# LIBRARY SERVICE INNOVATION TRENDS DURING COVID-19 IN INDONESIA: A SYSTEMATIC LITERATURE REVIEW

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### *Abstract*

The Covid-19 pandemic in Indonesia has forced all aspects of life to follow Covid-19 health protocols by reducing mobility so that physical contact can be minimized. Likewise, libraries must provide service innovations in order to reduce the physical contact and any risk to the virus transmission. The objective of this research is to identify trends and types of library service innovations in effort to confront Covid-19 pandemic in Indonesia. The method of this research is systematic literature review (SLR), which is a method that can be used to measure or identify a phenomenon or a question that involves and requires analysis of several literature resources. The results obtained from database search were found 24 literatures relevant to the topic of innovation trends in adjusting with the Covid-19 pandemic in Indonesia. Library innovation in the form of online library services dominates services in libraries and is also widely adapted. The types of library service innovations that are mostly carried out by libraries in Indonesia includes online circulation services with OPAC access through the website, the use of google forms, interaction of ask a Librarian with WhatsApp, Telegram, and Email. In the long term, this library innovation is expected to be able to serve and provide better library services, not only worthwhile during the pandemic.

**Kata kunci:** *covid-19, library innovation, library services, SLR*

### Abstrak

*Pandemi Covid-19 di Indonesia telah memaksa semua lini kehidupan untuk menyesuaikan dengan protokol kesehatan dengan mengurangi mobilitas sehingga kontak fisik dapat diminimalisir. Demikian halnya dengan perpustakaan yang harus menyediakan inovasi layanan guna mengurangi kontak fisik dan segala risiko terhadap paparan virus tersebut. Tujuan penelitian adalah untuk mengidentifikasi tren dan jenis inovasi layanan perpustakaan dalam menghadapi pandemi Covid-19 di Indonesia. Metode dalam penelitian ini menggunakan tinjauan literatur sistematis, merupakan metode yang digunakan untuk mengukur atau mengidentifikasi sebuah fenomena atau sebuah pertanyaan dengan melibatkan dan memerlukan analisis dari beberapa sumber literatur. Hasil yang didapatkan dari penelusuran database yaitu ditemukan 24 literatur yang relevan dengan topik tren inovasi dalam menghadapi pandemi Covid-19 di Indonesia. Inovasi perpustakaan berupa layanan daring perpustakaan mendominasi pelayanan di perpustakaan dan juga banyak diadaptasi. Jenis inovasi layanan perpustakaan yang banyak dilakukan perpustakaan di Indonesia meliputi layanan sirkulasi online dengan akses OPAC melalui website, pengisian google form, dan interaksi ask a Librarian dengan aplikasi WhatsApp, Telegram, dan Email. Dalam jangka panjang, inovasi perpustakaan tersebut diharapkan dapat memberikan layanan perpustakaan yang lebih baik, tidak hanya bermanfaat pada masa pandemi.*

**Keywords:** *covid-19; inovasi perpustakaan; layanan perpustakaan; SLR*

## I. INTRODUCTION

One of the main service of library is providing books and other collections. Conventionally, in order to borrow books, users must come to the library, doing the administration of the book borrowing with the librarian. The Covid-19 pandemic in Indonesia has forced all aspects of life to conform to health

protocols, one of which is reducing mobility so that physical contact can be minimized. Likewise, libraries must provide service innovations to reduce the physical contact. As an information provider institution which is often visited by users who want to read, search and borrow literature or other collection materials, all libraries now have to find ways to keep services running but limit the physical contact between users and librarians as well as among users.

Services in libraries must adapt and change the way of it services as a form of response to the enforcement of the Covid-19 health protocol. Corona Virus Disease or more commonly referred to as Covid-19 has been stated as a pandemic in Indonesia since the March 2020. A series of health protocols have been established by the government to prevent the spread of this virus which can result in fatality at all levels of society. Wearing facemasks, maintaining physical distance, washing hands to minimizing physical activities and avoiding crowds are things that must be done by the community and all public services, including libraries.

Several studies on library service innovations were found in the first study entitled "*Dokter Pustaka Inovasi Layanan Masa Pademi Covid-19 di Perpustakaan Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan Universitas Gadjah Mada*" written by Sukirno in 2020. This study discusses the Covid-19 pandemic that has changed the pattern of service provision in libraries (Sukirno, 2020). During the Covid-19 pandemic, face-to-face services were abolished and replaced by online library services. The innovations carried out by libraries are emphasized to provide library services online during the Covid-19 pandemic. The second study titled "*Inovasi Pelayanan Dinas Kearsipan dan Perpustakaan Kabupaten Cianjur di Masa Pandemi Covid-19*" by Putri Nur Nabihatul Ghofilah, Sukaesih, Evi Nursanti Rukmana, Asep Saeful Rohman in 2021. This study aim to identify what innovations are carried out by the Department of Archives and Libraries of Cianjur Regency in providing services to the public or library users during the Covid-19 pandemic. During the pandemic, there is a work from home policy that limits library activities and alter library services to online (Ghofilah, 2021). Furthermore, the third research published in 2022 by Fadilla Selsha Amanda, Riche Cynthia Johan entitled "*Layanan Daring Perpustakaan Perguruan Tinggi UPI Sebelum Dan Sesudah Pandemi Covid 19 (Sejak Tahun 2019 –*

*2021)*". By closing access to library activities and services in order to prevent the transmission of Covid-19, libraries are optimizing services through online platform (Amanda, 2022). The purpose of this study is to find out the innovations and efforts made by the Indonesian Education University Library (UPI) and their impact on libraries and users.

The library was closed during the early days of the Covid-19 pandemic, causing the library could not be accessed in person by users. Innovation is needed so that library services are able to adapt to these conditions and continue to carry out their activities in delivering service to users by using various supporting technologies. Based on the explanation above, there is a need for a study of research trends regarding library service innovation, especially in adapting to the Covid-19 pandemic in Indonesia. This study aims to identify trends and types of library service innovations during the Covid-19 pandemic in Indonesia.

## II. LITERATURE REVIEW

The library is an institution that acts as an agency that provide information, literature and other library materials for the community. In carrying out its role, libraries are required to continuously improve the quality of their services to their users. Currently the library should not only focus on the management of library materials, but must be oriented to the users (Batubara, 2009). Thus, the library will make products that always keep up with the times and according to the needs of its users, as well as the librarian will be oriented to professional self-development and provide complete services for the users.

Innovation is an important key for an institution to be able to survive and adapt to the times. According to Rogers in Suwarno (2008), innovation is a series of ideas, practices (business processes), or objects that are considered new by an individual or a work unit. There are novelty points in an innovation and of course the usefulness aspect resulting from a service or procedure. Innovation can be in the form of products or services, production process technology, system and administrative structures and new plans for an organization (Damanpour in Suwarno, 2008). An innovation should provide convenience, speed and benefits that did not exist before. Sukirno (2020) adds that innovation has different characteristics or characteristics as a new object, in the form of:

1. Typical, an innovation has a uniqueness or distinctiveness that is different from conditions, ideas or objects that have existed before.

2. New, the novelty aspect is a feature that an innovation provides benefits that have never existed and have not been known by the public before.

3. Planned, good innovation is not produced instantly but through a planned process of stages that includes the creation of ideas, ideas or products from the beginning until the innovation is created.

4. Having a purpose, innovation is also created based on a study of certain goals that clearly generate ideas to add value to the company or agency.

Activities held in the library in the form of services to users who need information. Library services serve as an aid to facilitate users in finding library materials that are needed. The need for support as an important factor to manage and facilitate activities in the library. The supporting factors are, users, librarians, collections owned and infrastructure or facilities. Library services are divided into two broad lines, namely technical services that take place behind the scenes, and public services such as circulation services, information services and reference services where there is direct contact between librarians and users in the library (Nafilah, 2021).

### III. METHODS

This research was conducted using a systematic literature review method. Systematic literature review (SLR) is a method that can be used to measure or identify a phenomenon or a question that involves and requires analysis from several literature sources. Referring to Kitchenham in Siswanto (2010), systematic literature review is a research method intended to identify, evaluate and interpret research results related to questions or hypotheses of a particular study, topic or phenomenon that is of concern to researchers. SLR is a secondary research study that elaborates and synthesizes the results of previous studies so that general data and facts are formed that provide confidence in drawing conclusions and policies, in the long term. A review carried out regarding the trend of library service innovation as efforts in facing the Covid-19 pandemic in Indonesia.

### A. Research Question

This research was conducted from 17 February to 20 April 2022. The strategy used by the researcher to identify research questions according to the topic was to use the technique of Petticrew and Roberts (2006), PICOC (Population, Intervention, Comparison, Outcomes, and Context) with criteria on Table 1.

TABLE 1.    PICOC RESEARCH STRUCTURE

| Criteria | Description |
|---|---|
| Population | Library innovation and library services in Indonesia |
| Intervention | Covid-19 pandemic, library service innovation, use of library services |
| Comparison | Library services before and during Covid-19 pandemic |
| Outcomes | Implications of the Covid-19 pandemic on library service innovation in Indonesia |
| Context | A review of the results identifies the trend of library service innovation in the face of the Covid-19 pandemic in Indonesia |

Based on the PICOC technique above, a Research Question (RQ) or research questions are made to meet the research needs of the topic that has been formulated. The following are research questions, namely:

RQ 1: How is the trend of library service innovation in dealing with the Covid-19 pandemic in Indonesia?

RQ 2: What types of library service innovations have been studied in dealing with the Covid-19 pandemic in Indonesia?

### B. Research Tracing Strategy

The search terms have been compiled by researchers taking into account the Indonesian literature that is in the Google Scholar and Garuda databases on the https://garuda.kemdikbud.go.id/

web page. This search strategy began to be adapted from February 17 to April 20, 2022. The researcher also considered the level of relevance and novelty of the literature to be analyzed, therefore there were citation limits used in this study. The citation limit is literature that has been published from the period 2020-2022 or the last 2 years from the time this research was conducted.

The search term used in this study uses a search method with the Boolean operator "AND" in the Google Scholar and Garuda databases. Criteria regarding search terms in the Google Scholar database used for research with "AND" which contains search terms for innovation, library services, applications, Covid-19 and Indonesia. Furthermore, the search term in the Garuda database is written in full, namely the innovation of the Covid-19 pandemic library service

Inclusion and exclusion criteria were used in this study to obtain appropriate and relevant articles. The inclusion and exclusion criteria are:

1. Inclusion Criteria: All literature published in Indonesian, all literature published in the range of 2020-2022, all literature that focuses on library service innovation in facing the Covid-19 pandemic in Indonesia.

2. Exclusion Criteria: All published literature using other than Indonesian, all literature published before 2020 and after 2022, all literature that is not in accordance with the research topic discussion.
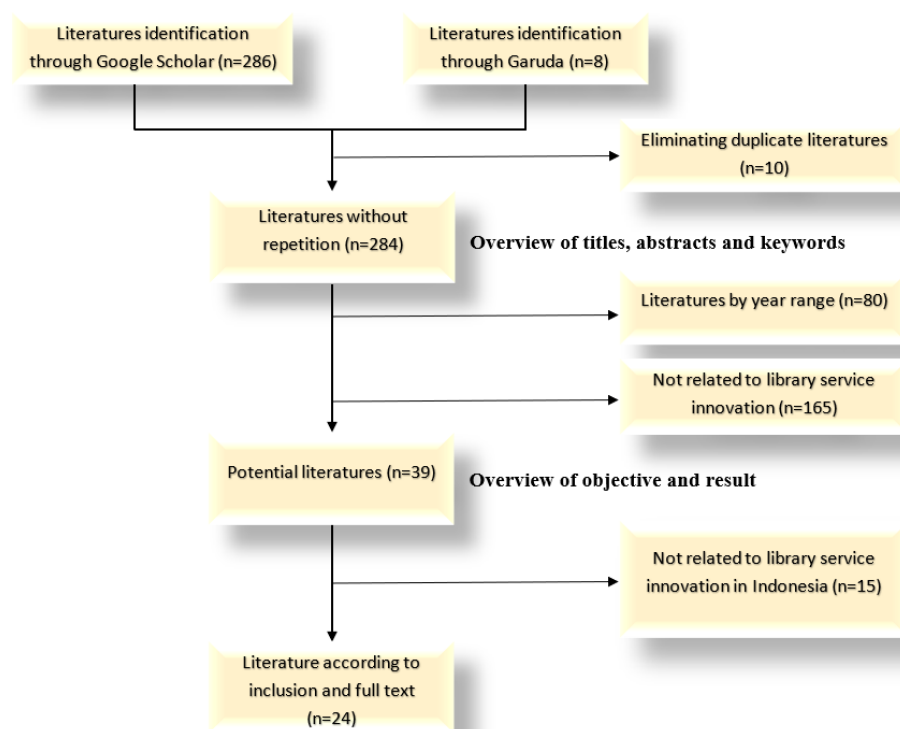


FIGURE 1.    LITERATURE SELECTION PROCESS FLOW (PRISMA).

After searching the literature according to the inclusion and exclusion criteria in the selected database, the search results are transferred to a table, each literature then validated and analyzed based on the appropriate research topic. The results of the selection stage referring to PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analysis) (García-Feijoo et al., 2020) are shown in Figure 1 above.

From the PRISMA selection used above, it is known that the search results from databases on Google Scholar and Garuda are 24 literatures. The list of literature that has been selected from the database used can be seen in Table 2.

TABLE 2.    RELEVANCE LITERATURE

| Code | Title |
|------|-------|
| **L1** | Adaptasi dan Inovasi Layanan Perpustakaan di Masa Pandemi di Pusat Perpustakaan dan Penyebaran Teknologi Pertanian |
| **L2** | Dokter Pustaka Inovasi Layanan Masa Pademi Covid-19 di Perpustakaan Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan Universitas Gadjah Mada |
| **L3** | Grab and Go Alternatif Layanan Peminjaman Buku Pustakalana Children's Library di Masa Pandemi |
| **L4** | Implementasi Model Layanan Sidaring (Sirkulasi dalam Jaringan) Pada Masa Pandemi Covid -19 di Perpustakaan Universitas Negeri Padang |
| **L5** | Inovasi Dan Pemanfaatan Perpustakaan Sekolah Dasar Menggunakan Media Sosial Masa Pandemi |
| **L6** | Inovasi Layanan Drive-Thru Perpustakaan untuk Meningkatkan Budaya Literasi (Studi di Dinas Perpustakaan dan Kearsipan Provinsi Jawa Timur) |
| **L7** | Inovasi Layanan Pada Masa Pandemi Covid-19, Studi Kasus Manajemen Layanan di Perpustakaan UIN Sunan Ampel |
| **L8** | Inovasi Layanan Perpustakaan Dalam Masa Pandemi Covid-19: Studi Kasus di UPT Perpustakaan Proklamator Bung Karno Blitar |
| **L9** | Inovasi Layanan Perpustakaan di Era Pandemi Covid-19 (Best Practice Perpustakaan Universitas Muhammadiyah Ponorogo) |
| **L10** | Inovasi Layanan Perpustakaan di Masa Pandemi Covid-19: Studi Kasus di Perpustakaan Fakultas Ekonomika dan Bisnis Universitas Diponegoro |
| **L11** | Inovasi Layanan Perpustakaan Nasional RI Dalam Masa Pandemi Covid-19 |
| **L12** | Inovasi Pelayanan Dinas Kearsipan dan Perpustakaan Kabupaten Cianjur di Masa Pandemi Covid-19 |
| **L13** | Inovasi Pelayanan Perpustakaan Universitas Muhammadiyah Yogyakarta selama pandemi Covid-19 |
| **L14** | Inovasi Pelayanan Sirkulasi Open Library Telkom University Saat Covid-19 |
| **L15** | Inovasi Perpustakaan Daerah Kabupaten Purwakarta dalam Mengembangkan Layanan Berbasis Inklusi Sosial saat Pandemi Covid-19 |
| **L16** | Kabaca Jemput Bola: Inovasi Layanan TBM Kampung Buku Cibubur pada Masa Pandemi |
| **L17** | Lantatur sebagai Alternatif Layanan Perpustakaan Sekolah di Masa Pandemi Covid-19 |
| **L18** | Layanan Daring Perpustakaan Perguruan Tinggi UPI Sebelum Dan Sesudah Pandemi Covid 19 (Sejak Tahun 2019 – 2021) |
| **L19** | Layanan Library and Knowledge Center (LKC) Bina Nusantara University di Era Pandemi Covid-19 |
| **L20** | Layanan Perpustakaan Provinsi Banten di Masa Pandemi Covid-19 |
| **L21** | Layanan Sirkulasi dengan Menggunakan Sistem Drive Thru di Perpustakaan Institut Agama Islam Negeri (IAIN) Purwokerto |
| **L22** | Pemanfaatan Website dan Aplikasi E-Library di Perpustakaan Umum Kota Cimahi Saat Masa Pandemi Covid-19 |
| **L23** | Perpustakaan digital sebagai alternatif utama dalam memberikan layanan pada masa pandemi di Dinas Arsip dan Perpustakaan Kabupaten Bandung |
| **L24** | Strategi Layanan Perpustakaan Perguruan Tinggi Pada Masa New Normal (Studi Kasus UPT Perpustakaan Universitas Riau) |

The selected literature was published in the range of 2020-2022 after being selected from the database, 24 suitable and relevant literature were found. The number of literatures in the form of scientific journal articles published during the 2020-2021 period with details in 2020 is 3 (three) literatures, in 2021 there are 20 (twenty) literatures and in 2022 there is 1 (one) literature. This shows that 2021 is the year with the

literature that has been selected and the most published, which is as many as 20 (twenty) literatures. In the span of 2020-2022, there is 1 (one) literature published in the Sinta 3 journal, 6 (six) literatures are published with Sinta 4, then 4 (four) literature is in the Sinta 5 accredited journal, 1 (one) literature in Sinta 6, 10 (ten) literatures that have not been accredited by Sinta, and 1 (one) article published in library seminars or proceedings.

## C. *Quality Assessment*

Furthermore, the literature needs to be carried out a Quality Assessment or testing the quality value of the search results and selecting each literature (Adrian et al., 2016). The formulation of the questions in the quality assessment has three answer options; Yes with 1 point; Indecisive with 0.5 points; Not with 0 points. It can be seen in Table 3 which contains questions to test the quality of search results.

TABLE 3.    SEARCH RESULTS QUALITY ASSESSMENT

| Quality Code | Questions | Answer | Score |
|---|---|---|---|
| **QA1** | Is there a clear picture of the purpose of this research? | Yes | 1 |
| | | Indecisive | 0,5 |
| | | Not | 0 |
| **QA2** | Is this research based on a case or study in Indonesia? | Yes | 1 |
| | | Indecisive | 0,5 |
| | | Not | 0 |
| **QA3** | Does this research explain about library service innovations in dealing with the Covid-19 pandemic in Indonesia in detail? | Yes | 1 |
| | | Indecisive | 0,5 |
| | | Not | 0 |

The literature quality report that has been selected with details of the literature as follows: L1=2,5; L2=3; L3=3; L4=2,5; L5=3; L6=3; L7=3; L8=3; L9=2,5; L10=3; L11=3; L12=3; L13=3; L14=3; L15=2,5; L16=3; L17=3; L18=3; L19=2,5; L20=3; L21=3; L22=3; L23=3; L24=3. The results of the quality criteria in the form of selected literature quality representation can be seen in Figure 2.
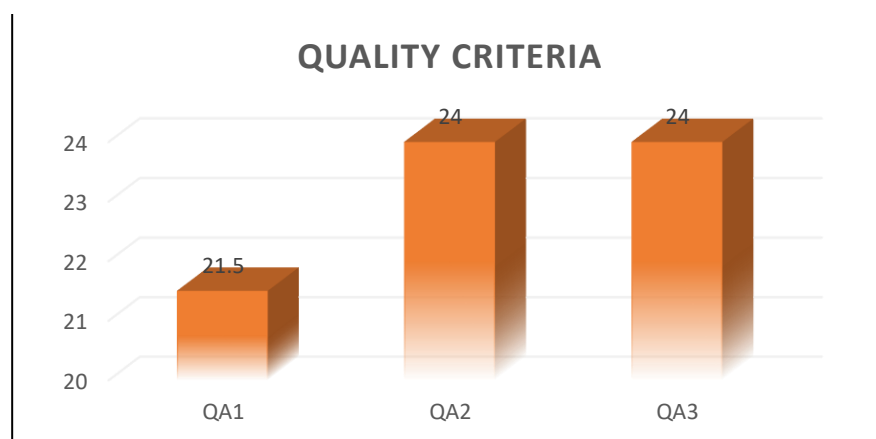


FIGURE 2.    SELECTED LITERATURE QUALITY REPRESENTATION.

This selected literature will then be used in a systematic literature review research that is appropriate to the research topic. The selected literature was then analyzed based on research questions.

## IV. RESULT AND DISCUSSION

### A. Result

Table 4 is the literature analyzed based on the RQ1 question, namely how is the trend of library service innovation in dealing with the Covid-19 pandemic in Indonesia. Based on the data in Table 4, there are 16 (sixteen) literatures related to online services carried out by libraries and 8 (eight) literatures that explain restrictions on the mobility of users who can still access the library while still complying with health protocols during the Covid-19 pandemic in Indonesia.

TABLE 4. LIBRARY SERVICE INNOVATION TRENDS

| Category | Literature Code |
|---|---|
| **Library Online Service** | L1, L2, L3, L4, L5, L9, L10, L11, L12, L15, L16, L18, L19, L20, L23, L24 |
| **User Mobility Restrictions** | L6, L7, L8, L13, L14, L17, L21, L22 |

Furthermore, Table 5 is the answer to the research question RQ2 regarding how the types of library service innovations in dealing with the Covid-19 pandemic in Indonesia have been studied. Based on the selected literature, there are 11 (eleven) types of library service innovations.

TABLE 5. TYPES OF LIBRARY SERVICE INNOVATION

| Types of Library Service Innovation | Literature Code |
|---|---|
| **Library website development** | L1, L2, L7, L8, L11, L14, L15, L18, L20, L21, L23 |
| **Download the E-library app** | L1, L7, L12, L20, L22, L23 |
| **Online membership** | L3, L8, L11, L12, L20, L22, L24 |
| **Online circulation service** | L1, L3, L4, L5, L6, L9, L10, L13, L14, L17, L18, L21, L24 |
| **Online reference service** | L2, L19 |
| **Delivery service, drive thru** | L3, L4, L6, L9, L10, L14, L15, L19 |
| **Library Virtual Tour** | L19 |
| **Online literacy class** | L1, L7, L8, L9, L10, L11, L13, L19, L20 |
| **Online library free service** | L7, L9, L10, L18, L24 |
| **Socialize with social media** | L1, L9, L10, L15, L17 |
| **Resource sharing with other libraries** | L1, L13 |

The types of library service innovations can be found and detailed (Figure 3) as follows: library website development in 11 (eleven) literatures; download the e-library application in 6 (six) literatures; online membership in 7 (seven) literatures; online circulation services in 13 (thirteen) literatures; 2 (two) online reference services; delivery service, drive thru as many as 8 (eight) literatures; library virtual tour in 1 (one) literature; 9 (nine) online literacy classes; free online library service in 5 (five) literatures; socialization with social media as much as 5 (five) literatures; and resource sharing with other libraries in 2 (two) literatures. From the details, it can be seen that the trend of the type of library service innovation in dealing with the Covid-19 pandemic in Indonesia is mostly focused on the type of online circulation service.
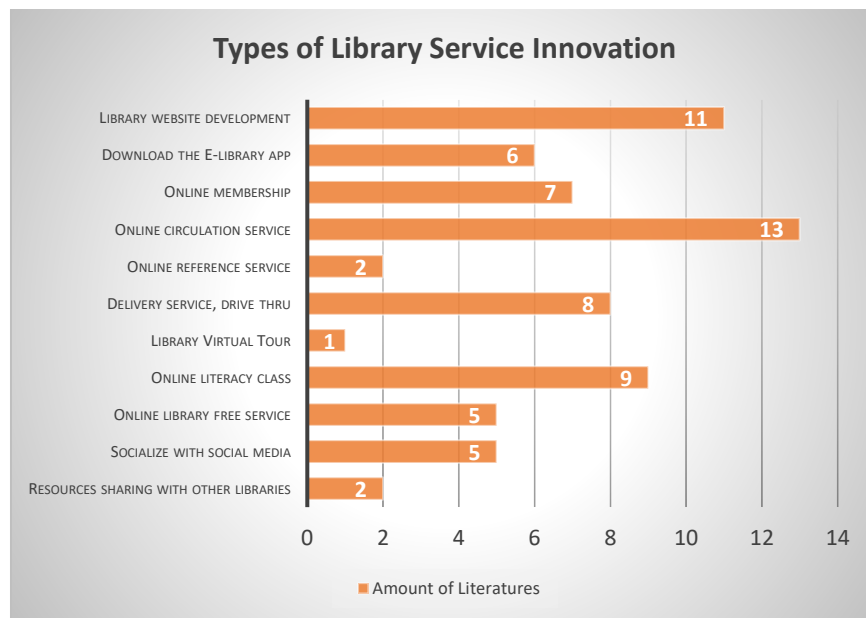
FIGURE 3.    TYPES OF LIBRARY SERVICE INNOVATION DURING THE COVID-19 PANDEMIC IN INDONESIA.

## B. Discussion

Based on the exploration and identification of the literatures, there were 24 (twenty four) literatures relevant to the topic of library service innovation trends in facing the Covid-19 pandemic in Indonesia. The results of the literature analysis identified the types of library service innovations in each research as follows:

### 1)  Library website development

Library innovation through the development of library websites is found in literature, mostly done by libraries during the Covid-19 pandemic. Provides digital reading and reference sources. In university libraries, such as at Diponegoro University, the library provides a database of e-journals and e-books that can be accessed by students with a single sign-on system (Utomo, 2021).

Several studies have also highlighted the live chat feature with librarians as an innovation that is quite popular with users. Maryani and Agustina (2021) said that the National Library had implemented this service feature on the perpusnas.go.id portal. Saefuddin (2021) also stated that at the University of Muhammadiyah Library there is a 24-hour service on the library.umy.ac.id website complete with the Ask the Librarian feature during working hours. The choice of online chat can connect the communication needs of users and librarians with limited face-to-face access.

### 2)  Download the E-library app

E-library is one solution for libraries to continue to be able to provide services to users amid restrictions on physical contact during the Covid-19 pandemic era. E-libraries are generally in the form of applications that have more user-friendly features than web-based ones. One example of this is the i-Tani application, which continues to gain access during the pandemic (Andriani, 2020). This shows that e-libraries are the main choice of users during the pandemic.

The e-library application is also a solution for users in completing academic tasks during the Covid-19 pandemic. This is done by the KUBUKU UINSA digital library which provides a collection of e-books and e-journals that can be accessed without time limit (Supriyatno, 2020). To take advantage of this e-library, the user must download the application on the Playstore, install and register an account, then after being activated by the admin, the user can login and take advantage of the features in the KUBUKU UINSA application. This procedure also applies to most other e-library applications.

### 3)  Online membership

In general, users need to register or register for membership directly at the physical service counter

in the library. During the pandemic era, the library also opened an online membership service. Iskandar et al (2021) say that membership is an absolute must when users will borrow collections at the Pustakalana Library which has online lending facilities for users.

The National Library of the Republic of Indonesia has developed an application to become a library member. Users can download the National Library of Indonesia membership application through the Playstore by filling in the data first and getting a virtual membership card from the National Library of Indonesia. Fauzi et al (2021) in their research at the Bung Karno Library Blitar stated that online member registration is done by filling out a link directed to a google form. Furthermore, prospective members must come to the library to take photos and membership cards and submit copies of their ID cards and family cards. Here we can see that there are two methods of registering online membership completely online until the delivery of membership cards and the second method is one that still requires a step to come to the library.

### 4) Online circulation service

Circulation of library collections is one of the main things in the library. During the pandemic, the circulation process was carried out online, in line with the use of digital libraries. Online registration is done first through a google form, then users can view, search and find collections to be borrowed by accessing OPAC on the library website. Borrowing and returning books are done online as well as for collections in the form of e-books and e-journals (Izprilla and Latiar, 2021).

Telkom University Library opens online circulation in the form of online borrowing and returning through the WhatsApp Ask a Librarian number. The library service innovation carried out by Telkom University's Open Library seeks to make it easier for users who want to borrow and return books safely without leaving the house during the Covid-19 pandemic in Indonesia. Libraries in the literature also mention applications such as Telegram and Email.

### 5) Online reference service

This online reference process involves platforms or applications based on information technology that are currently widely used, such as the Internet, Wide Area Networks and Mobile Computing. Of the three aspects, internet usage is considered the easiest and fastest. In the pre-pandemic period, reference services were carried out face-to-face between librarians and users. In two literatures it is stated that online reference services are carried out through the WhatsApp, Email and Zoom platforms. One of the libraries has a special service via zoom that requires face-to-face online called the Reference Clinic. Another method, of course, that is not face-to-face is that which is followed up by WhatsApp or email (Qisty et al, 2021).

### 6) Delivery service, drive thru

Service delivery of library materials to the address of the user via courier service. This is also supported by the spread of instant courier service delivery of goods. This delivery service also provides an interesting experience for the community, especially millennials who are accustomed to online orders through applications and internet networks. The drive thru service at the library location serves circulation services, amid the Covid-19 pandemic. The presence of this library service innovation is presented as an alternative way to facilitate access and speed up services to users, as well as to create satisfaction among users (Putra & Niswah, 2021).

### 7) Library Virtual Tour

Not so many libraries that provide library virtual tour services. This is because this service requires special devices and its own software. One of the libraries that has developed this service is the Bina Nusantara University (Binus) library. Qisty et al (2021) explained that the 3600 virtual library service at Binus provides a unique experience for users, where users can get collection and reference services by virtually browsing the library rooms. To be able to access this service, users can click on the special link provided. This virtual tour library service can be an additional innovation, especially for users who have an interest in the visualization aspect.

### 8) Online literacy class

Literacy education and public interest in reading through online webinars. In accordance with the library's role in guarding reading interest and educating the public, the pandemic is not an obstacle even with the webinars, making it easier for all parties' efforts because they do not require technical matters related to offline or face-to-face events. With

the webinar format, both time and participants will be more flexible and wider.

### 9) Online library free service

Breakthrough in library-free services online to provide convenience for students because they are exposed to the rules of the Covid-19 pandemic. This service has several benefits, such as submission of final assignments, verification of self-uploaded files, and the issuance of loan-free letters (Supriyatno, 2021). The free online library service can be accessed through several ways, the telegram group application, google form, email.

### 10) Socialize with social media

The use of social media is one of the most widely applied innovation trends in library services in the face of the Covid-19 pandemic. Izzah et al (2021) explained using social media such as Instagram and Facebook as a forum to socialize superior programs at the Purwakarta Regency Regional Library. Likewise, with the Diponegoro University Library which informs and introduces sources of information and library collections through Instagram and Facebook social media. Increase publications and socialization related to library digital innovations through library social media. In line with the online and virtual spirit, promotional media have turned to social media platforms that can reach target audiences effectively and easily (Utomo, 2021).

### 11) Resource sharing with other libraries

Collaboration between libraries in increasing digital content is a step for library innovation. Digitization of collections of research results such as scientific articles into the database repository can be increased through resource sharing. If the library does not have the library materials needed by users, this can be overcome by collaborating with other libraries such as sharing literature to meet each other's needs (Nafilah, 2021).

Based on the eleven library service innovation trends explained above, it can be distinguished by two characteristics, namely new innovations that emerged during the pandemic and the development of innovations from the pre-existing services. Several types of innovations that are new innovations include; delivery service or drive thru service, online membership, online literacy class, online library free service, and library virtual tour.

The next characteristic of the innovation is the one based on the development of previous services or innovations that already exist. The development of this innovation is carried out more optimally during this pandemic because it provides greater benefits in supporting the Covid-19 health protocol. The innovations include; development of library websites, e-library applications, online circulation services, online reference services, social media, and resource sharing with other libraries.

## V. CONCLUSION

Various innovations have been carried out by the library in providing services for users in the face of the Covid-19 pandemic in Indonesia in order to continue to carry out their duties to provide access and fulfill information needs to users. Libraries take steps such as limiting user mobility to providing online library services. This is done in an effort to minimize face-to-face activities and reduce physical visits by visitors. Library innovations in the form of online or online services dominate services in libraries and are widely adapted. Libraries have various types of services available to serve users who want to find library materials.

The element of innovation is applied in all types of new innovations and developed innovations. New innovations that emerged during the pandemic are alternative services that are worth trying and to be implemented by the libraries. However, of the many existing and new library services, the type of innovation that is mostly carried out by libraries in Indonesia is the online circulation services by accessing OPAC through the website, filling out google forms, and interacting Ask a Librarian with WhatsApp, Telegram, Email applications.

The Covid-19 pandemic forced changes to library services that were carried out offline and then turned into online. This rapid transformation was followed by a change in its service system to a technology-based library. We can see that one library adopts the innovation of online circulation services, then soon other libraries also do the same. This forms the uniformity of services owned by libraries during the Covid-19 pandemic.

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