Positive Impact of COVID-19 Pandemic on Library Services

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Introduction

Before the COVID-19 pandemic, most librarians in Indonesia was assume that ICT is a competitor that threatened the existence of libraries.

The COVID-19 pandemic has caused unplanned social changes, including changes that occur in the library services of the Muhammadiyah University of Yogyakarta.

ICT provides a variety of benefits that can help the Muhammadiyah University of Yogyakarta Library to maintain its existence during the COVID-19 pandemic.
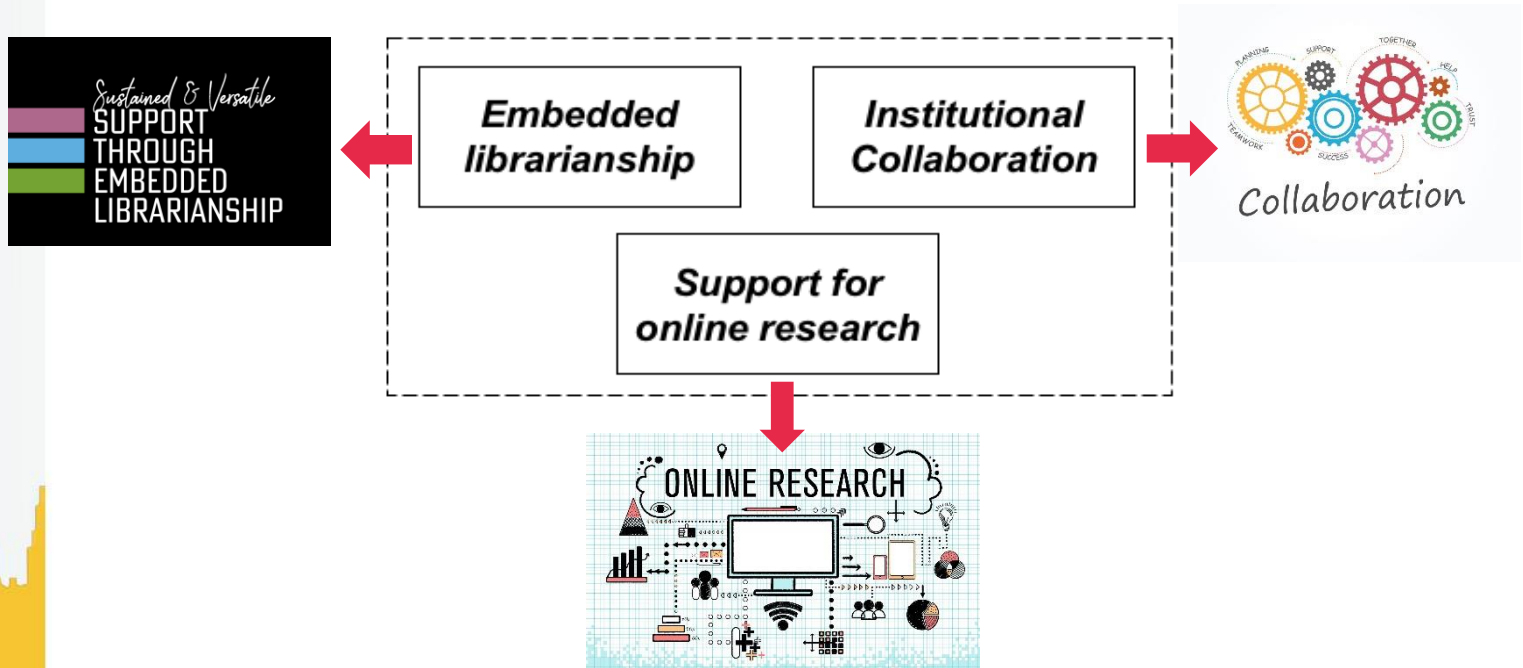
The COVID-19 pandemic has encouraged the Muhammadiyah University of Yogyakarta to support the library in maximizing the use of ICT as an effort in the process of adjusting library services.

Literature Review

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

Research Methods

Descriptive study with qualitative approach

Collecting Data by:
1. Depth interview
2. Observations
3. Website and Social Media Analysis

Purposive sampling technique, with characteristics:
1. Librarian at the Muhammadiyah University of Yogyakarta Library.
2. Knowing the service adjustments made by the Muhamadiyah University of Yogyakarta library.
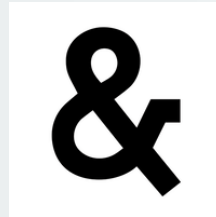
Results and Discussion

Embedded Librarians

Librarians have become more active in providing online consultation to users who want to know about library collections and research.
examples of service adjustments:

Services through social media.
The social media used are WhatsApp and Instagram.

Institutional Collaboration

Libraries make their collections available to other libraries. Libraries continues to collaborate between libraries and various parties to achieve their goals.
examples of service adjustments:

Jogja Library for All (JLA)

Catalog service with all university and school libraries in Yogyakarta. This provides information regarding the list of collections in the Muhammadiyah University of Yogyakarta Library, but reading services for non-members, they are still required to come to the library.

Support for Online Research
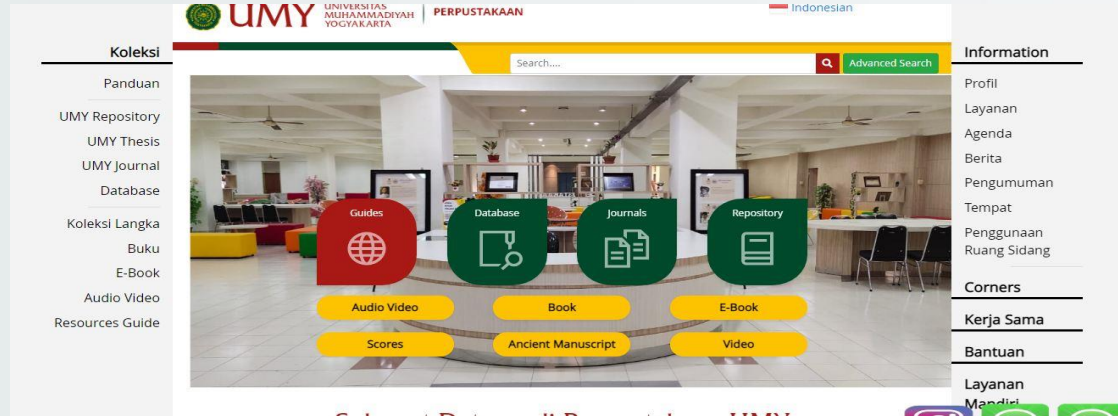
At this stage, library helps the research process by providing "The resource guide" services.

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.

Other services for internal students

- ✓ Online library loan exemption,
- ✓ Online book lending,
- ✓ Online extension of lending,
- ✓ Book returns can be done by using an expedition service.

Although the adjustment of the service looks simple, it provides an open mind for librarians in Indonesia. ICT is not entirely a rival for libraries, but rather a technology that must be utilized to support the existence of libraries.

Conclusion

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.

Thank you