

Strategi Optimalisasi Layanan e-Resources Perpustakaan Nasional Republik Indonesia di masa pandemi COVID-19 = Strategy for Optimizing e-Resources Services of the National Library of Indonesia during the COVID-19 pandemic

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920553886&lokasi=lokal>

Abstrak

Penelitian ini membahas tentang strategi optimalisasi layanan e-Resources Perpustakaan Nasional Republik Indonesia (Perpusnas) di masa pandemi COVID-19. Selama masa pandemi COVID-19, Perpusnas menyatakan peningkatan seluruh layanan daring perpustakaan hingga tiga kali lipat dari sebelumnya. Perpusnas menyediakan layanan akses terbuka secara gratis ke terbitan lokal maupun internasional melalui portal e-Resources. Namun selama tahun 2020, data statistik menunjukkan terjadi penurunan jumlah pengunjung portal e-Resources. Adapun tujuan penelitian ini adalah menemukan strategi Perpusnas dalam mengoptimalkan layanan e-Resources di masa pandemi COVID-19. Metode penelitian ini merupakan pendekatan kualitatif dengan metode studi kasus, serta pengumpulan data yang dilakukan dengan wawancara online dengan pustakawan Perpusnas serta observasi daring terhadap layanan koleksi digital e-Resources. Hasil penelitian menunjukkan strategi Perpusnas dalam mengoptimalkan pemanfaatan e-Resources yaitu bimbingan pemustaka online, kerja sama dengan perguruan tinggi, promosi di media sosial, dan layanan Tanya Pustakawan Virtual.

.....This study discusses the strategy for optimizing e-Resources services for Perpustakaan Nasional Republik Indonesia (Perpusnas) during the COVID-19 pandemic. During the COVID-19 pandemic, Perpusnas stated that all online library services have increased three times from before. Perpusnas provides free open access services to local and international publications through the e-Resources portal. However, during 2020, statistical data shows a decrease in the number of visitors to the e-Resources portal. The purpose of this research is to find the Perpusnas's strategy in optimizing e-Resources services during the COVID-19 pandemic. This research method is a qualitative approach with a case study method, as well as data collection carried out by online interviews with National Library librarians and online observations of e-Resources digital collection services. The results show that the National Library of Indonesia's strategies in optimizing the use of e-Resources are online user guidance, collaboration with universities, promotion on social media, and the Ask a Librarian service