thing in this pandemic season. Various important information about the library is eagerly awaited and needed by the community or library users. Therefore, the library always tries to prepare various information, both related to the library services of UIN Sunan Kalijaga Library, information about Covid-19, and others. These various kinds of information are broadcast through social media, such as websites, Instagram, Facebook, Twitter, and YouTube. The information provided by the library includes:

Information of Open and Close Library Service

Information about the opening and closing of this service is related to policies related to the Covid-19 pandemic from universities based on policies taken by the government regarding the development of the situation due to the spread of Covid-19, namely the policy on PSBB (Large-Scale Social Restrictions) which was later upgraded to PPKM (Enforcement of Restrictions Community Activities). Libraries must follow this PSBB or PPKM policy regarding restrictions on people who work, the maximum number of service hours per day, and the date the policy is enforced. In connection with this PSBB / PPKM policy, the library must also adjust the types of services provided to the community.

The library closed its services starting March 16, 2020. There will be a Work From Office shift for some employees and Work From Home for others. Libraries begin to coordinate to find solutions to provide appropriate services during a pandemic. Coordination meetings are held day and night online through WhatsApp groups or zoom meetings.

The library started to open the onsite service on April 7, 2020, specifically the book return service for students who will be library-free and the submission of the final soft file.

As the time of the pandemic has not ended, libraries have started to open more extensive services onsite, namely on June 8, 2020, by opening thesis and collection lending services through WhatsApp orders.

Information about the type of library service

A description of the types of services will be described below.

Information about Covid-19 pandemic

Interesting infographics conveyed various information related to Covid-19 on social media. This is the knowledge that the public must know to avoid Covid-19 and help prevent the broader spread of the pandemic.

Information about UIN Sunan Kalijaga Library

During the Covid-19 pandemic, many online activities have been carried out, namely:

1. User education activities or introduction to the library to new students are conducted online through zoom meetings.
2. Webinar activities (web seminars) in commemoration of Library Visit Day, namely by visiting libraries in various parts of the world, such as Chicago, America, Canada, the Netherlands, Japan, and Australia.
3. Live broadcast activities on Instagram once a month about various information at UIN Sunan Kalijaga Library, which is carried out alternately by all administrators from each service sector.
4. Video-making activity carried out by all employees from their homes with "Rindu Shelving."

Services during a pandemic are:

1. Book return service through packages sent to the librarian's house (at the beginning of Covid-19) and the library until now.
2. Book loan service ordered in advance to the personal WhatsApp number of a librarian. Furthermore, students can collect collections at the library after confirmation from the officer about the availability of the collection ordered.
3. Search services for electronic books and electronic journals. Readers who have difficulty finding articles can contact the designated reference librarian's personal WhatsApp. This librarian will guide the search for e-journal articles and e-books that the user wants.
4. Repository access service. Due to the limitations of the onsite thesis reading service, users can contact the personal WhatsApp of one of the appointed librarians. The librarian will download the thesis in full text that the user wants.
5. Consultation services about libraries via WhatsApp chat, such as paying late fees for books, free libraries, uploading thesis, and others.
6. Library-free service for students who are about to graduate.
7. All service procedures, as mentioned above, are given the stages of how to do it through interesting infographics on social media so that users can easily understand how.
8. Initially, student order and chat services were carried out via the librarian's cell phone. Due to the increasing number of requests from users, a library cellphone was made called a service through Sicarik and Imum. Sicarik is a consulting service for checking account collections, book return procedures, and locker keys. Imum is a consulting service related to collection loan reservation orders, information during a pandemic, and other things they want to consult about the library.

Almost all of the activities carried out above are new things for officers, such as zooming meetings, participating in webinars, conducting live broadcasts on Instagram live, acting by making videos on YouTube, and serving inquiries and customer orders via personal WA chat. The question then is whether all this new stuff is stressful for librarians. During a worrying pandemic, librarians must be prepared to serve visitors with the new system.

One of the effects of WFH is zoom fatigue, namely fatigue caused by the high intensity of online meeting calls (virtual meetings) via video conferencing applications during the WFH period. Furthermore, according to Professor of Organizational Behavior Gianpiero Petriglieri, even though it is done virtually, this activity requires greater focus and energy than in-person meetings. He said the brain works harder to process nonverbal cues such as facial expressions, tone of voice, and body language during virtual encounters. This can have an impact on body health. In addition, the accumulation of nervous eye fatigue slowed blood circulation from sitting in front of a laptop for too long, and dehydration causes zoom fatigue (Kompas, 2020).

Physical fatigue such as zoom fatigue mentioned above may be experienced by many librarians, including librarians at UIN Sunan Kalijaga, especially coupled with various information in the media about Covid-19, which has claimed many terrifying victims. Apart from all that, mastering the use of

new information technology for librarians in a fast time as job demand is not a new thing that is difficult for librarians at UIN Sunan Kalijaga Yogyakarta. UIN Sunan Kalijaga Library has often made information technology innovations to support excellent service to users.

In O'Brien in 1990, O'Brien said that if libraries were to meet the challenges of the 90s, they needed to create an organizational culture that was responsive to change and innovation. Especially in the 21st century, the development of information technology has been very rapid. If the library does not follow it, the library can be abandoned by the librarian. In the face of a crisis due to the Covid-19 pandemic, libraries still need to make innovations to serve visitors.

The change in service patterns during a pandemic, which must be changed from usually more onsite services to online services, is not something new. O'Brien said that Covid-19 is no different; this can provide an opportunity to speed up some changes and think more creatively about new ways of working (O'Brien, 2021).

As mentioned above, UIN Sunan Kalijaga Library has often made information technology innovations. Some of these innovations include:

1. Locker dealkey

Many membership cards and keys are exchanged when returning due to the officer's visual impairment by borrowing the locker key manually. As a solution, electronic locker key lending is made that does not need to leave the card so that the service is more efficient and accurate.

2. Digital signage

Monitor screen placed on the lending and returning collection tool MPS (multipurpose station) to control the success of the loan and return transaction process. Apart from that, this monitor also contains information about the library.

3. Difalib (books for the blind)

So that students with blind disabilities can access a collection of books that have been digitized online. Special limited access is made for students with visual impairments on the library website at the address difarepositories.uin-suka.ac.id.

4. Borrowing & returning collections for students with disabilities

For blind students with disabilities to easily process the borrowing and returning collection transactions, the MPS (Multipurpose Station) is set by issuing a sound.

5. Thesis borrowing

At first, borrowing a printed thesis reading in the library was done manually, resulting in queues because it took a long time and the statistical data was less accurate. Electronic lending was created so that transactions run fast and the data is accurate.

6. Online collection free service

When the libraries about to graduate are still done manually, there will be a buildup of queues ahead of graduation. As a solution, an online library-free application that students from anywhere can access is made so that queues do not occur again.

7. Registration of User Education Online

Registration for user education for new students was initially done manually, where students came to the library to register, and then the officers recorded them. This made it much trouble for both officers and students. Therefore, the library made an online user education registration application.

Students can register from anywhere online and choose a schedule according to their class schedule through this application.

8. Information Media

At first, information about the library was only conveyed on the bulletin board in the library. In order for library information to be more widely accessible and to reach users more quickly, information is not only conveyed on the library bulletin board but also delivered electronically on digital banking, as well as on various social media such as:

website: <http://lib.uin-suka.ac.id>

Instagram: <https://www.instagram.com/perpusuinyogyakarta>

Twitter: <https://twitter.com/uinjogjalib>

Facebook : <https://www.facebook.com/perpustakaanuinsunankalijagayogyakarta>

youtube : https://www.youtube.com/channel/UCijDX_7X0AgtrdvInOX1F7Q

9. Library Statistics

For the library to access data statistics easily, quickly, and accurately, statistics are made that can be accessed intranet by address <http://siprus.uin-suka.ac.id/research/> so that researchers, lecturers, and assessors can access from the faculty.

10. Browse collections via the internet OPAC

Previously OPAC (Online Access Public Catalog) could only be accessed intranet. So that users can check the catalog from anywhere, an OPAC is made that can be accessed via the internet.

11. Access the e-journal that has been downloaded (elmi)

So that users can still access the e-journal articles that have been subscribed to, the articles that have been downloaded are stored in the Elmi menu on the library website, and the users can access the intranet.

12. Check for borrowing book via handphone

Users can check through their cellphones to find out about borrowing collections, namely through the SICARIK menu (Information System for Library History Records of UIN Sunan Kalijaga Library), which is available on the library website <http://lib.uin-suka.ac.id>. In addition to knowing the collections that are being borrowed, visitors can also find out the history of various collections that have been borrowed and the history of visits to the library.

13. And other services

The various technological innovations mentioned above indicate that making changes is not new for UIN Sunan Kalijaga Library. Librarians are accustomed to being forced to adjust the use of new service applications to replace old service applications. All this is done in line with the rapid development of information technology. Adjusting information technology applications during the Covid-19 pandemic to support communication and services such as zoom meetings, Instagram lives, google meet, and others did not experience significant difficulties in adjusting their use to work, and services run smoothly.

Conclusion

Based on the description above, the following conclusions can be drawn:

1. The Covid-19 pandemic not only makes people suffer but also makes people more creative by making innovations to survive amid the pandemic. This includes what the UIN Sunan

Kalijaga Library has done by innovating both online and onsite services so that users can still access the library during a pandemic to support the smooth learning process.

2. Adjusting new information technology applications during the Covid-19 pandemic was not that difficult for librarians at UIN Sunan Kalijaga because UIN Sunan Kalijaga Library has often made innovations to support smooth service. Thus, changing services during a pandemic is not a problem for librarians at UIN Sunan Kalijaga.

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