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**REDESIGN OF FREE LOAN SERVICES AS LIBRARIANS FACE CHANGES AT SCHOOL. THE IMPACT OF STUDENTS' CHARACTER IN VISITING THE LIBRARY ON THE EXISTENCE OF COLLECTIONS IN THE APIPSU MEDAN SCHOOL LIBRARY**

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**ABSTRACT**

This study aims to find out the impact of the redesign of loan-free services and the differences between them and conventional loan-free services at Apipsu Medan Library due to the pandemic in 2020. The approach used in this research is qualitative with a case study method, namely understanding and researching certain impacts that occur in depth. based on the data collected and then analyzed to obtain a solution. The results of the analysis conclude that the redesign of the loan-free service is a change in procedures from conventional to online. There are two things that differentiate Positive and Negative Impacts on Apipsu Medan Library Services. However, currently the Borrow-Free Service is no longer applied in library services at Apipsu Medan School.

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## **INTRODUCTION**

The Covid-19 virus pandemic has changed most of human life, including activities in higher education, namely educational activities, research and community service activities. The pandemic has forced learning methods in higher education to change to adapt to existing conditions, especially those related to physical interaction. Various approaches continue to be taken to find the most effective learning methods, until finally, many school libraries implement hybrid-based learning methods or known as hybrid learning during the transition period. The pandemic period also made Apipsu Medan Library services adapt to the university learning model, which was initially carried out face-to-face then during the pandemic, all services were carried out online. After the Covid-19 pandemic began to subside, in the transition period, hybrid learning in university environments began to be implemented, libraries also began to provide mixed services.

One of the library services required for moving, or resigning as a student at Apipsu Medan School is the free library loan application service. The library loan-free application service, better known as the loan-free service, is a service that provides a certificate to students that they do not have loans or administrative responsibilities at the library, have graduated, moved or resigned as students. Before the Covid-19 pandemic, free library borrowing services were carried out by requesting the certificate directly at the circulation services section of the Apipsu Medan Library. When the pandemic hit, as well as the transition period towards the normal era, the loan-free service finally underwent changes because it adapted to existing conditions and applicable policies. Based on the background above, the problem formulation in this study is how to redesign the loan-free service. As long as librarians face changes at school, the impact of students' character in visiting the library on the existence of collections in the APIPSU Medan School Library namely the period before the pandemic, during the pandemic, and during the transition to the normal era and what loan-free application system is considered the most effective and what impact it has on users who visit the library.

## **METHOD**

The research method used in this study is a qualitative research method. Qualitative research is a means of exploring and understanding the meaning that comes from individuals and groups regarding social problems or individual problems (Creswell, 2017).

According to Ibnu Hadjar, qualitative research aims to gain a general understanding of social reality from the participant's perspective. This understanding was obtained after analyzing the social reality that was the focus of the research. Based on this analysis, conclusions are then drawn in the form of a general, abstract understanding of the realities (Basrowi and Suwandi, 2008).

Data collection techniques in this study used observation, interviews and documentation. This research also uses statistical data as an additional data source. Statistics can help provide an overview of subject tendencies in the research setting (Basrowi and Suwandi, 2008). Based on the observations that have been made, interviews and documentation, then a data validity test is carried out. The test results are to obtain valid and reliable data. The triangulation technique for validity testing is used by checking the information again and then comparing it with the data source. Several concepts obtained related to the problem formulation were analyzed, the results of the analysis were categorized and described and interpreted to produce study findings.

## **RESULTS AND DISCUSSION**

In essence, a library is a place that provides all forms of library materials (hard/print and digital) accurately and precisely according to the needs of the library in order to search for information, therefore the provision of retrieval facilities is owned by the library. The Covid 19 pandemic is a problem throughout the world. In maximizing services in providing services, especially libraries, service innovation is needed, with the aim of always providing satisfaction to library consumers in enjoying the information provided by the library.

The Minister of Education and Culture's circular letter and the Governor's Circular letter which requires the elimination of outdoor activities or events, causes almost all teaching and learning activities to be carried out from home, and also causes operational activities at schools to not be able to run as usual, including the closure of library services. Thus, one of the efforts made by the UTI library to maintain the smooth running of academic community activities in terms of collections, is that the library optimizes electronic collections that can be accessed by all readers online, these collections are in the form of e-journals, e-books, e-repositories whether owned and subscribed to by the school concerned or other schools. Apart from optimizing and strengthening digital collection services, the library is also strengthening the field of library promotion. So the Apipsu Medan library provides loan-free services or

information about the library to minimize miscommunication with users, the information we provide such as the policy for eliminating fines during the pandemic, can carry out collection orders and the latest collection information.

### **Library Services**

Library services are offering all forms of collections owned by the library to users who come to the library and ask for the information they need. Based on this understanding, library services are all efforts made by the library with the aim of making it easier for library visitors to obtain the information they need (Darmono, 2001: 134 ).

In general, the services provided in school libraries according to the Ministry of National Education (2010) are:

- a. **Circulation Services** Circulation services are a service for borrowing library collections to take home. Usually this service is provided to library members. For this reason, it is necessary to establish policies regarding membership and borrowing.
- b. **Reference Services** Reference services are information services using reference books as a reference source. As previously mentioned, a reference book is a book that contains certain information that can be referred to quickly. The information it contains can be in the form of word meanings, addresses, brief information or background about something, statistical data, life history of a figure, place or event.
- c. **Reading Room Services** Reading room services are services provided by libraries in the form of a place for on-site reading activities for those who do not intend to borrow library books to take home. The facilities in the reading room that are usually provided are a large table with several chairs, an individual study table (study carrel) or a relaxing reading area with a carpet and pillows.
- d. **Audio Visual Services.**
- e. **Storytelling Service** This service is generally provided in elementary school and kindergarten libraries. This service is not provided to individuals but to groups or classes and is held at scheduled times.
- f. **Information Repackaging Services** School libraries can also provide special information services such as information repackaging or current awareness services in a simple form. These two services are generally only carried out in special libraries, but with the abilities and competencies of School Library Staff, these services can be carried out in a simpler form.

## **Changes to the Loan-Free Service System**

In this study, three models of loan-free service systems were found in the period 2019 to 2022, which were divided into three time periods, namely: a. Request for a Free Loan Letter Before the Pandemic Period Time range for requesting a free loan letter before the pandemic period. Before the pandemic, loan-free services had the following Standard Operating Procedures (SOP):

- a) the applicant comes to the circulation service;
- b) applicants can borrow freely independently using the PC (Personal Computer) that has been provided, provided they do not have administrative responsibilities at the library such as books that have not been returned, lost borrowed books, and/or have not paid late fines. Loan-free self-service, you can do this by typing in the Member ID and pressing the print button to print the loan-free certificate;
- c) Meanwhile, applicants who still have administrative responsibilities at the library, such as not having returned books borrowed, or lost books, and/or outstanding fines, submit their Library Member Card to the officer;
- d) the officer checks the library database, how many and what titles of books are still borne by the applicant;
- f) after the applicant has completed the loan obligations, such as having returned the borrowed book, having replaced the lost book, or having settled the unpaid fine, a loan-free certificate is made/printed by the officer.

In the period before this pandemic, loan-free certificates were requested individually and the person concerned had to come in person to the circulation services section. One applicant must make a loan-free certificate for each applicant. The disadvantage of this system is that applicants have to spend time on library working days and hours because they have to come to the library directly, this is of course an obstacle for students who are outside the city/outside the region.

Closing library services is one of the actions taken by universities/colleges to break the chain of spread of Covid-19. However, this has resulted in the use of library services changing from manual to semi-online or even to fully online. Prioritize the provision of digital services and close all access to services that allow gatherings and crowds. Some library services certainly have several advantages and disadvantages. From a health perspective, the service complies with health protocols and reduces the spread of the virus to the public, especially librarians and users. Librarians become calmer at work.

Users feel safe when they have to visit the library. Libraries must make changes from conventional libraries to hybrid libraries to digital libraries, starting with changing their physical form to non-physical or digital form that can be accessed anywhere and anytime. With the development of information technology, libraries can take advantage of it by creating digital libraries. Not only are changes required in the form of digital collections, but the services provided by libraries should also follow the changes in the 4.0 era, apart from that the services provided also require good information communication so that they can be used optimally by users.

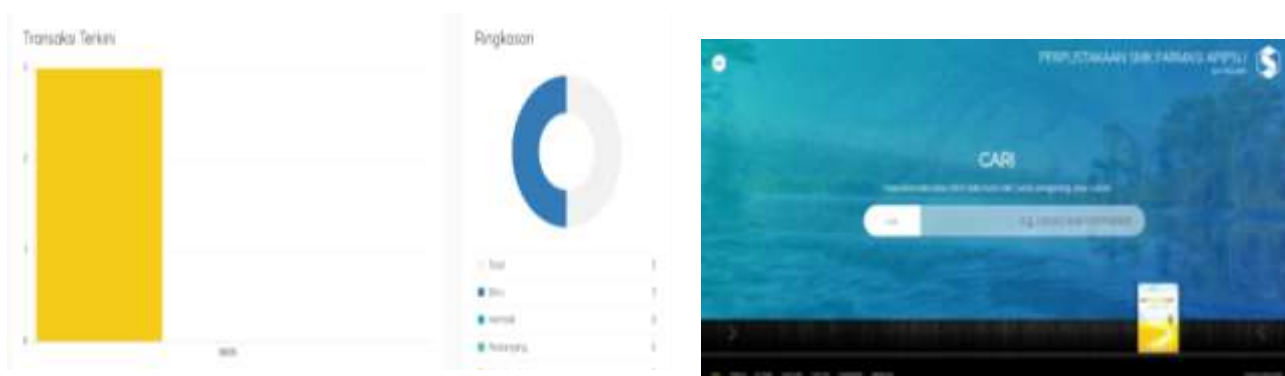
### **Request for Loan Free Letter**

Transition Era The time span for applications for loan-free letters during the transition period is around the beginning of 2022 until now. The decline in Covid19 cases in Indonesia has finally made changes to the learning model and education system services at Apipsu School in Medan. Learning that combines various approaches to learning, namely face-to-face learning, computer-based learning, and online-based learning (internet and mobile learning) is known as hybrid learning (<https://lpmpdki.kemdikbud.go.id/>) is the choice at the Apipsu Medan Vocational School for teaching and learning activities in the new normal era, because it is more suitable for implementing the Independent Learning Campus (MBKM). The demands during the pandemic have made libraries continue to innovate, especially creating services that make things easier for users.

One of them is innovation in loan-free services, which are online-based which have been used during the transition period to date. The UPT Library and Undip Press online free loan service is served based on google.form with the address [bit.ly/bebas-pinjam](https://bit.ly/bebas-pinjam) .

Based on the results of interviews with 1 (one) librarian informant at the Apipsu Medan Vocational School Library. From the results of interviews with informants, it was found that all informants stated that free online borrowing was the most suitable service for current and future conditions. According to the informants, the advantage of free online borrowing is that they do not need to come directly to the library and can get a soft file of free borrowing certificate. All student informants just learned that loan-free services can be done online. Knowing that loan-free services can be done online, two informants stated that they did not receive any information regarding this matter, including from the librarian.

The online loan-free service is the service system that is considered the most effective, this is supported by the statistical data on the loan-free service in the Slims data, in Figure 1 below



In Figure 1 below, it can be seen that transactions are for using loan-free services in 2022 there will still be few people using it. This means that there are still many who do not know that this free loan service exists in the Apipsu Medan school library.

## Discussion

### Changes to Library Service Policies During the Covid-19 Pandemic

#### 1. Membership Activation

- a) Old Policy, The Influence of the Covid-19 Pandemic affects which member activation services. Usually this service only accepts direct activation.
- b) Meanwhile, during the pandemic policy, since the Covid-19 pandemic, member activation services have made service breakthroughs with an online system.

#### 2. Book Return Extension

- a) Length of loan period policy. The previous library term was 7 days, with an estimated maximum extension of 2 times.
- b) Meanwhile, policies during the pandemic. Since the Covid-19 pandemic, changes have been made to the rules regarding book returns, with the limit for book returns being the end of 2021.

#### 3. Elimination of Book Fines

- a) Old Policy. Pre-pandemic regulations, delays in returning books by 1 day were subject to a fine of IDR 1,000/book/day.
- b) Meanwhile, policy during the pandemic. Since the Covid-19 pandemic was declared until the end of 2021, late book fines have been abolished.

#### 4. Fulltext Final Assignment Request Service

- a) Services are carried out directly in the automation service room
- b) Meanwhile, policies during the pandemic Services are carried out by: Via Library Email and Via Instagram Chat

### **Positive and Negative Impacts on Students' Character Visiting the Library**

Based on interviews conducted with librarians, it can be seen the impact that occurred when the free loan service was redesigned in the library and this impact caused students' interest in reading to also decrease, because it was combined with social media. There are two impacts that occur, namely positive impacts and negative impacts. The following are the positive impacts and negative impacts resulting from the interview:

#### 1. Positive Impact

- a) For educational staff who are active and have high initiative, they always provide a good alternative to the library service system
- b) There are new innovations in the library service system, thereby increasing visitors to the website and library repository.
- c) Student Utilizing information technology is increasing
- d) Students who have problems returning books have benefited positively from the Covid-19 pandemic, so they have less time to use their borrowed book collections.

#### 2. Negative impact

- a) There are no user visits due to services being closed during the lockdown.
- b) It is difficult for students to access the library, because learning conditions are still online.
- c) There is no borrowing or returning of books, during the lockdown.
- d) No fines were applied during the Covid-19 pandemic, meaning many collections were still borrowed by students.
- e) Students become more like online when redesigning the library's loan-free services.
- f) The collection in the library is decreasing for reading.
- g) Students' interest in reading shapes their character so that they no longer read from printed collections.



## CONCLUSION

Loan-free service is a service provided to Undip FK users, in this case the educational community of Apipsu Medan Pharmacy Vocational School in the form of checking loan-free administration in the library. Users are members of the library, both active and inactive at Apipsu Medan Pharmacy Vocational School, including teachers, students and also educational staff. The form of service is in the form of providing a library loan-free certificate.

One of the library services required for moving, or resigning as a student at Apipsu Medan School is the free library loan application service. The library loan-free application service, better known as the loan-free service, is a service that provides a certificate to students that they do not have loans or administrative responsibilities at the library, have graduated, moved or resigned as students. Before the Covid-19 pandemic, free library borrowing services were carried out by requesting the certificate directly from the circulation services section of the Apipsu Medan Library.

The impact of the redesign of the Apipsu Medan Library had many drastic changes and hampered the entire administration and management of the library. For this reason, changes that occur again during normal times after the pandemic also have a big impact on students' character when visiting the library.

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