

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

Summer 9-24-2022

## The Existence and Innovation Of Library In Supporting Online Learning At New Normal Covid-19

Lolytasari Lolytasari

*Syarif Hidayatullah Islamic University (UIN) of Jakarta*, lolytasari@uinjkt.ac.id

Fadhilatul Hamdani

*Syarif Hidayatullah Islamic University (UIN) of Jakarta*, fadhilatul.hamdani@uinjkt.ac.id

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Online and Distance Education Commons](#), and the [Scholarly Communication Commons](#)

---

Lolytasari, Lolytasari and Hamdani, Fadhilatul, "The Existence and Innovation Of Library In Supporting Online Learning At New Normal Covid-19" (2022). *Library Philosophy and Practice (e-journal)*. 7170. <https://digitalcommons.unl.edu/libphilprac/7170>

**The Existence and Innovation Of Library In Supporting Online Learning At New Normal Covid-19**

Lolytasari, Lolytasari

Syarif Hidayatullah State Islamic University (UIN) of Jakarta, Indonesia, *lolytasari@uinjkt.ac.id*

Fadhilatul Hamdani

Syarif Hidayatullah State Islamic University (UIN) of Jakarta, Indonesia,  
*fadhilatul.hamdani@uinjkt.ac.id*

# The Existence and Innovation Of Library In Supporting Online Learning At New Normal Covid 19

Lolytasari Lolytasari<sup>1</sup> and Fadhilatul Hamdani<sup>2</sup>

<sup>1</sup>Syarif Hidayatullah State Islamic University (UIN) of Jakarta, Indonesia,

<sup>2</sup>Syarif Hidayatullah State Islamic University (UIN) of Jakarta, Indonesia,

Correspondence: Lolytasari Lolytasari<sup>1</sup> Syarif Hidayatullah State Islamic University (UIN) of Jakarta, Indonesia (*lolytasari@uinjkt.ac.id*)

## Abstract

This research discusses the existence and innovation of libraries in online learning during the Covid-19 pandemic. Online learning is carried out by utilizing technology as a means of connecting educators and students. Libraries as a place to provide sources of information to support the learning process must always improve themselves to show the best and be prepared to keep up with the times. The transformation of library management to digital must be given priority, so that libraries can exist in the midst of a pandemic. Library support in teaching and learning activities is very important, especially in fulfilling the information needs of the academic community in a university. The purpose of this study was to analyze the existence and support of the UIN Jakarta Medical Faculty Library in the online learning process during the Covid-19 pandemic. This research uses descriptive qualitative methods. The results of the interview revealed that the limitations and online learning carried out by medical students made libraries try to make new innovations in supporting the teaching and learning process during the adaptation period of new habits during the pandemic Covid-19. From these findings, it has resulted in several new innovations in the form of providing *remote access control* that can be accessed through *open public access cataloging* and *websites* for various library collections and the convenience of various online library services. Besides that, a specialist subject librarian is needed to mediate between information in the library and the academic community.

**Keywords:** Library existence, online learning, new normal

## Introduction

The rapid spread of the corona virus or Covid-19 has prompted governments in the world to make policies in all aspects of life, including the government in Indonesia which has also made several policies in all areas affected by this pandemic. Several policies have been carried out ranging from recommendations to implement social distancing to PSBB (Large-Scale Social

Restrictions), one of the policies stipulated is the Minister of Health Regulation No. 9 of 2020 concerning PSBB Guidelines in order to accelerate the handling of Covid-19 was set on April 3, 2020, which is related to the education sector is school holidays and workplaces which are written in point number one in the Indonesian Ministry of Foreign Affairs is regulation (Kedutaan Besar Republik Indonesia Brussels, 2018).

The continuation of the Covid-19 pandemic which has not abated until now, encouraging the government to prepare a new normal condition or what is commonly called the "new normal". According to the head of the expert team, the group for the acceleration of handling Covid-19 in the new normal or the deep normal era (Wulansari et al., 2020) is a change in behavior to continue carrying out activities normally. The main principle of the new normal is in accordance with the current lifestyle and establishes health protocols to be the rules that must be obeyed in running the new normal conditions properly.

As an implementation of the PSBB implementation in the education sector, ways are taken to conduct online or online learning. This online learning is a modification of knowledge transfer through website forums that are supported by the internet network. Online or online learning can be defined as a process of knowledge transfer experience using video, audio, images, text communication, and software (Basilaia & Kvavadze, 2020). Online education and learning, which is implemented due to government policies, changes the learning system, which was initially carried out face-to-face in a classroom, to be done face-to-face using a screen.

Distance learning is defined as an increase in knowledge and skills through the media of information and instruction, which includes all technologies and other forms of learning and is limited by distance. Distance learning as an organized instructional program, in practice between teachers and students physically separated and do not make direct contact. Because it is limited by distance and time, students do not share the same situation as what they learning (King et al., 2001). Furthermore, King et.al explained that distance education has its own advantages and disadvantages, distance education is not much different from face-to-face education, this breaks the stigma that subordinates the effectiveness of distance education. Seeing from the constraints on face-to-face education, there are times when distance education can be superior. Distance education, for example, has the ability to extend the time to answer during discussions, use resources for learning without interrupting ongoing discussions and presentations, recording each learning activity can be stored permanently either in email or in other online storage tools which will later be useful as an evaluation and research tool. Therefore, research on distance learning is also possible to be used as a study in research other than face-to-face learning. Apart from having the advantages of online learning it also has several obstacles or problems. These various problems, including uneven and unstable internet access, because many areas have not been touched by technology, gaps in the ability of educators to use technological media, gaps in the quality of education in rural and urban areas. Some of these problems cause students to feel less effective to learn online. Learning that is felt to be ineffective because of the feedback provided by educators to students is sometimes delayed, teaching methods that are felt to be monotonous and there is no renewal, and learning content that is not well prepared by educators. In addition,

an internet connection that is not smooth when accessing technological media in learning is a major problem in online learning (Ramadhanti, et.al., 2020).

The application of distance learning is not easy. It requires careful preparation for learning. Online learning can be implemented well. Changing the teaching and learning process from face-to-face to online learning is the best way to keep learning activities running even in the state of the Covid 19 pandemic. Distance learning (online learning) is carried out by utilizing information technology as a means of connecting educators and students. In the online learning process, program readiness, adequate technology, the ability of educators, and well-available learning resources are the main factors to support the success of learning (Ramadhanti, et.al., 2020). Judging from some of the problems that occur in the implementation of online learning. This results in many students having difficulty accessing learning sources online. It can be said that the existence of libraries as institutions that provide sources of information still plays a role and function, because libraries are still used by learners to find sources of information relevant to their learning.

Libraries as a place to provide information sources that support the teaching and learning process must always improve themselves to show the best, make innovations and be ready to keep up with the times. The transformation of library management to a digital direction must be prioritized, so that libraries can continue to exist in the midst of a pandemic and can also provide support in learning. Related to this, the international organization in the field of libraries, namely IFLA (*International Federation of Library Associations and Institutions*), has issued guidelines for libraries around the world to be able to provide maximum service during the pandemic period (IFLA, 2020). In line with ACRL (Association of College and Research Libraries., 2020) has developed a guide to support academic and research libraries in distance education, professional development, *best practices*, maintenance of collections during the Covid-19 crisis and preparing librarians to reopen libraries.

Libraries that have already had digital services before the Covid pandemic can continue to maximize their digital library services and it can also add or create new ideas (innovations) related to their digital services so that they can be used by librarians. Definition of digital libraries in learning through online (online), namely the provision of library materials that can be accessed completely via the internet network, a guide for those who want to research the sources of this information and also the provision of flexible software access for librarians (Owusu-Ansah, 2020). Digital develops following the times, the focal point of digital libraries is the provision of sources of information that are not printed but are readily available in the network (online).

The definition of a digital library according to IFLA (The International Federation of Library Associations and Institutions), 2018 is "*a digital library is an online collection of digital objects, of assured quality, that are created or collected and managed according to internationally accepted principles for collection development and made accessible in a coherent and sustainable manner, supported by necessary services to allow users to retrieve and exploit the resources.* " which means that a digital library is a library that has an online collection of

quality digital objects, developed and managed in accordance with the principles of international collection development. In addition, existing collections can be accessed on an ongoing basis or opened continuously supported by services. The services required by the user when using / needing the information source.

Another definition of a digital library in the context of learning through online is a library that provides sources of information that can be accessed completely through the internet network, and a search guide is made to information sources provided by the library and provides access to flexible software for its librarians. Based on the two definitions above, it can be concluded that a digital library is a library that provides digital sources of information, is served online and can be accessed by librarians using information technology.

The development of digital libraries as one of the innovations has been carried out in many university libraries. This is in line with the function of a university library which is a Technical Implementation Unit (UPT), a university library that collaborates with other units to achieve the Tri Dharma of Higher Education by selecting, collecting, processing, maintaining, and serving information sources to its parent institution in particular and the academic community in general (Qalyubi, et.al, 2007). University libraries at UIN Syarif Hidayatullah Jakarta are also feeling the impact of the Covid-19 pandemic. Libraries at UIN Jakarta environment are required to continue to serve their academicians maximally even though learning by lecturers and students is done online. Some research related to libraries in supporting online learning, one of which is research conducted by (Rafiq et al., 2021) the research aims to analyze the response of university libraries in the Covid-19 pandemic, and to find out various activities, work patterns, strategies carried out by libraries and also how the role of the library. Other research was conducted by Suharso (2020) in which this study wanted to find out the concept of digital services in college libraries to support learning in the new Covid-19 era. The discussion regarding the existence and support of libraries has not been explicitly discussed in two studies which mentioned. For this reason, this research is deemed important to determine the existence and innovation of libraries at UIN Jakarta environment in supporting online learning in the new Covid-19 era, which is still ongoing today.

## **Literature Review**

### **The concept of the Existence and Innovation of Library Services**

Zhaoyan Deng in his research states that universities are required to innovate library services, by increasing the competence of librarians, supporting data that will prove the quality of library services and the level of collection sources not only adding to the collection but is a

target, integrated and sustainably to meet user needs (Deng, 2017). Innovation itself according to Maria Ana Cosmelli Carvalho is a strategy that allows organizations to survive in the context of change, including a destructive culture (Carvalho, 2010). No matter how small an organization does in maintaining the existence of the organization, it is still referred to as innovation.

### **Libraries Support Online Services**

Johnson et al. in his research stated that the majority of the collections needed by users as sources of information are still in print. Therefore, a virtual library is needed. On the other hand, most of the current libraries are still hybrid, where collections are available online, but some of them are still physically preserved (Johnson et al., 2008). So the pandemic situation makes libraries face challenges in getting online resources (Sarmin Panut & Abdullah, 2021).

### **Libraries in the Covid-19 New Normal Period**

As described in the background, since the pandemic hit Indonesia in 2020 until now, libraries have improved themselves from various sides. This also affects the management of the library system (Winata et al., 2020). Physical services are sought online and librarians as knowledge gatekeepers seek to train themselves to become librarians who understand the content of information sources and are committed to providing excellent service (Meri Susanti R., 2018). Various conditions in this new normal era make library users want online-based libraries to support distance learning (Zhou, 2021).

### **Methodology**

This study uses descriptive qualitative methods. Qualitative descriptive research is research that focuses on investigating questions related to how, what, who, where which is then reviewed comprehensively to find various patterns caused by these events (Kim, 2017). Descriptive research is generally also research written in narrative form to complete a comprehensive picture of what happened in the reported activity or event. Based on this understanding, this research will describe all library activities within UIN Jakarta in designing innovations in its services. The informant determination technique used is *Purposive Sampling* is a technique of taking research data sources based on certain considerations. The informants in this study were the Head of the Library Section of the Faculty of Medicine, UIN Jakarta, who understood service innovation activities during the Covid-19 period at the Faculty of Medicine Library and users, namely researchers and students who received services during the pandemic. The library as a place expected by researchers and students in meeting their information needs will show their support by opening access to online collections wherever and whenever they need it.

### **Findings**

The redesign of learning in the Covid-19 pandemic era not only intrigued UIN Jakarta's academic community in the learning and learning process, but also impacted the library's ability to support these changes. The various policies of the UIN Jakarta Chancellor regarding changes

in *e-learning* are ready, fast and firm, starting from March 2020 and April 2020 lecturers and students are familiar with online learning through various media *google meet*, *zoom* and so on. Approaching learning *offline* for September 2021, the Chancellor with various policies has also prepared the health of UIN Jakarta employees and lecturers by implementing vaccination injections organized by the Faculty of Medicine of UIN Jakarta.

Historically, it was stated that before the pandemic period, various service sectors including libraries, served and held activities *offline*. At that time, the library was not only a place to find scientific information but as a meeting point (a place for meetings, seminars or just a break) (Winata et al., 2020). Until finally the covid-19 pandemic came, they were not allowed to come to the library. This change creates challenges for libraries as information literacy centers and as gateways for existing knowledge at UIN Jakarta. Libraries still have to maintain their existence in the new normality era of the Covid-19 pandemic. The existence of libraries as a provider of sources of information to support learning activities in higher education is still very much needed. Various things have been done by libraries in the UIN Jakarta environment, which most of them have made innovative content and library services *online* with the help of information technology. The results of the findings that the researchers found that during the pandemic the library never closed, remained consistent, committed and as much as possible to serve academicians online and offline, namely doing services from home or called work from home and also through *working from the office*.

Historically, each university in Indonesia only has one UPT (Technical Implementation Unit) Library, as well as UIN Jakarta. The concept of libraries in UIN Jakarta is somewhat different from other universities where UIN Jakarta has 2 library concepts, first, a research library (*research library*) and the second is a *working library*. Both of these library concepts prior to the pandemic had attempted to access the content of their print out collections, through a search tool known as OPAC (*Online Public Access Cataloging*). To meet the information needs of researchers, the library has attempted to access the metadata of its collection which is shown in table 1.

Table 1. Sources of information and knowledge in the UIN Jakarta environment

No	Title	Description	URL

1	Central Library	Library center has various collection subjects starting from public and Islamic collections	write.uinjkt.ac.id
2	Health Science Faculty Library	Specialist subjects in the field of medicine	opac.fk.uinjkt.ac.id
3	Economics and Business Faculty Library	Specialist subjects in the field economics and business	opac.feb.uinjkt.ac.id
4	Tarbiyah and Teachers Training Library	Specialist subjects in the field of Islamic and general education	opac.fitk.uinjkt.ac.id
5	Adab and Humanities Faculty Library	Specialist subjects in the fields of manners and humanities	opac.fah.uinjkt.ac. en
6	Science and Technology Faculty Library	Specialist subjects in the field of science and technology	opac.fst.uinjkt.ac.id
7	Psychology Faculty Library	Specialist subjects in Islamic psychology	opac.psikologi.uinjkt.ac.id
8	Ushuluddin Faculty Library	Specialized subjects in the field of comparative religion and philosophy	opac.usnuluddin.uinjkt.ac.idFidkom
9	Da'wah and Communication Science Faculty Library	Subjects specialists in the field of da'wah and communication	opac.fidkom.uinjkt.ac.id
10	SPs Library	Specialist subjects in the field of contemporary religion	library.graduate.uinjkt.ac.id

11	Social and Political Science Faculty Library	Specialist subjects in social and political science	opac.fisip.uinjkt.ac.id
----	--	---	-------------------------

Facilitating access to all opacs, UIN Jakarta has joined in One Search for the National Library, searching for opacs in one main catalog, one door with the link [onesearch.uinjkt.ac.id](https://ptki.onesearch.id) or <https://ptki.onesearch.id>. Based on the survey results, it was found that there is one Faculty Library that does not yet have a tracking tool, namely Da'wah and Communication Science Faculty and Dirasat Islamiyah Faculty which are still *offline*.

Other collection content that has been accessed online are including gray collections or called *gray collections*, mini theses, theses and dissertations which can be accessed through UIN Jakarta Repository ([repository.uinjkt.ac.id](https://repository.uinjkt.ac.id)). Based on the survey results, the gray collection can be accessed by all people for free and in full text. This is reinforced by the existence of the Rector's Decree No. 734 years (UIN Syarif Hidayatullah Jakarta., 2020) regarding the Institutional of UIN Jakarta Repository which states that intellectual works in the UIN Jakarta repository are open, except for works that are patent and copyright issues.

Based on the results of interviews, there have not been many innovations carried out by libraries in theera *new normal*, however, there have been several innovation movements that have been implemented by the Health Science Faculty of UIN Jakarta library although there are still many deficiencies faced in their implementation. The innovations that are being carried out are also still in the process of implementing, for that it is necessary to continue to evaluate them later. This is in accordance with what was conveyed by Bakti et al (2020) that library innovation is driven by advances in information and communication technology. In order to achieve excellent performance, libraries must focus on the required information required by users as well as maintain close contact with users. Moreover, the innovations made by libraries can encourage scientific research. Meanwhile, librarians not only need to improve their skills in mastering new technology and information but also be able to promote their services and products.

Table 2. Library Innovation of the Faculty of Medicine Science, UIN Jakarta during the Covid-19 Pandemic

Type of Service	Innovation
Software Replacement Services	Replacing software My Pustaka that is no longer compatible with software SLIMS ( <i>Senayan Library Information Management Systems</i> )
Borrow Services (self service)	The academic students can borrow some books by first looking at the opac site. Then after the book has been prepared, students can come to the library and borrow the book. Students can borrow books self-service (self service)
Online Library Free Service	In this service there are two things that must be done: 1. The students fill out the online form provided by the library and then the officer will check in the OPAC then verify in AIS ( <i>Academic Information Systems</i> ) so that students can register for graduation. 2. Submitting the thesis, students must input in soft full text into the form provided.
Searching Information on Collection of Journals with International Subscriptions	Library provides remote control of subscribed database access which is obtained from the Central Library to the academic community. The database is Taylor & Francis Group, Sage Publishing, Oxford Islamic Studies, Cambridge University Press with the exception of JSTOR. Especially for the Faculty of Medicine that has subscribed to the Clinical Key, students and lecturers are given remote control, except for the library
Independent Turnitin Service	Admin Turnitin service, namely the Central Library providing turnitin accounts to lecturers and faculty libraries as instructors. Especially for students who need a plagiarism check, they can fill in the form and the results will be sent via <i>e-mail</i>
Group Chat <i>Google</i> and Service <i>Ask Librarian</i> (Librarian Chat)	Information and communication facilities between users (lecturers and students) and librarians related to librarianship

Self Upload Repository	Academics of the Faculty of Medicine can upload his/her work repository in the form of journal articles, mini theses, theses, dissertations, research reports, internship reports, proceedings and books.
Go-Lib services	A means of picking up books borrowed or returned by users using Go-Lib application With Go-Lib application, A means of picking up books borrowed or returned by users using Go-Lib application by using a courier service
User Education with zoom	User education activities for users at the beginning of the new school year organized by representatives of Faculty of Medicine students and Faculty of Medicine library
Collaboration between health libraries	Online lending collaboration activities or online resource sharing with the library of the Faculty of Health Sciences and the Library of the Ministry of Health
Evaluation of subscribed online journals	Online evaluation of journals subscribed by the library center to match the university's vision and mission, especially for Faculty of Medicine UIN Jakarta
Corner on pandemic information	Corner of the pandemic, both physical and online (web), provide information related to the Covid-19 pandemic.
Sharing knowledge among researchers and fellow students	Faculty of Medicine library is a place to share knowledge between researchers and students by complying with health protocols

Some of the innovations described above will be carried out well with the help of technology, libraries and librarians can provide their services online. For example, circulation services, with a digital library, users can borrow and return books in the form of e-books and also loan services with the latest innovations, one of which is using a shuttle service using an application, besides that, libraries can also provide Ask Librarian services on the concept of an online library. As a substitute for librarians in physical libraries (Suharso et al., 2020). In connection with the circulation service for returning books, they are still returned to the library, of course by following health protocols, namely when students come to the library wearing masks, wear *hand sanitizers* and immediately *check them out* with *tracking* from officers to find

out the identity of anyone who comes to the library and especially to prevent the spread of Covid-19. The books are separated for 24 hours and then put into a row of shelves. Regarding the policy of late returning books, students are exempt from fines during the Covid-19 pandemic.

The first innovation made by the library is to replace the library automation system that has been used for a long time because it is no longer compatible with current use, it is hoped that the replacement of library automation software will help librarians work better, as written by Samaila (2021) that the use of library automation systems will be able to assist various activities in the library, including cataloging, circulation, automatic indexing, library statistical data that can help librarians evaluate library performance, etc. The replacement of an automation system that is more compatible with current needs and can be accessed online, especially during a pandemic will make it easier for librarians and users to provide services and take advantage of library services. The second innovation is that academic students as Faculty of Medicine library users can borrow books by first viewing the OPAC website. Then after the books are prepared, students can come to the library and borrow books, students can borrow books independently by utilizing computer facilities that are operated by the user when they want to borrow library materials.

The third innovation is the free online library service, this service makes it easier for users who want to arrange library-free letters for graduation purposes, the service is done by filling out an online form and then inputting the thesis soft file online. The library-free service using the online library-free program has been carried out by the Ganesha Education University Library, which can be viewed in full at the link (<http://perlibrary.undiksha.ac.id/bebas>). Researchers have tested the online library-free service program in this library by researchers who concluded that the use of online programs on library-free/library-free services for final year students can provide effectiveness and efficiency in their services. The use of the free online library service program also received a very positive response from its users (Mahardika, 2014). It is hoped that the free online library service at the Medical Faculty Library will also be responded positively by the users.

The fourth innovation is the provision of remote access for users to journals that are subscribed online by the UIN Jakarta Library Center, so that the latest sources of information from reputable journals can be used by medical faculty users for their lectures. The online collection of journals has now become a trend that is very in line with the times. Online or digital collections can be accessed and downloaded by any academics as long as they are given access by the library concerned. Providing access to library materials can increase the effective use of library materials. This remote remote service has been carried out by the UNAIR Library. One way that students can access the collection of E-journals abroad is with the RemoteX facility, where the library provides access to university accounts to read and download scientific articles on each student's digital device (Nugroho, 2020).

For independent touritin service innovations for lecturers, the Faculty of Medicine Library will be facilitated by the UIN Jakarta Library Center by providing accounts to lecturers and faculties so that they can check their own turnitin, while students from users can fill out an online

form which will send the results via email. Training to use the turnitin application to detect plagiarism has been carried out by the UIN Jakarta library center from 2017, at which time lecturers could use the application by registering at the library center. Since the covid pandemic in early 2020, the library has made innovations by providing registration for lecturers, they do not have to come to the library, by giving an account to the lecturer concerned.

Go Lib Services, by using the Go-Lib application, which is a means of retrieving books borrowed or returned by using a courier service. Borrowing and returning collection services at the library using a paid application for delivery. This service continues to be developed by the Medical Faculty Library so that it can be implemented as soon as possible because currently it is still in the development process. Several libraries in Indonesia have developed this service, including in the scope of public libraries, namely, the Probolinggo Regency Library and Archives Service (Dispersip) maximizes reading room services through the Go-Lib application (Probolinggo Library). There are several service features in the Go-Lib Probolinggo application, including user services, book donations, hit locations, Covid-19 news and history. With this service, users do not have to come to the library to borrow and read library collections Akbar (2021), within the scope of the university library, the Alauddin Makassar Library has implemented this Go-Lib service, and can be seen on the library's website.



Figure 1. Research findings: The atmosphere of the UIN Jakarta Medical Library during the covid-19 pandemic

## **Conclusion**

The more innovations made by the library in preparing to support the limited face-to-face learning planned for the future by the government, the more certain it is that the UIN Jakarta academic community will get offline and online services in using information sources. Accelerating the transformation of digitization of library information sources as a solution in meeting the digital literacy needs of the UIN Jakarta academic community. Therefore, it is necessary to support the application of the internet and the digital world as a vehicle for

interaction and transactions in the library. In addition, to understand the needs of the campus community regarding various sources of information at UIN Jakarta, a specialist subject is needed as a mediation between the information in the library and academics and students.

It is hoped that libraries in UIN Jakarta develop service innovations like it has been done by the Faculty Library of Medicine and Health Sciences UIN Jakarta. The implication of this research is that the activities in the library will run on well even though it is in a new normal condition. This can be continued with support and commitment from all related parties.

## References

- Akbar, S. (2021). *Inovasi Perpustakaan Era Digital, Dispersip Maksimalkan Layanan Go-Lib*. <https://probolinggakab.go.id/inovasi-perpustakaan-era-digital-dispersip-maksimalkan-layanan-go-lib/>
- Association of College and Research Libraries. (2020). *Pandemic Resources for Academic Libraries: Home*. ACRL. <https://acrl.libguides.com/pandemic/home>
- Bakti, L. A., Prasetyadi, A., Wahyu, D., & Nugroho, A. (2020). Innovation in Library Services Post Covid-19 Pandemic. *3rd International Conference on Documentation and Information*, 25–33. <http://icdi.pddi.lipi.go.id/index.php/icdi3/article/view/20/28>
- Basilaia, G., & Kvavadze, D. (2020). Transition to Online Education in Schools during a SARS-CoV-2 Coronavirus (COVID-19) Pandemic in Georgia. *Pedagogical Research*, 5(4). <https://doi.org/10.29333/pr/7937>
- Carvalho, M. A. C. (2010). Innovation as a Strategy for Academic Libraries to Survive Change. *Congresso Nacional de Bibliotecários, Arquivistas e Documentalistas, 10, Guimarães, 2010, 10*. <http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.454.780&rep=rep1&type=pdf>
- Deng, Z. (2017). Research on Service Innovation of Library in Big Data Age. *Series: Advances in Social Science, Education and Humanities Research, 101*(Proceedings of the 2017 4th International Conference on Education, Management and Computing Technology (ICEMCT 2017)), 1014–1017. <https://doi.org/10.2991/icemct-17.2017.220>
- IFLA. (2020). *COVID-19 and the Global Library Field*. The International Federation of Library Associations and Institutions. <https://www.ifla.org/covid-19-and-libraries>
- Johnson, K., Trabelsi, H., & Tin, T. (2008). Library Support for Online Learners: E-Resources, E-Services and the Human Factors. *Theory and Practice of Online Learning*, 349–366. <https://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.551.7167&rep=rep1&type=pdf>
- Kedutaan Besar Republik Indonesia Brussels. (2018). *Kebijakan Pemerintah Republik Indonesia Terkait Wabah Covid-19*. Kementerian Luar Negeri Republik Indonesia. <https://kemlu.go.id/brussels/id/news/6349/kebijakan-pemerintah-republik-indonesia-terkait-wabah-covid-19>
- Kim, H. J. S. S. C. B. (2017). Characteristics of Qualitative Descriptive Studies: A Systematic Review Hyejin. *Research in Nursing & Health, Februari* 4(1), 23–42. <https://doi.org/10.1002/nur.21768.Characteristics>
- King, F. B. (The U. of C., Young, M. F., Drivere-Richmond, K., & Schrader, P. G. (2001). Defining Distance Learning and Distance Education. *Educational Technology Review*, 9(1), 1–14. <https://www.learntechlib.org/primary/p/17786/>
- Mahardika, I. M. P. (2014). Pengembangan Program Layanan Bebas Pustaka Online Untuk

- Meningkatkan Efektifitas Dan Efisiensi Layanan Perpustakaan (Studi Kasus: Universitas Pendidikan Ganesha). *JST (Jurnal Sains Dan Teknologi)*, 3(1), 335–348.  
<https://doi.org/10.23887/jst-undiksha.v3i1.2911>
- Meri Susanti R. (2018). Transformasi Pustakawan dan Perpustakaan di Era Digital. *Al Maktabah Jurnal Kajian Ilmu Dan Perpustakaan*, 3(1), 1–6.  
<https://ejournal.iainbengkulu.ac.id/index.php/almaktabah/article/view/1222>
- Nugroho, P. A. (2020). Peran Akses E-Jurnal Internasional untuk Para Mahasiswa selama Masa Work From Home. *JPUA Media Informasi Dan Komunikasi Kepustakawanan*, 10(1), 10–17. <https://e-journal.unair.ac.id/JPERPUS/article/view/21573/12387>
- Owusu-Ansah, C. M. (2020). Conceptions of digital libraries: an African perspective. *Digital Library Perspectives*, 36(3), 231–247.  
<https://www.emerald.com/insight/content/doi/10.1108/DLP-12-2019-0045/full/html>
- Qalyubi, S., Purwono, Septiyantono, T., Sidik, U., Tafrikhuddin, Arianto, M. S., ... Laugu, N. (2007). *Dasar-Dasar Ilmu Perpustakaan Dan Informasi*. Jurusan Ilmu Perpustakaan dan Informasi Fakultas Adab IAIN Sunan Kalijaga.
- Rafiq, M., Batool, S. H., Ali, A. F., & Ullah, M. (2021). University Libraries Response to COVID-19 Pandemic: A Developing Country Perspective. *Journal of Academic Librarianship*, 47(1), 102280. <https://doi.org/10.1016/j.acalib.2020.102280>
- Ramadhanti, Dina; Yanda, Diyan Permata; Yenti, E. (2020). Pembelajaran Jarak Jauh di Masa Pandemi Covid-19. *Libraria, Jurnal Perpustakaan*, 8(1), 1–30.  
<https://journal.iainkudus.ac.id/index.php/Libraria/article/view/7948/pdf>
- Samaila, A. M. (2021). The Role of Automation in Library Routine Operations. *Bakolori Journal of General Studies*, 11(2), 3201–3210. <https://www.bakolorijournal.com/article/v11-2/assets/v11-2-11.pdf>
- Sarmin Panut, N. F., & Abdullah, A. (2021). Academic Library Online Services During Pandemic COVID-19: The Experience of Universiti Teknologi MARA, Malaysia. *Journal of Academic Library Management (AcLiM)*, 1(1), 65–74.  
<https://doi.org/10.24191/aclim.v1i1.7>
- Suharso, P., Arifiyana, I. P., & Wasdiana, M. D. (2020). Layanan Perpustakaan Perguruan Tinggi dalam Menghadapi Pandemi Covid-19. *Anuva, Jurnal Kajian Budaya, Perpustakaan Dan Informasi*, 4(2), 271–286.  
<https://ejournal2.undip.ac.id/index.php/anuva/article/view/8185/4303>
- UIN Syarif Hidayatullah Jakarta. (2020). *Keputusan Rektor UIN Syarif Hidayatullah Jakarta Nomor 734 tahun 2020 tentang Institutional Repository UIN Syarif Hidayatullah Jakarta*. UIN Syarif Hidayatullah Jakarta.
- Winata, A. P., Fadelina, R., & Basuki, S. (2020). New normal and library services in Indonesia: a case study of university libraries. *Digital Library Perspectives*, 37(1), 77–84.  
<https://doi.org/10.1108/DLP-07-2020-0059>
- Wulansari, A., Priatna, Y., Albab, M. U., & Subhan, A. (2020). Inovasi Layanan Perpustakaan di Era Pandemi Covid-19 (Best Practice Perpustakaan Universitas Muhammadiyah Ponorogo) Library Service Innovation in the Pandemic Era Covid-19 (Best Practice Library of Muhammadiyah Ponorogo University). *Publis*, 4(2), 44–60.  
<http://journal.umpo.ac.id/index.php/PUBLIS/article/view/3610/1738>
- Zhou, J. (2021). The Role of Libraries in Distance Learning During Covid-19. *Sage Journals*, 1(1). <https://doi.org/10.1177/02666669211001502>

