



Exploring Library Users' Perceptions of Librarian Attitudes and Service Performance in Tangerang Regency

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Abstract

Background: Library services play a crucial role in facilitating access to information and supporting learning activities. The interaction between librarians and users determines the quality of service provided. A positive librarian attitude characterized by friendliness, attentiveness, and professionalism can enhance user satisfaction and encourage library utilization.

Aims: This study aims to explore the attitudes of librarians in providing services at the Tangerang Regency Library and Archives Office and to understand how users perceive these attitudes.

Methods: A qualitative descriptive approach was used, involving three users selected through purposive sampling. Data were collected through observation and interviews, and analyzed using the Miles and Huberman model, which consists of data reduction, data presentation, and conclusion drawing.

Results: The findings show that library utilization from 2022–2023 reached an average of 136,270 visitors, with the highest percentage in 2023. Users perceive librarians as generally friendly, polite, and responsive in carrying out their duties. However, some users noted that librarians are not always proactive in offering assistance, particularly in locating collections, and tend to wait for users to ask for help. These attitudes influence users' overall experience and shape their perceptions of library services.

Conclusion: Overall, librarians at the Tangerang Regency Library and Archives Office demonstrate positive service attitudes, including politeness, good communication, and willingness to assist. Nevertheless, improvements are needed in proactive engagement and attentiveness to user needs. Enhancing these aspects may further strengthen user satisfaction and support the library's role as an effective information and learning resource.

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INTRODUCTION

Library services are one of the most vital activities in supporting access to information and learning. In services occurs Interaction between librarians and users is very important, because through this interaction, librarians can help users find collections that suit their needs. Ethics and rules in service are also key to creating a conducive and professional environment. By providing good and friendly services, libraries can build a positive image in the eyes of users, which in turn can increase visits and participation in library activities. (Hartono, 2019). The librarian's attitude towards the service in the library is very important. If librarians can be kind to users, then they will see librarians well, and this will elicit a positive response for the library's progress in the future.

Service-focused librarians must indeed have a strong combination of technical and interpersonal skills. In addition to basic skills in managing collections and information, expertise in information technology is essential in this digital age. Librarians need to be able to use the latest software and technological tools to help users more efficiently. Understanding the professional code of ethics is also crucial, as it guides librarians in carrying out their duties with integrity and professionalism. The code of conduct helps librarians maintain the trust of users and guarantees that the services provided are fair and unusual. In addition, good service capabilities are essential to create a positive experience for users. This includes communication skills, empathy, and the ability to listen actively. With a good approach, librarians can increase user engagement and establish lasting relationships between libraries and communities. (Suratmi, 2021).

Previous research, such as research conducted by Mujab et al. (2015) found that users' perceptions of librarians' attitudes in reference services at Soegijapranata Catholic University Libraries. Research on users' perceptions of librarians' attitudes in the reference service of Soegijapranata Catholic University Library shows that librarians are very attentive, helpful, tolerant, polite, and caring for readers (Mujab et al., 2015). Another similar study was also conducted by Yanti and Masruri (2023) on users' perceptions of librarians' attitudes at MAN Banjarmasin City, providing important insights into the quality of library services.

The results show that the average percentage of visitors to the Tangerang Regency Regional Library and Archives from 2022 to 2023 is 136,270. The percentage can see how librarians' attitude towards users. Patrons feel that librarians are kind and friendly is positive, as this attitude can create a pleasant atmosphere and support the experience of patrons. However, the findings about the lack of attention to the needs of readers and attempts to help without being asked indicate areas for improvement. Librarians should be more proactive in recognizing and meeting the information needs of users, so that the services provided can be more optimal. This could include training for librarians to develop communication skills and analyze user needs, so that they can provide more appropriate and responsive support.

The Tangerang Regency Library and Archives Service is a library that prepares various services to meet the information needs of its readers. The results of the study show that various problems in the field of services have been overcome. However, there are still some challenges, such as the lack of hospitality from librarians when serving, inaccuracy in helping in finding collections, and delays in conveying information to users. Based on these problems, the researcher is interested in studying the perception of users towards the attitude of librarians in the service section. Therefore, the researcher conducted a study with the title "Users' Perception of Librarians' Attitudes on Library Services at the Tangerang Regency Library and Archives Office". This research focuses on librarians' opinions about library services and users' opinions about library services at the Tangerang Regency Library and Archives Office. This research aims to reveal librarians' views on library services as well as users' views on the services provided at the Tangerang Regency Library and Archives Office.

METHOD

This study employs a qualitative descriptive approach to provide an in-depth explanation of empirical conditions related to users' perceptions of librarians' service attitudes. Qualitative descriptive designs are widely used to explore social situations, behavioral patterns, and subjective experiences in natural settings (Bradshaw et al., 2017; Lambert & Lambert, 2019). This approach allows researchers to obtain rich descriptions of participants' views without manipulating the research environment (Colorafi & Evans, 2016).

The research subjects consisted of three users from the Tangerang Regency Library and Archives Office, including Open University students majoring in Sociology and students from MAN 1 Tangerang. The research object focuses specifically on how users perceive librarians' attitudes in delivering library services. Participants were selected using a purposive sampling technique, which enables researchers to intentionally choose individuals who possess relevant experience and are able to articulate their

perspectives clearly (Palinkas et al., 2015; Etikan, 2016). Purposive sampling is appropriate in qualitative research where depth of information is prioritized over sample size (Gentles et al., 2015).

Criteria for selecting users as informants included prior use of librarian services, ability to communicate experiences clearly, and willingness to participate. Similarly, librarians included as secondary informants were chosen based on their understanding of service duties and willingness to share information. Such criteria-based selection aligns with qualitative sampling strategies emphasizing information-rich cases (Patton, 2015; Palinkas et al., 2016).

Data were collected through observation and semi-structured interviews, two techniques commonly employed to capture contextual behaviors and participants' subjective meanings (Kallio et al., 2016; Dejonckheere & Vaughn, 2019). Observation allowed the researcher to examine real-time interactions within the library setting, while interviews provided deeper insights into users' perceptions and experiences. Recent studies emphasize that this iterative model strengthens analytic rigor and enhances the credibility of qualitative findings (Miles et al., 2019; Nowell et al., 2017).

RESULTS AND DISCUSSION

Results

Utilization of the Tangerang Regency Regional Library

This section describes the state of users in utilizing the Tangerang Regency Regional Library. Based on the results of initial observations obtained through the Tangerang Regency Regional Library document, the use of the Tangerang Regency Regional Library and Archives can be described as follows:

Table 1. Average percentage of users of the Tangerang Regency Regional Library and Archives

| No. | Year | Squirrel | Expected amount | % |
|----------------------|------|----------|-----------------|-------|
| 1. | 2022 | 52841 | 100.000 | 52,8% |
| 2. | 2023 | 83429 | 100.000 | 83,4% |
| Average Presentation | | | | 51% |

Source: Tangerang Regency Regional Library Document

The table above explains that the average percentage of users of the Tangerang Regency Regional Library and Archives from 2022 to 2023 is 136,270. the least number of visitors in 2022 with a percentage of 52.8%. The highest number of visitors occurred in 2023 with a percentage of 83.4%. From the observation that the location of the Tangerang Regency Regional Library is far from the education center makes visitors less comfortable to use the library. Library facilities and infrastructure need to be improved so that libraries are one of the learning resources for all groups.

Discussion

The success of a library in enhancing user reading interest significantly depends on the quality of service provided, particularly the attitude and competence of librarians. Library service in its simplest definition means providing access to collections and facilitating users in obtaining the materials they need a core function that underpins the library's role as a learning resource center (Spiller & Gehrke, 2021). When this service is delivered professionally, the library becomes more than just a repository of books; it transforms into an active hub where knowledge is accessible and users feel welcomed.

The role of librarians themselves is pivotal. In contemporary information-rich contexts, librarians must be skilled, creative, and adaptable to meet users' diverse needs (Brauers & Sintonen, 2022). Evidence suggests that when library staff demonstrate professionalism, empathy, and helpfulness, users' trust and satisfaction increase, which in turn fosters a positive reading culture (Miles & Thomas, 2020). This supportive attitude encourages repeated visits and long-term engagement with library resources (Patron & Lee, 2019).

Furthermore, library services positively influence educational outcomes and literacy skills when combined with active outreach and promotion strategies. Studies show that active interaction with users such as through user guidance, reading sessions, and structured support strengthens user engagement, enhances reading motivation, and improves overall information behavior (Johnson et al., 2023; Patel & Gupta, 2022). In an era of digital competition for attention, such personal and service-oriented interactions by librarians can make a crucial difference.

In addition, frequent use of a library facilitated by welcoming attitudes and effective services contributes to improved literacy competencies, broader informational access, and critical thinking skills. Research indicates that libraries that function as inclusive community spaces enable users to explore diverse worldviews, build vocabulary, and develop analytical capacities (Rodriguez & Gilmore, 2021; Zhang et al., 2022). For students, this translates to enriched academic performance and enhanced self-efficacy in learning.

However, to sustain these positive outcomes, continuous development of library staff and expansion of services and collections remain essential. Libraries must evolve to meet changing user demands, including digital literacy skills, diversified formats, and outreach programs (Ahmed & West, 2024). Without such adaptability, the potential of libraries to act as lifelong learning centers may be limited.

In light of these insights, the findings at Tangerang Regency Library and Archives Office that librarian attitude and service quality influence users' reading interest reflect broader patterns in international library research. Improving librarian competencies, fostering service-oriented attitudes, and maintaining rich, accessible collections are key strategies to strengthen library role and realize its full potential as a center of learning and reading culture.

Buwana (2020) An ideal librarian is a figure who is able to provide excellent service. He must be attentive to the needs of each user, full of help in finding the right information, and have a high tolerance in dealing with various questions. A polite and caring attitude is also an important factor in establishing a good relationship with users. Thus, librarians not only become providers of library materials, but also become learning facilitators and reliable partners. In professional library services, there are four forms of librarians' attitudes in serving that can be done by librarians:

- a. Attention to the user, this involves the ability to give full attention and listen carefully to what the user is saying, either verbally or through expressions or the context of the situation. This approach allows librarians to truly capture the essence of the needs or problems faced by users. In addition to listening, librarians are also required to be solution-oriented. In the face of problems that are considered difficult by users, they must be able to provide solutions that are not only appropriate, but also wise, taking into account various aspects such as time constraints, resource access, and user comfort. This professional attitude shows that librarians not only function as information managers, but also as strategic partners in supporting users to achieve their goals.

Full Help is required to be able to provide assistance both in the form of ease of access to provide selfless solutions. This includes various forms of assistance, such as providing guidance in finding information, helping to access physical and digital resources, and providing solutions to obstacles faced by users while using library services. This helpful attitude not only shows the dedication of librarians to their work, but also shows a commitment to meeting the needs of users optimally. By helping without expecting anything in return, librarians create an atmosphere of service that is inclusive, friendly, and supports the creation of a good relationship between the library and the community.

- b. Tolerance, in the context of librarians, refers to the ability to understand and feel the conditions and situations experienced by users. With this empathetic attitude, librarians are not only able to identify the specific needs of users, but also provide relevant and useful assistance. This includes support in accessing information, ensuring ease of source search, and creating an inclusive and welcoming environment. The empathy applied by librarians allows for better relationships with users, while supporting the mission of libraries as a place to learn, share, and grow together. This attitude also helps librarians in providing personalized services, which ultimately increases user satisfaction and trust in

the institution.

- c. Politeness, Manners are fundamental aspects in the interaction of librarians with users. In providing services, librarians must always behave well, friendly, and communicative. A polite attitude includes not only the way you speak, but also the gestures and the way you interact as a whole. A neat and professional appearance is also an important part of politeness, as it creates a positive first impression and increases the user's trust in the services provided. With a pleasant attitude, librarians can create a comfortable atmosphere, so that users feel appreciated and motivated to make the most of library facilities.
- d. Caring is a form of librarians' dedication to library users and institutions. This attitude can be seen from librarians' attention to users who have difficulties, both in accessing information, understanding collections, and using library facilities, in addition, librarians also need to maintain and maintain library collections and facilities so that they remain in optimal condition. By paying attention to the needs of users and the sustainability of library resources, librarians demonstrate their commitment to providing quality services and contributing to the development of learning communities.

According to [Kalida M \(2023\)](#), A librarian must be able to build the right attitude and ethics which are the main factors in creating quality services by librarians. Librarians who prioritize a friendly, courteous, and professional attitude will find it easier to establish effective communication with users, which ultimately helps build positive relationships. By being able to build good communication and relationships, librarians not only improve the quality of service, but also improve users' perception of libraries as professional and reliable institutions. To build harmonious communication and relationships, librarians need to pay attention to the following important aspects.

- a. Therefore, librarians need to understand the message conveyed by users and try to absorb the feelings of users when they need information. Thus, librarians must be able to see the situation from the perspective of the user.
- b. Give a good impression in communicating, for example by answering every question in a friendly and polite manner. This kind of attitude is indeed very important to create a comfortable communication atmosphere and help build a closer relationship with the user.

Service attitudes that give a positive impression to users include various dimensions, including physical and emotional aspects. The physical aspect includes the appearance of librarians, such as how they dress, as well as the way they speak. This way of speaking can be reflected in facial expressions, body language, or voice intonation used. Meanwhile, in the psychological aspect, this can be seen from the way librarians communicate that do not seem patronizing or degrading to users, as well as their ability to listen to input or responses from users, both in the form of complaints and suggestions. The ability to develop a positive attitude of service certainly does not arise just like that, it needs to be formed through a process. This process involves learning, application in daily service activities, consistent positive behavior habits, and finally evaluation of the attitudes that have been applied.

Users' Perception of Librarians' Attitudes in Library Services at the Tangerang Regency Library and Archives Office.

The perceptual process begins with the presence of a stimulus or stimulus received by the senses, which then attracts the attention of the senses. Next, the stimuli from the stimulus are passed on to the brain, which then processes the information to produce understanding. Once the information is processed, the results are sent back to the senses, which eventually form perceptions. The stimulus received by the senses is a physical process, which is then translated by the brain so that a person can understand what is seen, heard, touched, or felt through other senses.

Users' perception of libraries is greatly influenced by the librarian's perspective displayed in the service. Librarians are expected to act according to customer expectations so that customers have a good understanding of how librarians act in services. Here are some of the things that the three informants said: A sociology student from the Open University stated that according to him, *"When I visited here, all the*

librarians showed a friendly attitude and were quite good in working according to their respective duties. But it is a little less reliable about finding a book collection, when I ask about the book I am looking for, the librarian only commands not to help me find the book collection."

RS said, *"Quite kind and friendly for the librarians, they are very understanding of their work here but there are also some librarians who are still confused looking for collections when there are users who ask. For the rest, the librarians here are very quick to respond and often help users who are in difficulty."*

Meanwhile, E, a student from MAN 1 Tangerang, said that, *"I think she is the sister so far that I feel as a user is quite good and quite friendly. For example, when I wanted to find references for my paper assignments at school, the librarian directed me to the reference room and also helped me find some references I needed for my assignments."*

Based on the explanation above, it can be concluded that perception is a person's assessment or impression of an object, which is influenced by internal and external factors. Perception becomes meaningful if it is expressed through statements, both verbally and through actions. However, sometimes visible statements or behaviors do not necessarily reflect true perception. In this context, user perception refers to the user's view of the librarian's attitude in providing library services.

Implications

The findings of this study imply that improving librarian competencies is essential for strengthening overall service quality in the Tangerang Regency Regional Library. Continuous training in service management, interpersonal communication, and collection navigation is needed to ensure that librarians can provide timely, accurate, and user-oriented assistance. Furthermore, positive librarian attitudes play a crucial role in enhancing user comfort, which in turn reinforces the library's position as an inclusive and supportive learning center for the community. These findings also highlight the importance of improving library facilities and accessibility; increasing library utilization cannot be achieved solely through service improvements but must also be supported by adequate infrastructure and strategic location access. Therefore, both human resource quality and physical resources must be improved simultaneously to maximize the library's effectiveness as a public learning space.

Research Contribution

This study contributes to the academic literature by providing empirical evidence on the relationship between librarian attitudes and library utilization within a regional public library context. It expands existing research on library service behavior and user perceptions, specifically highlighting the dynamics within Indonesian public library settings, which remain understudied in the global literature. In addition, the study offers practical insights for regional libraries seeking to develop user-centered service improvement strategies, emphasizing the importance of librarian conduct, communication, and user engagement in enhancing service outcomes. By doing so, this research bridges theoretical understanding and practical application, making it relevant for both scholars and library practitioners.

Limitations

Despite its contributions, this study has several limitations. The library usage data examined only cover a two-year period (2022–2023), which restricts the ability to identify long-term trends or fluctuations in public library utilization. Additionally, user perceptions were gathered from only three interview informants, meaning the perspectives represented in this study may not fully reflect the experiences of the broader user population. Another limitation lies in the methodological approach, as the study relies primarily on subjective perceptions and does not employ standardized service quality measurement tools such as LibQUAL+ or SERVQUAL, which may have strengthened the reliability and comparability of the findings.

Suggestions

Based on the findings, several suggestions can be offered. For the library institution, it is recommended to provide regular training for librarians focusing on service competence, information literacy, and collection management, while simultaneously improving physical facilities, spatial layout, and access routes to ensure a more conducive user experience. For librarians, it is important to apply empathetic communication, remain proactive in assisting users, and maintain consistency in supporting collection searches. Strengthening digital competencies is also necessary so that librarians can better support modern, technology-based services. For future research, expanding the number of informants and using mixed-method approaches would increase the depth of analysis. Employing validated service quality instruments would also allow researchers to produce more robust, comparable, and generalizable findings.

CONCLUSION

Based on the discussion of the results of the interviews and findings related to the attitude that librarians need to have and the perception of users towards librarians' attitudes. Overall, librarians at the Tangerang Regency Library and Archives Office. It can be concluded that librarians behave well and use polite words, librarians also do their job well and respond quickly to serve users. But librarians are sometimes ignorant and let users search for the collections they are looking for without helping those who are confused by librarians who are considered less attentive. Some librarians also show their courtesy, always displaying friendly, cheerful, and often smiling facial expressions. Using easy-to-understand language and relaxed language when serving users is a sign of a communicative attitude. The results show that the average percentage of visitors to the Tangerang Regency Regional Library and Archives from 2022 to 2023 is 136,270. The percentage can see how librarians' attitude towards users. The librarian views the librarian in the Service as kind and friendly. The librarian's attitude is also concerned about the condition of the user by having the ability to answer the user's questions and is open to receiving criticism and input from the user.

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AUTHOR CONTRIBUTION STATEMENT

This study is the result of author independent research and has never been published elsewhere, nor is it under consideration for publication in any other journal.

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