Librarian Collaboration in Competency Development and Digital Library Services during the Covid-19 Pandemic

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Abstract

By taking advantage of advances in information technology, the Central Library of Agricultural Socio-Economy and Policy (PSEKP) expands its services through collaboration, not only with fellow librarians, but also with other functional officials. As an effort to deal with the impact of the Covid-19 pandemic, the PSEKP Library actively participates by providing accurate and useful information for the community.This study aims to provide an overview of the collaboration of librarians with other functional positions in increasing their competence, as well as in improving digital library services during the Covid-19 pandemic. The method used in this research is descriptive with simple statistical analysis. Data was obtained from digital library service applications via Google Form, Google Drive, as well as the official PSEKP website on the Covid-19 menu which is located athttp://pse.litbang.pertanian.go.id/ind/index.php/covid-19, starting from the enactment of the WFH policy, namely March 2020 to July 2021. During the Covid-19 pandemic,The PSEKP Library performs complex information retrieval services online, creates e-book deposits together with researchers at PSEKP, and collaborates with researchers, policy analysts, public relations institutions, and computer institutions who proactively disseminate information related to Covid-19 through the Covid-19 feature in PSEKP website. PSEKP librarians also collaborate with researchers and policy analysts in producing scientific work in a published book entitled "Impact of the Covid-19 Pandemic: Perspectives on Adaptation and Socio-Economic Resilience of Agriculture". The PSEKP library also carries out promotions through social media channels. Various collaborations carried out by the PSEKP Library, in addition to providing benefits for library development, also for the development of librarian competence.

*Keywords:*Covid-19, librarian collaboration, library service innovation

PREFACE

The library is the right place for anyone who is thirsty for knowledge. Whatever their age, whatever their job and profession, whatever their family background, and anyone can quench their thirst for knowledge in the library. Legally, everything related to the library has been regulated in the Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries. This law also states the definition of a library, namely an institution that manages collections of written works, printed works, and/or recorded works in a professional manner with a standardized system to meet the needs of education, research, preservation, information and recreation of users (library users). As a public service agency, The library has the duty to provide the information needed by the community through a quality service system. Thus, indirectly, like it or not, like it or not, library managers and librarians must always develop their competencies and skills in order to meet the needs of their users.

The Corona Virus Disease 2019 or Covid-19 pandemic has now entered its second year. This pandemic, which has become a global disaster, has had an extraordinary impact on human life. The impact is felt almost equally, not only for the health sector, but also for the economic, political, social, even education and research sectors where libraries are included.

The existence of the Covid-19 pandemic which hit most countries, had an impact in almost all sectors which indirectly brought significant changes to the order of life in society, and Indonesia was no exception. The spread of Covid-19 cases continues to

soar, forcing the government to issue policies in an effort to break the chain of transmission. These policies include Large-Scale Social Restrictions (PSBB), which later increased to the Implementation of Restricting Community Activities (PPKM), which limited the scope of community movement. The implementation of this policy has created procedures for implementing distance learning (PJJ) for students and students, as well as implementing work from home (WFH) and work from office (WFO) for workers, especially office workers.

The implementation of the policy as a result of the Covid-19 outbreak requires libraries and librarians to continue to provide excellent service to their users. Of course librarianship activities must continue, because each institution must carry out its duties and functions, as well as performance targets that must be met. Users who usually get library services directly by visiting the library, now with various limitations, librarians must find ways so that services to users can continue to be carried out. To improve excellent service to users and improve the competence of librarians during the Covid-19 pandemic, collaboration can be used as an alternative solution.

This research was conducted to find out what collaborative innovations were carried out by librarians at the PSEKP Library to continue to be able to serve their users in an excellent manner and develop their competence during the Covid-19 pandemic. Collaboration was carried out with researchers, policy analysts, public relations institutions, and computer institutions within the PSEKP scope, to librarians within the Ministry of Agriculture. Based on the research findings regarding librarian collaboration, there are several related studies, namely:

1. Buchanan et al. (2013)research on "Digital Library Collaboration: A Service-Oriented Perspective". In this study it is stated that collaboration in the digital domain can provide opportunities for improving digital services with a wider range. The level of collaboration of digital services was also explored through an indicative review of the Scottish Public Libraries website which includes a network of 32 regional libraries and the National Libraries.

2. Husna (2019)research on "Embedded Librarian: Librarian Collaboration in the Information Age".This research reveals that librarians can collaborate with domain experts, be it in academia, industry, or even other fields in serving their information needs and time efficiency. This study explains that librarians are not only given the responsibility to seek information but also to contribute ideas in a macro context. Thus, librarians can exist in a broader domain so that librarians can be involved in activities that can provide scientific contributions and personnel outside the librarian profession.

3. Palace (2016)examines "Library Collaboration and Stakeholders". In his research, it was found that collaboration is a smart initiative to maximize library and librarian resources, improve library services, and spur creativity and innovation opportunities. Collaboration can be used as a solution to improve library performance and quality.

4. Tawwaf (2020)research on "The Role and Contribution of Librarians as Research Partners (Experience of Research Collaboration at KITLV Netherlands and Japan)". This study illustrates that the existence of librarian collaboration practices with researchers in certain fields, will raise the competency and role of librarians who

are very strategic in the success of a research program. This ultimately fosters recognition for librarians in a research, not only for their existence but also as research partners.

This study has differences with the four studies previously mentioned. In this study, librarian collaboration partners are more diverse. In addition, this research will also describe the collaborative work of librarians that have been used by users.

LITERATURE REVIEW

The Center for Agricultural Socio-Economy and Policy (PSEKP) is a service-oriented government agency in providing agricultural development policy recommendations. Based onRegulation of the Minister of Agriculture Number 40 of 2020 concerning the Organization and Work Procedure of the Ministry of Agriculture, PSEKP has the task of carrying out analysis and assessment of socio-economic and agricultural policies. Meanwhile, the functions of PSEKP include: (1) formulation of socio-economic analysis programs and agricultural policies; (2) implementation of analysis and assessment of socio-economic and agricultural policies; (3) implementing a review of agricultural programs and policies; (4) Provision of technical services in the field of socio-economic analysis and agricultural policy; (5) implementation of cooperation and utilization of results of analysis, and studies in the field of socio-economic and agricultural policies; (6) implementation of evaluation, reporting of results of analysis and assessment of socio-economic and agricultural policies; and (7) Management of administrative and household affairs of the Center for Socio-Economy and Agricultural Policy. PSEKP has a vision "To become a reliable and trusted center for analysis and studies in producing inventions and innovations in the socio-economic and agricultural policy fields to support the realization of advanced,

independent and modern agriculture". To realize this vision, the mission of PSEKP which is used as a direction for activities is 1) conducting research and studies to produce socio-economic innovations and agricultural policies according to needs; 2) perform analysis, assessment, synthesis, review, or evaluation of agricultural policies to produce alternative formulations or refinement of agricultural development policies; 3) providing recommendations, dissemination and advocacy services for agricultural policies in supporting development towards advanced, independent and modern agriculture in a sustainable manner; 4) develop cooperation, HR capabilities, and institutional capacity of PSEKP in carrying out analysis and studies of socio-economic and agricultural policies as well as improving effective and efficient organizational management.

1. Special Libraries

The PSEKP library is included in a special type of library.Law of the Republic of Indonesia Number 43 of 2007 concerning Librariesdefines a special library as a library that is limited to users in government circles, community institutions, religious educational institutions, houses of worship, and other organizations.National Standards Agency (2009)in the National Standard for Special Libraries (SNI-7946: 2009) explains that special libraries are a type of library formed by institutions (government/private) or companies or associations that handle or have missions in certain fields with the aim of meeting the needs of library materials/information in environment in order to support the development and improvement of institutions and human resource capabilities. In line with this,Eviendrita (2020)defines a special library as a library that is within an organization/institution or institution, whether government or private, and has specificity or uniqueness that in some ways is not the same as other libraries, such as

public libraries for example. The existence of this special library is of course to support and serve the existing community.

Djaenudin and Trianggoro (2020)outlining the existence of special libraries in research, innovation and development institutions, is one of the important elements as an effort to support the vision and mission of the main institution that houses them. Because all libraries under the Ministry of Agriculture fall into the category of special libraries, the collection of library materials that is mostly found is related to agriculture. This is a challenge for library managers or librarians who have non-agricultural education backgrounds. Where library managers or librarians must at least understand the collections they have so that they can provide good and correct information when users need information or materials owned by the library collection.

2. Librarian

Mentioned in Law no. 43 of 2007 concerning Libraries, that the Functional Position of Librarian is a position to carry out librarianship activities with the scope, duties, responsibilities, authorities, and rights. Also explained inRegulation of the Head of the National Library of the Republic of Indonesia No. 11 of 2015 concerning Technical Guidelines for Librarian Functional Positions and Credit Scores,that librarians have main tasks related to activities in the field of librarianship, including library management, library services, and librarianship system development, of course, according to their level of position. So as a librarian, the main tasks carried out must be in accordance with these applicable regulations, in whatever agency the librarian is assigned.

3. Librarian Collaboration

The Big Indonesian Dictionary translates collaboration as cooperation. In more detail,

DM Zorich, G. Waibel, R. Erway (2008) in(Buchanan et al., 2013)defines collaboration as one of the more complex forms of partnership work, which involves changing the processes or institutional practices of at least one of the organizations involved. This means, collaboration is more complex than cooperation.

Husna (2019)interpret collaboration as an activity that aims to develop communication and cooperation through sharing information skills, knowledge, and experience with other people. In research activities, collaboration is carried out to equalize perceptions in order to achieve research objectives. Collaboration itself emphasizes two aspects, namely interaction and personal scientific communication within a research team to discuss a research topic.

Collaboration itself provides benefits, not only for libraries, but also for librarians and other parties involved.Palace (2016)explained the benefits of collaboration, including for library services to increase, resources resources owned by the library can be utilized optimally, as well as spurring the creation of creativity and innovation opportunities.

4. Library Services

According toAbraham (2014), one of the vital functions of the library is how to attract more library users (users). The library must also find ways to assist users in finding and using all the information and facilities that the library has. Libraries need to carry out library promotions to inform the various wealth of information and facilities they have. Thus, it is hoped that the presence of a library can stimulate interest in reading and learning, as well as reaching all people, depending on the object of each library.

To realize the goals, vision and mission of the library, the library needs to develop all of its aspects. One of them is the service

aspect. This service aspect is one of the important factors and spearheads in librarianship activities. User satisfaction, in this case the user, can be used as a measure of the success of the services provided.

Oktaviani et.al., (2019)explained that qualified service quality would be a benchmark for user satisfaction in obtaining library services. The services provided in an excellent manner can meet the expectations of users so that users will be satisfied with the services they get.Rahmayanty (2012)defines excellent service as a service with high quality standards and always follows the development of customer needs at all times, consistently and accurately. Excellent service has four important elements in the concept of implementation, namely comfort, accuracy, friendliness, and determination.

Oktaviani et.al., (2019)also explained that the quality of library services can produce satisfaction obtained by users or visitors. The quality of this service can be seen from the completeness, thoroughness, and the best service from librarians/librarians. Service quality itself can be measured in various aspects. Both related to visitors and library resources. In line with that, service quality can be used as a benchmark for the success of an agency, company, or organization that has a focus on customer satisfaction in providing excellent service, thus visitors will be satisfied with the service they receive and as expected.

RESEARCH METHODS

The method used in this research is descriptive with simple statistical analysis.Sukmadinata (2011)explained that descriptive research is a study that aims to describe or describe a situation objectively. This research is intended to provide an overview of the collaboration of librarians with other functional positions in increasing their competence, as well as in improving digital library services during the Covid-19 pandemic. Data was obtained from digital library service applications via Google Form, Google Drive, as well as the official website of PSEKP on the Covid-19 menu which is located at http://pse.litbang.pertanian.go.id/ind/index.php/covid-19 . The data was taken from the implementation of the WFH policy, namely March 2020 to July 2021.

RESULTS AND DISCUSSION

Librarian Collaboration in Competency Development and Digital Services

The magnitude of the performance burden that must be achieved by agencies, not least makes its employees have multiple tasks, including librarians. This is a challenge in itself. Working outside their field, collaborating either with fellow librarians or with other functional positions, is one option that can ultimately impact on increasing competence for the librarians themselves.

Yenianti (2019) states that the library is not a static or silent institution. Libraries will always dynamically follow and adapt to the times. The more rapid development of information technology, the library must also be able to keep up. In this digital era, libraries need to develop and strengthen digital library services. Especially during the current Covid-19 pandemic. Digital library services may be the only alternative so that libraries can continue to serve users. In the midst of the Covid-19 pandemic, librarians still have to play a role in providing benefits both to the institution where they work, and to the wider community. There is the implementation of the PSBB policy or now which has increased to PPKM, and the procedures for implementing WFH and WFO,

Currently, the PSEKP Library has performed complex information retrieval

services. The PSEKP library provides online literature search services so that it can serve users more broadly. Intercollaborationalibrary managers or librarians are also often actively carried out. Not all libraries within the scope of the Ministry of Agriculture have expert-level librarians. And not all librarians or librarians have expertise in conducting complex information searches. So that users can be served well, and the existence of libraries can be seen by users, especially in this case, researchers and extension workers within the scope of the Ministry of Agriculture, collaboration is carried out with libraries that do not have expert-level librarians or whose managers are less proficient in conducting tracing services. complex information. To facilitate service and be able to reach users more broadly, a service is created through the Google Form.it originates, to then be forwarded to users who need it. This service through Google Form is very effective, especially during a pandemic.

This complex online information retrieval service has been used by various professions. Professions that utilize these services consist of researchers, librarians, students/students, extension workers, and publication staff. The distribution of user professions that utilize complex information retrieval services is described in Table 1.

Table 1. The distribution of user professions that utilize complex information retrieval services.

No.	Profession	Amount
1.	Researcher	120
2.	Student / Student	8
3.	Extension	5
4.	Librarian / Library Manager	5
5.	Publications Staff	1
	Total	**139**

In Table 1 it can be seen that the majority of users of complex information tracing

services are researchers, namely as many as 120 people. The second most profession is students / students, namely as many as 8 people. Users with professions as extension workers or librarians/library manager shave the same amount, namely each of the number of 5 people. And the rest, publication staff profession as much as 1 person.

Users of this service come from various agencies. There are at least 12 agencies that utilize this service, namely PSEKP, Center for Data and Scientific Documentation of the Indonesian Institute of Sciences (PDII LIPI), Jakarta Agricultural Technology Study Center (BPTP), Bengkulu BPTP, Riau BPTP, Horticulture Research and Development Center (Puslitbang Horticulture) , Ornamental Plants Research Institute (Balithi), Research Center for Citrus and Tropical Fruits (Balitjestro), Center for Library and Dissemination of Agricultural Technology (PUSTAKA), Sultan Ageng Tirtayasa University, Pancasila University, and Payakumbuh State Agricultural Polytechnic. The distribution of the origin of the users of complex information tracing services is presented in Table 2.

Table 2. The distribution of the origin of users of users of complex information retrieval services

No	Origin Agency	Amount
1	PSEKP	79
2	BPTP Jakarta	22
3	BPTP Bengkulu	17
4	Horticulture Research and Development Center	7
5	Sultan Ageng Tirtayasa University	5
6	Balithi	2
7	Payakumbuh State Agricultural Polytechnic	2
8	Balitjestro	1
9	BPTP Riau	1
10	PDDI LIPI	1
11	REFERENCES	1
12	Pancasila University	1
	Total	**139**

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In Table 2 it can be seen that the majority of users of the PSEKP Library complex information retrieval service users come from internal PSEKP itself, with a total of 79 people. This means, the PSEKP Library has played an active role in assisting the institution where the library is located in carrying out its duties and functions. Thus, the PSEKP Library plays a role in realizing the agency's mission of becoming a reliable and trusted center for analysis and studies in producing inventions and innovations in the socio-economic and agricultural policy fields to support the realization of advanced, independent and modern agriculture. The second largest number of service users came from BPTP Jakarta, namely 22 people. Furthermore, the most users came from BPTP Bengkulu, namely 17 people.

Table 3. Distribution of topics needed by users of complex information search services

No	Topic	Amount
1	Farming Business Analysis	34
2	Gender Analysis	28
3	Cultivation	27
4	Postharvest Fruit	11
5	Covid-19 and stunting	11
6	Livestock Cultivation	6
7	Hydroponics	6
8	Biogas	3
9	Plant Pests and Diseases	3
10	Livestock Postharvest	2
11	Fertilization	2
12	Agricultural Extension	2
13	Urban Agriculture	2

14	Information and communication technology	2
	Total	**139**

In Table 3 it can be seen that the majority of users need information about farming analysis, which is 24.5% or as many as 34 people. The second most popular topic for users is about gender analysis, which is 20.1% or as many as 28 people. Then followed by the topic regarding plant cultivation which is needed by 19.4% of service users or as many as 27 people. While topics regarding post-harvest fruit as well as Covid-19 and stunting have the same number of 11 people each or 7.9% of service users. And the rest, have enthusiasts under 10 with various topics.

To reduce the rate of increase in Covid-19 cases, the government has made a policy of limiting community activities, one of which is the distribution of WFH and WFO schedules for office workers, including PSEKP employees. Given these limitations, the PSEKP Library works together with PSEKP researchers to build a shared e-book deposit in a Google Drive account.Where, librarians and researchers can store and share their e-books to be used together. Of course this is a profitable thing for both parties. On the one hand, the library's e-book collection is increasing because the researchers are actively adding their e-book collections to Google Drive, on the other hand the researchers are helped by the ease of accessing the e-books they need. The Google Drive contains 134 e-book files which are divided into 50 folders.
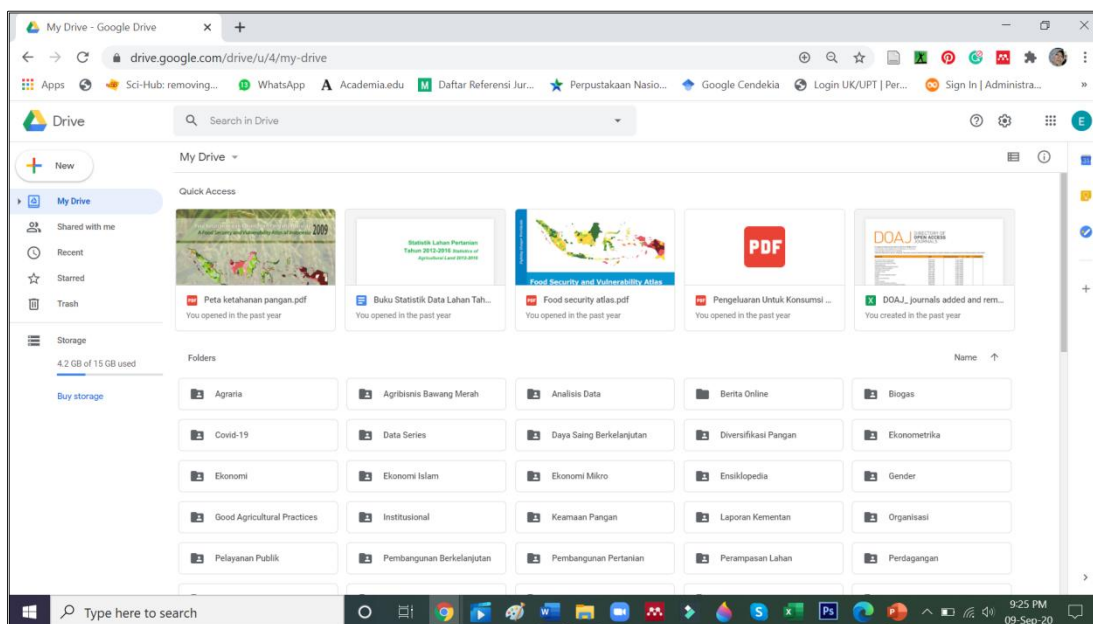
Figure 1. Display of a shared ebook deposit in a Google Drive account

At the beginning of the Covid-19 pandemic, not all people received sufficient information about Covid-19. In fact, the policies issued by the government through various regulations are not equally known. This is reinforced by the writings of Kompas daily journalists, Yahya (2020) who reported the results of a survey by Radio Republik Indonesia (RRI) with the survey institute Indo Barometer. The results of the survey show that there are still some Indonesian people who feel they have not received advice from the government or the Ministry of Health regarding procedures for preventing the corona virus. In his interview with one of the researchers, it was stated that the lack of information received by the community was more due to the distance between the central government and the community. Thus, it is necessary to improve the socialization of policies.

Among the efforts to support the handling of problems caused by Covid-19, the PSEKP Library has proactively played a role in disseminating information related to Covid-19 through the PSEKP website in the Covid-19 Window feature. The management of this feature collaborates with researchers, policy analysts, public relations institutions, and computer institutions. The four content topics of this feature are Regulations and Programs, News, Opinion and Policy Brief. Information and knowledge conveyed through the Covid-19 Window are expected to add insight and at the same time become part of education to increase public understanding of Covid-19 and its impact on the development of the agricultural sector in the future. In this website, librarians play a role in providing information, both news sources and regulatory materials, as well as making an introductory regulation that will be displayed. The Covid-19 window itself can be accessed via the address http://pse.litbang.pertanian.go.id/ind/index.php/covid-19.

The "Regulations & Programs" page in the Covid-19 Window feature contains various regulations, technical guidelines, and operational instructions issued by the government regarding Covid-19. This page is also equipped with a variety of information about various programs carried out by the Ministry of Agriculture in dealing

with and dealing with the Covid-19 pandemic. The "News" page contains various information on various activities and events during the Covid-19 Pandemic in the agricultural sector, which are packaged in a news article. The "Opinion" page contains various thoughts accompanied by the opinions of the authors regarding things that can be done in dealing with the Covid-19 pandemic, especially in the agricultural sector. The "Policy Brief" page contains various policy recommendations for handling Covid-19, especially in the agricultural sector.

Figure 2. Display of the Covid-19 Window on the PSEKP website

From the fourth page onWindow featureCovid-19, namely Regulations and Programs, News, Opinion, and Policy Brief, has quite a lot of total hits. The distribution of the number of hits per page is presented in Table 4.

Table 4. Distribution of hits per page on Window featureCovid-19

No.	hits	Amount
1.	Regulations and Programs	69,257
2.	News	51,572
3.	Opinion	45,266
4.	Policy Briefs	833
	Total	**166,928**

Based on the data shown in Table 4, it can be seen that the page that is most in demand by visitors is the Regulations and Programs page which has 69,257 hits. Furthermore, the second highest number of enthusiasts is owned by the News page with a total of 51,572 hits. The Opinion page has 45,266 hits. And the last is the Policy Brief page with 833 hits. Meanwhile, based on statistical data contained on the PSEKP website, it is known that the contents contained in the Regulations and Program pages were downloaded 48,617 times by website visitors. With so many visitors accessing the pages available on the Covid-19 menu,Librarian PSEKP also collaborates with researchers and policy analysts in producing scientific papers. These scientific works were later published in a book entitled The Impact of the Covid-19 Pandemic: Perspectives on Adaptation and Socio-Economic Resilience in Agriculture. The book contains various thoughts as an alternative to handling the impact caused by

Covid-19, especially in the agricultural sector. This book contains 44 articles with two review processes by experts in their fields. This book can be accessed online through the website https://pse.litbang.pertanian.go.id/ind/index.php/layanan-public/publikasi/buku-tematik/662-dampak-pandemi-covid-19-perspektif-adaptasi-dan-resiliensi-social-economics-agriculture.html.

Library Promotion

Libraries must actively promote their libraries and the various services they have to the public. Promotion can be done either directly individually, in an activity, or through social media channels. The aim is none other than that the facilities and collection materials owned by the library can be widely utilized, and the public can obtain the information needed.

Figure 3. Librarians are involved in the creation and launch of BooksThe Impact of the Covid-19 Pandemic: Perspectives on Adaptation and Socio-Economic Resilience of Agriculture

During the Covid-19 pandemic, library promotion was carried out through social media channels, in this case WhatsApp, Instagram and Facebook social media. Social media is an effective means of promoting the library. Through these social media channels, libraries can inform the library collection materials they have. If the user is interested in the collection, the user

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can contact the authorized librarian via the chat/inbox column. The PSEKP Library's social media accounts are the PSEKP Library (Faceboook Fanpage) and @perpustakaan_psekp (Instagram). Meanwhile, promotions via WhatsApp are often carried out in various WhatsApp Groups
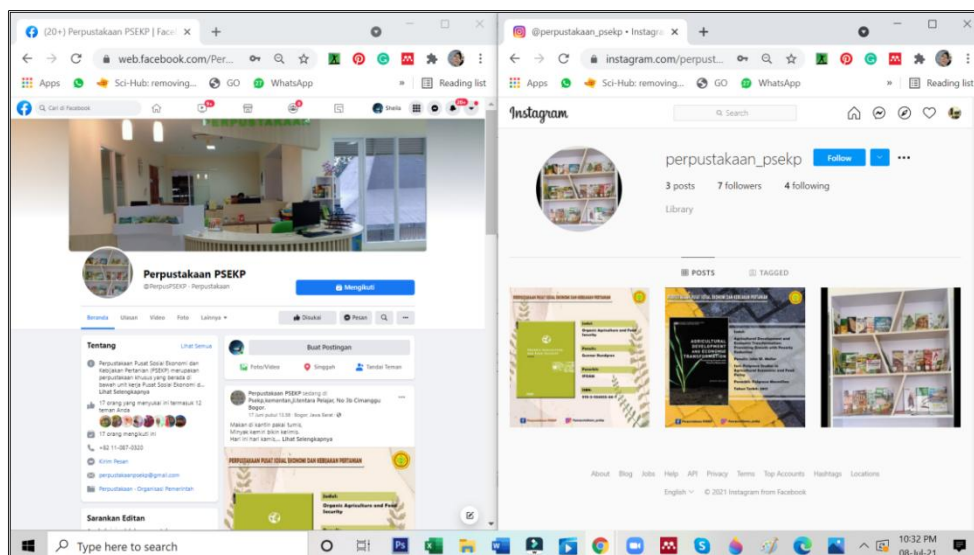
Figure 4. PSEKP Library social media account

CONCLUSION

The Covid-19 pandemic has had an extraordinary impact on almost all lines of life. Various policies have been taken by the government as an effort to prevent its wider spread. Libraries must be able to contribute to efforts to deal with the impact of the Covid-19 pandemic, at least by providing accurate and useful information for the community. On the other hand, librarianship activities must continue. By utilizing advances in information technology and collaborating with fellow librarians or even other functional officials, libraries can provide broader benefits. Collaboration itself also provides benefits for the librarians themselves, especially in developing their own competencies. Collaboration of librarians can be used as an alternative problem solving to overcome various limitations that are owned. Thus, librarian collaboration must continue to be carried out and improved, or even carried out in a wider network.

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