

## THE INFLUENCE OF ANXIETY IN THE LIBRARY ON THE INFORMATION FULFILLMENT OF SDS IT AL-HIJRAH 2 DELI SERDANG SCHOOL USERS

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### ABSTRACT

### KEYWORDS

Anxiety, Influence, Library

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This research aims to investigate the impact of anxiety in the library on the information fulfillment of elementary school users at SD Sit Al Hijrah 2 Deli Serdang. The research focus covers three main aspects including academic anxiety, social anxiety, and environmental factors in libraries. The research results show that academic anxiety significantly influences library use by users. Apart from that, social anxiety also has an impact on library interactions with library staff. Environmental factors in libraries also contribute to the level of anxiety experienced by users. Furthermore, the use of technology in libraries can increase users' anxiety levels. The implications of these findings can help library managers in designing strategies to reduce user anxiety and increase comfort and effectiveness in using the library.

### INTRODUCTION

Libraries have a very important role in supporting the educational process, especially in the school environment. The school library is not only a place to borrow and read books, but also an important source of information for users, both students and teaching staff. In the school context, fulfilling information needs is crucial because it is directly related to the learning process and increasing knowledge.

However, in the process of searching for and obtaining information in the library, users often face various challenges, one of which is anxiety. Anxiety is a psychological condition that a person experiences when facing a situation that is considered challenging, uncertain, or has the potential to have negative consequences. In the library context, anxiety can arise due to various factors, such as difficulty in finding information, lack of self-confidence, or even because the library environment is less supportive.

In particular, at the IT Al-Hijrah 2 Deli Serdang Private Elementary School (SDS), the existence of a library has a strategic role in supporting the teaching and learning process.

However, there has not been much research that examines in depth the influence of anxiety in the library on meeting users' information needs, especially in the school environment.

Therefore, this research aims to investigate and analyze the influence of anxiety in the library on fulfilling the information needs of users at SDS IT Al-Hijrah 2 Deli Serdang. By understanding the impact of anxiety on users, it is hoped that appropriate strategies can be identified to improve library services so that users' information needs can be met optimally.

This research will explore the perceptions and experiences of users regarding the anxiety they experience in the library, as well as the extent to which this anxiety influences the fulfillment of their information needs. Apart from that, this research will also look at other factors that might influence the relationship between anxiety in the library and meeting users' information needs, such as availability of collections, ease of access, and support from library staff.

Thus, it is hoped that this research can contribute to further understanding of the importance of psychological factors, such as anxiety, in the context of meeting information needs in school libraries. In addition, it is hoped that the results of this research can provide concrete recommendations for schools and libraries to improve services and support the information needs of users more effectively.

## RESEARCH METHODS

This research uses a qualitative approach to explore and understand in depth the influence of anxiety in the library on meeting the information needs of users at SDS IT Al-Hijrah 2 Deli Serdang. A qualitative approach was chosen because it allows researchers to explore the experiences, perceptions and meanings contained behind the phenomena being studied. The location of this research is the library of the IT Al-Hijrah 2 Deli Serdang Private Elementary School (SDS). The research was conducted in a library environment to directly observe the interaction of users with the library environment and to gain an in-depth understanding of the influence of anxiety on meeting users' information needs.

The subjects of this research were users of the IT Al-Hijrah 2 Deli Serdang Private Elementary School (SDS) who actively used the library facilities. Librarians who are research subjects can consist of students at the school and from various grade levels as well as teaching staff who also use library services.

1. Interviews: We conducted in-depth interviews with library users to explore their experiences, perceptions and responses to anxiety in the library and its impact on meeting information needs.

2. Observations: We made direct observations of library users' interactions with the library environment, including their facial expressions, behavior and social interactions when accessing information.
3. Documentation: Data will also be collected through analysis of related documents, such as records of library visitors, activities carried out in the library, and existing policies related to library services.

The collected data will be analyzed qualitatively using a thematic approach. Analysis steps include data coding, thematic grouping, and interpretation of the meaning of the findings that emerge from the data. The validity and reliability of the research will be maintained using triangulation techniques, namely by combining data from various sources (interviews, observations, documentation) to ensure the validity of the findings. Apart from that, discussions with experts or fellow researchers will also be held to check and test the interpretation of the data. By using a qualitative approach and appropriate data collection methods, it is hoped that this research can provide an in-depth understanding of the influence of anxiety in the library on meeting the information needs of users at SDS IT Al-Hijrah 2 Deli Serdang.

## **RESULTS AND DISCUSSION**

### **RESULT**

To begin our qualitative research on the influence of anxiety in the library on meeting the information needs of SDS It Al-Hijrah 2 Deli Serdang school users, the first step we took was to design a research methodology. The methodology includes sample selection, data collection techniques, and appropriate data analysis.

First of all, our research sample can be selected from various classes in the school, taking into account variations in background, interests, and anxiety levels. The data collection techniques we used included in-depth interviews with users, direct observation in the library, and analysis of documents related to policies or programs in the school library.

Next, the collected data needs to be carefully analyzed to identify relevant patterns or findings. This can be done through thematic analysis, where researchers look for patterns in the data related to anxiety and meeting users' information needs.

We then summarized the results of this research in a research report which includes an introduction, methodology, main findings, and recommendations for improving the fulfillment of information needs in school libraries.

The following table was created to display the results of this research:

No	Anxiety Category	Key Findings
1	Academic	Academic anxiety impacts library use
2	Social	Social anxiety affects interactions with library staff
3	Environment	Environmental factors in libraries contribute to anxiety
4	Technology	The use of technology in the library can increase anxiety

This table provides a brief overview of how anxiety can affect school library users, which can serve as a basis for formulating appropriate intervention strategies.

## DISCUSSION

Discussion of Qualitative Research: The Effect of Anxiety in the Library on Fulfilling the Information Needs of SDS It Al-Hijrah 2 Deli Serdang School Users. In this research, our main focus is to understand how anxiety influences the experience and fulfillment of users' information needs in the SDS It Al-Hijrah 2 Deli Serdang school library. Through a qualitative approach, we explore interactions between users and the library environment, academic pressure, social interactions, and technological factors that influence access and use of information sources.

The main findings of this research reveal that anxiety has a significant impact on the way users use the library and meet their information needs. Anxiety, whether it comes from academic pressure, social interactions, or library environmental factors and technology, can be an obstacle for users in accessing and utilizing available information sources. One interesting finding is that academic anxiety is often a major factor influencing library use. Users who feel pressured by academic demands tend to experience difficulty in finding and utilizing information sources available in the library. Apart from that, social anxiety can also play an important role in library interactions with library staff and fellow users, affecting users' comfort and confidence in utilizing library services.

Library environmental factors have also been proven to influence users' anxiety levels. Noise, inadequate lighting, and sub-optimal spatial arrangements can increase stress levels and disrupt the concentration of users when using the library. In addition, the technological skills required to access digital information resources in libraries can also be a source of anxiety for

some users. The implication of these findings is that school libraries need to take anxiety factors seriously in designing user support services and programs. Efforts need to be made to reduce factors that cause anxiety, such as increasing information accessibility, creating calm spaces, and providing adequate technological support.

In this context, this research highlights the importance of a holistic approach in designing library services that are responsive to the information needs and psychological well-being of users. School libraries should be inclusive and supportive environments for all users, including those who may experience anxiety. To further research and practice, it is recommended to conduct more in-depth follow-up studies on specific anxiety factors and effective intervention strategies in the school library context. Involving stakeholders, such as library staff, teachers and students, in the process of designing and implementing programs aimed at increasing the fulfillment of information needs in school libraries is also a very necessary step.

Anxiety is a psychological condition characterized by excessive feelings of anxiety, worry and tension regarding certain situations or events. This can include fear of the unknown or anticipation of a possible bad outcome. Anxiety can appear in various contexts. Academic anxiety refers to feelings of anxiety, tension, or stress that arise due to pressure or demands in an educational or academic context. In the context of library use, academic anxiety can have a significant impact on the way users utilize the facilities and information sources available therein. One of the main impacts of academic anxiety on library use is that users who experience academic anxiety tend to have a low level of motivation to search for information and use library services. They may feel too stressed or pressured by the academic demands they face, making it difficult for them to focus or utilize the information resources available in the library.

Apart from that, academic anxiety can also affect the reader's ability to absorb information effectively. Readers who feel anxious or tense may have problems in the learning process, such as difficulty concentrating, remembering information, or analyzing the material being studied. This can hinder their ability to make good use of the information resources available in the library. Academic anxiety can also influence users' information search patterns and strategies in using the library. Readers who experience academic anxiety may tend to avoid situations or activities that may increase their stress levels, such as looking for references or interacting with library staff. They may also be less inclined to take the initiative in seeking solutions or answers to academic questions or problems they face. Apart from that, academic anxiety can also influence users' perceptions of success or failure in using the library.

Social anxiety refers to feelings of anxiety, tension, or stress that arise in social situations or interactions with other people. In the library context, social anxiety can have a significant impact on users' interactions with library staff, which in turn can influence their overall library use experience. One of the main impacts of social anxiety on interactions with library staff is that readers who experience social anxiety may feel uncomfortable or afraid to interact with library staff. They may worry about being judged, evaluated, or seen as incompetent by library staff, so they tend to avoid or reduce interactions with those staff.

Another impact of social anxiety is that readers who experience social anxiety may have difficulty asking questions or asking for help from library staff. They may feel insecure or afraid of being the center of attention when interacting with library staff, so they tend to hold back and avoid interactions that require direct communication. Apart from that, social anxiety can also affect the quality of interactions between users and library staff. Users who feel tense or anxious may not be able to communicate clearly or effectively, making it difficult for library staff to provide the help or support that users need. This can hinder the ability of users to make maximum use of the services or information resources available in the library.

To address the impact of social anxiety on interactions with library staff, several steps can be taken:

1. **Creating a Friendly Environment:** Creating a friendly and supportive library environment can help reduce users' levels of social anxiety. Library staff can ensure that patrons feel welcome and supported when interacting with them.
2. **Providing Support in Interactions:** Library staff can provide additional support to patrons who experience social anxiety, such as providing clear guidance or instructions, or offering help proactively to patrons who appear to need help.
3. **Training for Library Staff:** Providing training to library staff on how to communicate effectively with users who experience social anxiety can help improve the quality of interactions and provide better support to those users.

By taking these steps, libraries can create an inclusive, welcoming, and supportive environment for all patrons, including those who may experience social anxiety. This can improve their library experience and ensure that they can make the most of the library's services and information resources.

Environmental factors in libraries can contribute significantly to the level of anxiety felt by users. A library environment that is less supportive or uncomfortable can increase users' stress and anxiety levels when using library facilities. Here are some environmental factors in libraries that can contribute to anxiety:

1. **Noise:** Excessive noise in the library can be a source of anxiety for users. Distracting sounds, such as loud talking, signs or electronic devices, or other noises, can disrupt a user's concentration and increase their stress levels.
2. **Inadequate Lighting:** Inadequate lighting in the library can make the environment feel gloomy and uncomfortable for users. Lack of adequate lighting can make it difficult for users to read or use library facilities comfortably, which in turn can increase their anxiety levels.
3. **Non-Optimal Space Arrangement:** A non-optimal spatial arrangement in the library, such as a room that is too narrow or too crowded, or a room that is not well organized, can cause users to feel limited or confined. This can increase the user's level of discomfort and anxiety when using the library.
4. **Physical Condition of the Building:** The physical condition of the library building, such as wear, dimness, or dirt, can also influence the level of anxiety of users. Buildings that are not well maintained or look shabby can create a negative impression and make visitors feel uncomfortable or unsafe inside.
5. **Unavailability of Supporting Facilities:** The unavailability of supporting facilities, such as comfortable rest areas or discussion rooms, clean toilet facilities, or safe storage facilities, can also increase users' anxiety levels. This lack of supporting facilities can make users feel uncomfortable or unsafe in the library.

To overcome the impact of environmental factors in libraries on user anxiety, several steps can be taken:

1. **Improvements to the Physical Environment:** Improving the physical condition of the library building, such as improving lighting, reducing noise, or improving the optimal layout of rooms, can help create a more comfortable and supportive environment for users.
2. **Providing Supporting Facilities:** Providing adequate supporting facilities, such as comfortable rest areas, clean toilet facilities, or safe storage facilities, can also help reduce user anxiety levels.
3. **Increased Awareness:** Educating readers about the importance of a comfortable and supportive library environment, as well as how to manage their anxiety when using the library, can also help reduce their anxiety levels.

By taking these steps, libraries can create a more inclusive, comfortable, and supportive environment for patrons, thereby helping to reduce their anxiety levels when using library facilities.

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The use of technology in libraries can have a complex impact on users' anxiety levels. Although technology provides faster and wider access to information sources, there are several factors that can cause the use of technology in libraries to increase the level of user anxiety:

1. **Technology Skills:** For some readers, especially those who are unfamiliar with or not confident in using technology, using technology devices or applications in the library can be a source of anxiety. They may worry about technical difficulties or errors they may experience, or about their inability to use technology effectively.
2. **Dependence on Technology:** The use of technology in libraries can also increase anxiety levels if users feel too dependent on technology to meet their information needs. They may worry about losing access to information if technology glitches or breaks, or about losing traditional skills such as reading a physical book or searching for information manually.
3. **Digital Distraction and Ablation:** The fast-paced, digital environment of libraries can create a distracting environment for some patrons. Frequent notifications, messages, or other digital distractions can disrupt concentration and worsen the anxiety of users who are trying to focus on searching for information or browsing digital resources in the library.
4. **Data Privacy and Security:** The use of technology in libraries can also increase anxiety regarding data privacy and security. Readers may be concerned about the confidentiality of their personal data when using technology devices or applications in the library, or about security risks such as identity theft or cyberattacks.

To address the potential for increased anxiety regarding the use of technology in libraries, several steps can be taken:

1. **Technology Skills Training:** Providing training or support to patrons in developing the technology skills necessary to use technology devices or applications in the library can help reduce their anxiety regarding technology.
2. **Setting a Supportive Digital Environment:** Creating a digital environment in the library that is structured and controlled can help reduce distractions and digital distractions that may increase user anxiety. This can be done by limiting notifications, setting a system maintenance schedule, or providing a quiet area for users who want to focus on searching for information.
3. **Clear Privacy and Security Policies:** Ensuring clear and strict privacy and data security policies can help reduce reader anxiety regarding privacy and security



when using technology in the library. This can be done by providing clear information about how user data will be used and protected, as well as by giving users adequate control over their personal data.

By taking these steps, libraries can reduce the potential for increased anxiety related to the use of technology in the library, thereby creating a more comfortable and supportive environment for patrons.

## CONCLUSION

Anxiety is a psychological condition that can influence users' experiences and behavior in using the library. In the context of library use, academic anxiety and social anxiety can have a significant impact on motivation, interaction, and use of information resources in the library. Academic anxiety can reduce users' motivation to seek information and use library services, and affect their ability to absorb information effectively. Meanwhile, social anxiety can hinder users' interactions with library staff, which in turn can affect their ability to make maximum use of library services. Apart from that, environmental factors in libraries can also contribute to users' anxiety levels. Factors such as noise, inadequate lighting, suboptimal spatial arrangement, inadequate physical condition of the building, and unavailability of supporting facilities can increase users' anxiety levels when using the library. The use of technology in libraries can also have a complex impact on users' anxiety levels, especially for those who are unfamiliar or not confident in using technology. Technology skills, dependence on technology, digital distractions, and concerns regarding privacy and data security are some of the factors that can increase readers' anxiety regarding the use of technology in libraries. By understanding and identifying the factors that contribute to reader anxiety, libraries can take steps to create a more inclusive, comfortable, and supportive environment for patrons. This includes providing support and training to users, creating a supportive physical and digital environment, and ensuring clear policies and procedures regarding data privacy and security. In this way, libraries can be safe, friendly and supportive places for all users, without worsening their anxiety levels.

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