

ABSTRAK

Proses Penyesuaian Layanan Perpustakaan Fakultas Universitas Gadjah Mada di Era Pandemi COVID-19 (Studi kasus: Fakultas Isipol, Fakultas Psikologi, Fakultas Biologi dan Fakultas Pertanian)

COVID-19 menyebabkan perubahan yang mendorong adaptasi di berbagai sektor, termasuk perpustakaan. Selama pandemi COVID-19, perpustakaan di seluruh dunia mengalami perubahan dalam hal koleksi, layanan, dan protokol kesehatan. Namun di Indonesia, khususnya di Universitas Gadjah Mada masih banyak tantangan dan kendala dalam penyesuaian layanan. Penelitian ini terbatas pada eksplorasi penyesuaian layanan selama pandemi. Tesis ini mengkaji tentang proses penyesuaian layanan perpustakaan di Universitas Gadjah Mada, serta faktor-faktor yang mempengaruhi proses penyesuaian layanan perpustakaan fakultas di Universitas Gadjah Mada dalam menghadapi pandemi COVID-19.

Metode penelitian yang digunakan adalah deskriptif kualitatif dengan pendekatan studi kasus yang terdiri dari beberapa kasus dengan menggunakan teknik *purposive sampling* dengan wawancara. Kasus dipilih berdasarkan kebijakan layanan perpustakaan. Perpustakaan yang dieksplorasi dalam tesis ini adalah Fakultas Ilmu Sosial dan Ilmu Politik, Fakultas Psikologi, Fakultas Biologi, dan Fakultas Pertanian. Penelitian ini juga menggunakan observasi dan beberapa dokumen pendukung.

Hasil penelitian menunjukkan bahwa terdapat berbagai proses penyesuaian layanan di era pandemi COVID-19. Secara umum, penyesuaian perpustakaan fakultas dibagi menjadi dua kategori, yaitu perpustakaan yang melayani secara online dan onsite. Berdasarkan keempat kasus tersebut, terdapat tujuh faktor yang mempengaruhi proses penyelenggaraan layanan perpustakaan di era pandemi COVID-19. Faktor-faktor ini termasuk keamanan staf dan pengguna; ketersediaan koleksi digital; penggunaan media online; Kapabilitas SDM; anggaran; permintaan siswa; dan kebijakan fakultas.

Kata Kunci: penyesuaian layanan, perpustakaan, pandemi COVID-19

ABSTRACT

**The Adjustment Process of Library Services at Faculties
of Universitas Gadjah Mada in the COVID-19 Pandemic
(Case study: Faculty of Social and Political Sciences, Faculty of Psychology,
Faculty of Biology and Faculty of Agriculture)**

COVID-19 causes changes that encourage adaptation in various sectors, including libraries. During the COVID-19 pandemic, libraries around the world have experienced changes in terms of collections, services, and health protocols. However, in Indonesia, particularly at Universitas Gadjah Mada, there are still many challenges and obstacles in the in-service adjustment. Limited research has been found to explore the service adjustment during the pandemic. This thesis examines the process of library service adjustment at Universitas Gadjah Mada, as well as the factors that influence the adjustment process of faculty library services at Universitas Gadjah Mada in the COVID-19 pandemic.

The research method used was descriptive qualitative with a case study approach, that consists of multiple cases by using a purposive sampling technique with interviews. Cases were selected based on the library service policies. The libraries explored in this thesis were the Faculty of Social and Political Sciences, Faculty of Psychology, Faculty of Biology, and Faculty of Agriculture. This study also used observations and some supporting documents.

The results show that there were various service adjustment processes in the era of the COVID-19 pandemic. Generally, the faculty libraries adjustments were divided into two categories, that is libraries that serve online and onsite. Based on the four cases, there were seven factors influencing the process of library service adjustment in the era of the COVID-19 pandemic. These factors included staff and user safety; availability of digital collections; online media usage; HR capabilities; budget; student requests; and faculty policy.

Keywords: services, libraries, the COVID-19 pandemic