INFORMATION SEARCH BEHAVIOR OF INTERNATIONAL SPECIAL COLLECTIONS AT THE UNIVERSITY OF INDONESIA LIBRARY

Dafina Rozza Izzati
Universitas Bengkulu, Indonesia
E-mail: dafina.rossaizzati27@gmail.com*

Fransiska Timoria Samosir
Universitas Bengkulu, Indonesia
E-mail: ftsamosir@unib.ac.id

Diyas Widiarti
Universitas Bengkulu, Indonesia
E-mail: diaswidiyarti@gmail.com

Abstract
Users of the Foreign Language Special Collection Service at the University of Indonesia Library consist of various groups, the majority of whom are students, including foreign students, students from the University of Indonesia (UI), and students from outside UI. They use this service to meet their information needs related to the foreign language special collection. In the information search process, users follow eight stages, namely starting, chaining, browsing, differentiating, monitoring, extracting, verifying, and ending. Users directly utilize the available collections to meet their diverse information needs. These differences in needs give rise to variations in information search behavior among users. In addition to utilizing existing collections, users also often ask for help and consultation from librarians. This study aims to understand the information search behavior related to the foreign language special collection at the Special Collection Service at the University of Indonesia Library. The approach used in this study is a descriptive qualitative method with data collection techniques through observation, interviews, and documentation. The results of the study indicate that the information search behavior of users at the Foreign Language Special Collection Service at the University of Indonesia Library includes the stages of starting, chaining, browsing, differentiating, extracting, monitoring, verifying, and ending. These stages are carried out to meet specific information needs, both for academic assignments, personal needs, and exploration of foreign language literature and literature. Users do not only rely on internal library services but also utilize external information sources such as Google, websites, and other search engines. This study provides a deeper understanding of the dynamics of information needs and user behavior patterns in utilizing special foreign language collections, and highlights the importance of librarian assistance services in supporting the information search process effectively. Library managers should improve the technological infrastructure that supports information searches, such as updating and simplifying the OPAC (Online Public Access Catalog) system and integrating search services with popular search engines. With this innovation, it is hoped that users can find the information they need more easily and quickly.

INTRODUCTION

College libraries as information facilitators in supporting the intellectual development of academicians play an important role in providing excellent service to research aspects. Collections in a library institution that have certain characteristics or needs are stored in a special collection room. (A. P. Titan, 2013). This room stores and manages library materials of various types, such as books related to specific fields. The increasing quality and number of information requests from users shows that libraries play an important role in increasing the intelligence of the nation. (A. S. Wahyuni, 2018). Information seeking behavior is a phenomenon that is closely related to individual needs in meeting academic and non-academic demands. In the context of college libraries, this behavior can be seen from the way students utilize services, such as special foreign language collections at the University of Indonesia Library. (I. Latipah, 2016). Students with diverse backgrounds, both local, foreign, and non-University of Indonesia students, come to the library to find specific information according to their needs. Variations in how they start, explore, and verify information show the complexity of information seeking behavior that requires deeper understanding. (Misdar, 2013).

Several previous studies have examined information seeking behavior and information retrieval systems. Djohan (2015) highlighted the role of libraries in providing relevant collections to support user needs, while Nurfadillah and Ardiansah (2021) stated that information seeking behavior begins with an individual's curiosity that motivates them to find information in various ways. Damara et al. (2014) emphasized that this behavior is influenced by internal and external factors, including the purpose and context of the search. In addition, Afridar (2020) through his research on the application of the OPAC (Online Public Access Catalogue) method showed that technology such as OPAC can help information retrieval systems become more effective and efficient. However, these studies have not specifically discussed information seeking behavior in special foreign language collection services in college libraries. (K. D. Putung, 2016).

This study aims to analyze students' information seeking behavior in special foreign language collection services at the University of Indonesia Library, with a focus on the stages of information seeking and the role of librarians in supporting users' information needs. The novelty of this research lies in the exploration of information seeking behavior in a comprehensive manner in the context of special collections, especially foreign language collections at the University of Indonesia Library, which has not been widely discussed in previous studies. The uniqueness of this research object lies in its focus on the foreign language special collection service space, which not only provides foreign language collections but also involves librarians as facilitators. Librarians here play a role in providing guidance and consultation to users who are searching for information about the collection. The role of librarians as facilitators provides new insights into the dynamics of information needs and information seeking patterns of users in college libraries.

This research is important to conduct because it can contribute to the development of library services that are more responsive and adaptive to user needs. In addition, the results are expected to enrich academic literature related to information seeking behavior and provide practical recommendations for library managers in designing service strategies based on user information needs. The University of Indonesia Library provides a special foreign language

collection service that includes more than 10,000 textbook and reference titles in 11 languages, including Arabic, Dutch, Japanese, German, and others. This collection is systematically arranged based on language or country of origin, making it easier for users to search. This service attracts a variety of users, ranging from University of Indonesia students, foreign students, to students from outside the university. These diverse information needs give rise to different information seeking behavior patterns, influenced by the specific needs of users. Uniquely, this special collection is equipped with librarians who provide direct consultations, making this service one of the main attractions of the University of Indonesia Library, especially for users looking for foreign language collections that are rarely found in other libraries. This is an important reason to research information seeking behavior in utilizing this service.
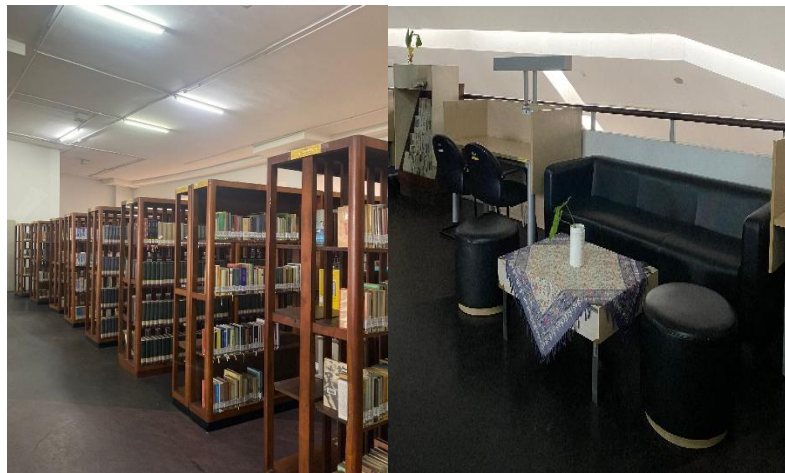
Figure 1: Arrangement of shelves for special textbook collections and facilities and reading tables in the Special Collections Room

Previous research on information seeking behavior has been conducted by several researchers, namely the first research by Gultom, et.al who found that most library users are looking for information, a small number only read, thus giving rise to various opportunities, such as: some visitors come to the library to look for information, some just want to read, and some may be to relax (Gultom et al., 2023). The second has similarities using the Ellis (1991) model written by Erlianti who found that Generation Z prefers electronic information sources over printed sources, because electronic accessibility such as Google is fast and precise. Some also use pre-prepared keywords to search for information. Information seekers prefer to rely on personal knowledge rather than external sources or references (Erlianti, 2020). Subsequent research found that to understand the behavior of library users before searching for information, researchers conducted interviews with several informants who were considered relevant. (Nugroho, 2017). There are several steps that library users can follow to find information in the library. In the information search process, there are six stages developed by Kuhlthau, namely: initiation, selection, exploration, formulation, collection, and presentation (Purwaningtyas, 2023).

All three have differences with this study, namely from the research method, theory, subject and object of research, and the focus of the problems studied. This study focuses more on how the behavior of searching for foreign special collection information on foreign language special collection services. This study is expected to be a reference material or evaluation regarding the need for special collection information

RESEARCH METHOD

Qualitative methods with a descriptive approach are used in this study to gain a deep understanding of the phenomenon being studied. The main objective of qualitative research is to gain a detailed understanding of the perspectives, motivations, opinions and meanings that individuals or groups have towards a phenomenon being studied. Almost all of the body's senses must be used in qualitative research, namely sight, hearing and feeling. Because researchers try to deeply interpret the words spoken by informants, not only facial expressions, body language that accompanies the speech is also an important concern in qualitative studies (Firmansyah et al., 2021). The data collection technique in this study uses observation, interview and documentation techniques.

The validity of the data is an important thing to consider, because data is a very important component in research (Saadah et al., 2022). In order to determine the number of informants to be studied, a purposive sampling technique is used where in this technique considerations are made for taking sources. These considerations include determining someone who is considered to be the most knowledgeable about something that is expected or the most suitable individual to be studied. The researcher took 4 informants, namely 1 UI student, 1 non-UI student, 1 foreign student and 1 librarian as key informants. The data studied included primary and secondary data. Primary data consisted of statements and actions obtained through interviews with informants who utilized special collection services, while secondary data came from books or articles discussing information seeking behavior.

Data analysis was carried out through the process of data reduction, presentation, and drawing conclusions. The Ellis (1991) model theory was used, which consists of 8 stages including; starting, chaining, browsing, differentiating, monitoring, extracting, Verifying and Ending. The Ellis (1991) model is a refined model of previous models.

RESULT AND DISCUSSION

Information Needs of Users of the Foreign Language Special Collection Service

A person's internal condition and role in their environment greatly influence a person's information needs. The feeling of completing ignorance and lack of information will be done by someone if they feel that their knowledge is still lacking. (AF. Saufa, 2017). In completing this knowledge, various methods are used. Information can then be used to complete insights into various things such as the community environment, assignments, education, entertainment and decision making (Fadhilah & Nelisa, 2014). To meet these information needs, each individual makes efforts or searches in various unique and diverse ways, even some methods are similar. The behavior of searching for scholarship information for each individual is different and not all can run smoothly (Putri & Prasetyawan, 2021).

Information on the UI library's special collection service is very diverse. Information is available in the form of textbooks with complete subjects. (Yunita, 2018). To meet the various needs of students regarding foreign language collections, accurate and relevant information is needed. Currently, there are various problems related to this information, (R. Bidayasari, 2018). such as difficulty in obtaining and searching for information relevant to the information needed, lack of availability of information materials, even flooding of information that makes it difficult to choose a reliable source of information. The better the information literacy and search behavior of a person, the better the quality of the information obtained. (D Saputri, 2018). The

knowledge of information literacy that is increasingly developing can be seen from the many understandings related to the topic (Sumanti & Fauziah, 2018).

In searching for information about special collections abroad, users need information about literary books such as Arabic, Chinese, Dutch literature and so on. The form of information in this special collection service is printed information in textbooks and reference books. In procuring the collections available in this service, most of them are collections transferred from the Faculty of Cultural Sciences, University of Indonesia. Users can get information directly by browsing the shelves in the room or asking for help from the librarian by utilizing the consultation service with the librarian. Most informants utilize the collection by browsing directly on the available shelves. Some consider it necessary to consult with a librarian so that the information needed can be accessed more quickly and accurately. Some users are non-UI students who are visiting the special collection service room for the first time, some other users have never received information from other sources. (Ranti, 2019).

Users or librarians in the special collection service room for Foreign Languages have diverse information needs to complete various things ranging from decision making, work assignments, education and so on. The need for information is what makes someone search for information, some individuals are willing to spend time, energy and finances to meet these needs. For users from outside the library, a fee is charged to enter the library. This fee is quite affordable to be exchanged for knowledge and experience that can be obtained at the UI library or the special collection service room itself. (Suhendani, 2021) Users of the special collection service need information about various disciplines with publications using a specific language. Users search for information because they have the goal of meeting certain needs such as college assignments. Users also search for information in the special collection service to learn literature and other languages to take tests and so on. Users have their own criteria in searching for information in the special collection room. Users have criteria according to what is needed and the latest collection so that the information obtained can be proven accurate. However, the main criterion in choosing a source of student information needs is to look at the author and source or publisher of the collection itself. There are many goals and needs that must be met by users, causing users to have to carry out information search activities. Search activities carried out in this special collection service room are carried out in various ways and stages. Users who utilize this Special Collection Service Room have behavior with eight stages of Ellis's (1991) search behavior model.

Information Search Behavior of Foreign Language Special Collections Service Users

The information seeking behavior of users can be analyzed using the information seeking behavior theory as explained by Hutasoit (2014) that the library is a center for the dissemination of information that provides various facilities to support the needs of users. In this case, information seeking behavior reflects the interaction between individual needs and available library resources.

1. At the starting stage, users start searching with various methods. Based on the findings, one informant utilized technology such as Google and OPAC, while others relied more on discussions with friends or librarians. According to Mulyadi et al. (2019), the adaptation of librarians in dealing with technological advances plays an important role in supporting fast and efficient access to information. This shows that users choose the initial search method based on personal preferences and information literacy levels.

2. The chaining stage is carried out by following the direction of previous information. Based on the findings of the informants, it shows that if the desired information is not found, they will continue searching to other sources or services. This stage is in line with the concept of iteration in information retrieval, where users continue to develop search strategies until they get the desired results (Hutasoit, 2014).

3. The browsing stage involves exploring a wider range of information sources. Although two out of three informants were able to use OPAC, one informant was not yet familiar with its use. Kasmawati (2020) emphasized the importance of innovation in library service management, including user training in utilizing search technology. The assistance of librarians is still needed by informants, reflecting the central role of librarians as information facilitators.

4. In the differentiating stage, users differentiate and classify information based on specific needs. They pay attention to the validity of information by evaluating its sources and authors, reflecting advanced information literacy. Nashihuddin and Suryono (2018) noted that the ability to differentiate valid and relevant information is one of the main skills needed in the Library 4.0 era.

5. The monitoring stage involves discussions with friends, lecturers, or librarians to ensure the appropriateness of the information. This discussion not only helps in verifying information but also broadens the perspective of users. According to Mulyadi et al. (2019), social interaction in the information search process can improve the quality of search results.

6. At the extracting stage, the user digs deeper into the information by recording and storing the relevant parts. This process demonstrates good information management skills, which are important in utilizing information for academic or professional purposes.

7. The verifying stage involves rechecking the accuracy and truth of the information. Based on the findings, the informant ensures that the information obtained meets the accuracy standards before being used. This is in accordance with Hutasoit's (2014) view that information validation is an important part of the library information dissemination process.

8. The final stage, ending, is carried out when the user feels that the information obtained is sufficient. The informant organizes the information found for further use. According to Nashihuddin and Suryono (2018), the ability to store and manage information well is an important skill in the digital era.

This analysis shows that the information seeking behavior of users is influenced by information literacy skills, the role of technology, and interactions with librarians. With the support of adaptive librarians and innovation in library services, users can be more effective in meeting their information needs.

CONCLUSION

Based on data analysis, this study concludes that the information search behavior of users in the Special Collection Service of Foreign Languages of the University of Indonesia Library includes the stages of starting, chaining, browsing, differentiating, extracting, monitoring, verifying, and ending. These stages are carried out to meet specific information needs, both for academic assignments, personal needs, and exploration of foreign language

literature and literature. Users do not only rely on internal library services but also utilize external information sources such as Google, websites, and other search engines. The results of this study reveal that the library has succeeded in providing adequate and relevant information access through special collection services, including the support of librarians who play an important role in assisting users. Users are satisfied with the availability of information and the search experience in the service space, indicating that special collection services are able to meet diverse information needs. The implications of this study are the importance of improving technology-based services and increasing the capacity of librarians to support more efficient information access in the future.

SUGGESTION

First, it is recommended that library managers improve the technological infrastructure that supports information retrieval, such as updating and simplifying the OPAC (Online Public Access Catalog) system and integrating search services with popular search engines. With this innovation, it is hoped that users can find the information they need more easily and quickly. Second, librarian training needs to be improved, especially in information technology skills and a personal approach in assisting users. More skilled and responsive librarians can provide a better service experience and assist users with limited information literacy. This step will increase the effectiveness of special collection services, while ensuring that libraries continue to be relevant as centers for the dissemination of quality information in the digital era.

THANK YOU-NOTE

The researcher would like to thank the University of Indonesia Library and all parties involved in this research so that this research can be completed properly.

REFERENCES

Bidayasari, R. (2018). Ketersediaan OPAC sebagai Temu Kembali Informasi pada Taman Baca FISIP Universitas Syiah Kuala, Aceh.

Damara, G. H., Yusup, P. M., & Anwar, R. K. (2014). Perilaku Pencarian Informasi Pariwisata Para Wisatawan Domestik Di Rumah Mode. Jurnal Kajian Informasi Dan Perpustakaan, 2(1), 27. https://doi.org/10.24198/jkip.v2i1.11621

Djohan, Z. (2015). Persepsi Pemustaka Tentang Pelayanan Koleksi Khusus Karya Ilmiah Di Upt Perpustakaan Universitas Hasanuddin. Dan Pelayanan Koleksi Khusus Karya Ilmiah; Persepsi Pemustaka, XIV(2).

Erlianti, G. (2020). Pola Perilaku Pencarian Informasi Generasi Z Berperspektif Ellisian. AL Maktabah, 5(1), 1. https://doi.org/10.29300/mkt.v5i1.3135

Fadhilah, R., & Nelisa, M. (2014). Pemenuhan Kebutuhan Informasi Pemustaka di Badan Perpustakaan dan Kearsipan Provinsi Sumatera Barat. Ilmu Informasi Perpustakaan Dan Kearsipan, 3(1), 104–111. http://ejournal.unp.ac.id/index.php/iipk/article/view/5692

Firmansyah, M., Masrun, M., & Yudha S, I. D. K. (2021). Esensi Perbedaan Metode Kualitatif Dan Kuantitatif. Elastisitas - Jurnal Ekonomi Pembangunan, 3(2), 156–159. https://doi.org/10.29303/e-jep.v3i2.46

Gultom, N., Khoirunnisaa, K., Sinaga, N., Lubis, S. R., & Purwaningtyas, F. (2023). Perilaku Pencarian Informasi oleh pemustaka di Layanan Sirkulasi Perpustakaan Universitas Sumatera Utara. Da'watuna: Journal of Communication and Islamic Broadcasting, 3(2),

534–539. https://doi.org/10.47467/dawatuna.v3i3.2586

Hutasoit, H. R. (2014). Perpustakaan dan Penyebaran Informasi. Iqra' Jurnal Perpustakaan dan Informasi, 8(2), 117–184. http://repository.uinsu.ac.id/171/

Junaidi, M. (2018). Online Public Access Catalogue. Jurnal Perpustakaan dan Adab, FISIP, UIN Makassar.

Kasmawati. (2020). Inovasi dan Kreativitas Pengelolaan Jurnal Elektronik di Perpustakaan Utsman Bin Affan Universitas Muslim Indonesia Makassar. Skripsi. https://pesquisa.bvsalud.org/portal/resource/en/mdl20203177951

Khairifa, F., Kholil, S., Syam, AM & Mujtahid, NM. (2025). Mitigating food waste and household waste management: The potential for redistributing surplus food in the policy communication of Medan City government. IOP Conference Series: Earth and Environmental Science 1445 (1), 012047

Latipah. (2016). Tanggapan Pengguna Terhadap Penggunaan Katalog OPAC SIMAP. Skripsi.

Lestari, N. P. (2015). Uji Recall and Precision Sistem Temu Kembali Informasi OPAC Perpustakaan ITS Surabaya.

Lubis, S. R., Achiriah, A., & Syam, A. M. (2024). Implementasi Service Quality Dalam Pelayanan Perpustakaan di Dinas Perpustakaan Dan Arsip Kabupaten Deli Serdang. Jurnal Ilmiah Dan Karya Mahasiswa, 2(2), 286-297

Lumeno, M. M. G., Golung, A. M., & Boham, A. (2015). Pemanfaatan Sarana Temu Kembali Informasi Khususnya Katalog UPT Perpustakaan UNIMA Oleh Mahasiswa.

Mulyadi, M., Zulkarnain, I., & Laugu, N. (2019). Adaptasi pustakawan dalam menghadapi kemajuan teknologi. Berkala Ilmu Perpustakaan dan Informasi, 15(2), 163. https://doi.org/10.22146/bip.39843

Nadia, R & Syam, AM. (2025). The Role Of Nonverbal Communication In Improving Interpersonal Relationships In The Workplace. International Journal of Cultural and Social Science 6 (1), 72-82

Nashihuddin, W., & Suryono, F. (2018). Dalam Menghadapi Disrupsi Profesi Di Era Library 4.0: Sebuah Literatur Review. Khizanah al-Hikmah Jurnal Ilmu Perpustakaan, Informasi, dan Kearsipan, 6(2), 86–97. http://journal.uin-alauddin.ac.id/index.php/khizanah-alhikmah/article/view/5922

Nugroho. (2017). Pengembangan OPAC berbasis Android pada UPN Veteran Jakarta. Edulib, 7.

Nurfadillah, M., & Ardiansah, A. (2021). Perilaku Pencarian Informasi Mahasiswa Dalam Memenuhi Kebutuhan Informasi Sebelum Dan Saat Pandemi Covid-19. Fihris: Jurnal Ilmu Perpustakaan Dan Informasi, 16(1), 21. https://doi.org/10.14421/fhrs.2021.162.21-39

Piliang, M. (2013). Sistem Temu Kembali Informasi dengan Mendayagunakan Media Katalog Perpustakaan. Iqra, 7.

Purwaningtyas, F. (2023). Analisis Perilaku Penelusuran Informasi Pemustaka Dalam Upaya Pemenuhan Kebutuhan Informasi. Dawatuna: Journal of Communication and Islamic Broadcasting, 3, 350–357. https://doi.org/10.47476/dawatuna.v3i2.2483

Putri, A. K., & Prasetyawan, Y. Y. (2021). Perilaku Pencarian Informasi Beasiswa Mahasiswa Fakultas Ilmu Budaya Universitas Diponegoro Melalui Media Online. JIPI (Jurnal Ilmu Perpustakaan Dan Informasi), 6(2), 259. https://doi.org/10.30829/jipi.v6i2.9437

Putung, D., Lumenta, A., & Jacobus, A. (2016). Penerapan Sistem Temu Kembali Informasi Pada Kumpulan Dokumen Skripsi. E-journal Teknologi Informasi, 8(1).

Ritonga, A. R., Education, I. R., Zein, A., Syam, A. M., & Ohorella, N. R. (2023). Misconceptions of Jihad: A Constructivist Review of the Meaning of Struggle in Islam in the Modern Era:

Analysis of the verses al-Amwaal wa al-Nafs.

Saadah, M., Prasetiyo, Y. C., & Rahmayati, G. T. (2022). Strategi Dalam Menjaga Keabsahan Data Pada Penelitian Kualitatif. Al-'Adad: Jurnal Tadris Matematika, 1(2), 54–64. https://doi.org/10.24260/add.v1i2.1113

Saputri, D. D. (2018). Sistem Temu Balik Informasi Menggunakan OPAC di Perpustakaan UINSU Medan. Skripsi.

Saufa, F., & Wahyu, J. (2017). Evaluasi Sistem Temu Kembali Informasi KOHA Di Perpustakaan Universitas Muhammadiyah Surakarta (UMS). Jurnal Khizanah Al-Hikmah, 5(5), 140–151.

Sayekti, R., Batubara, A. K., Aditya, M., Purwaningtyas, F., & Syam, A. M. (2021). When the" Library as Place" Matters: A Case Study of an Academic Library. Library Philosophy & Practice.

Sitorus, P. P. F. (2018). Penggunaan OPAC Sebagai Sarana Temu Kembali.

Suhendani, S. (2021). Pemanfaatan Koleksi Perpustakaan Pusat Pendayagunaan Informatika dan Kawasan Strategis Nuklir BATAN Menggunakan ISO 11620:2014. Jurnal Kajian Ilmu Perpustakaan, 9(2), 161. https://doi.org/10.24198/jkip.v9i2.29892

Sumanti, D. A., & Fauziah, K. (2018). Implementasi Literasi Informasi dalam Pemenuhan Kebutuhan Informasi Pemustaka di Perpustakaan Kementerian Pendidikan dan Kebudayaan. Jurnal Ilmu Informasi, Perpustakaan, Dan Kearsipan, 19(2). https://doi.org/10.7454/jipk.v19i2.121

Violeta, P. T., & Heriyanto. (2022). Pengaruh Sistem Temu Kembali Informasi Terhadap Pemanfaatan Koleksi Oleh Pemustaka Di Perpustakaan Daerah Kabupaten. Jurnal Pustaka, 2(1).

Wahyuni, S., & Dewi, A. O. (2018). Persepsi Pemustaka Terhadap Desain Antarmuka Pengguna (User Interface) Aplikasi Perpustakaan Digital 'Jogja' Berbasis Android. Jurnal Ilmu Perpustakaan, VII(1), 21–30. https://ejournal3.undip.ac.id/index.php/jip/article/view/22810

Wulandari, R. R. (2019). Hubungan Persepsi Pemustaka Terhadap Sistem DDC Dengan Pemanfaatan Sistem Temu Kembali Menggunakan OPAC di UPT Politeknik Negeri Sriwijaya. Nusantara Journal of Information and Library Studies, 2.

Yunita. (2018). Evaluasi Penelusuran OPAC Oleh Pemustaka Melalui Recall Dan Precision Di Perpustakaan Program Pascasarjana Universitas Sriwijaya Palembang. Skripsi.