

LIBRARIAN BEHAVIOR IN SEARCHING INFORMATION AT SRIWIJAYA UNIVERSITY LIBRARY 2024: CASE STUDY IN SRIWIJAYA UNIVERSITY BUKIT READING ROOM

Beta Ria Febrianti

Universitas Sriwijaya, Indonesia
E-mail: betariafebrianti@unsri.ac.id*

Novita Vitriana

Universitas Sriwijaya, Indonesia
E-mail: novitaevte@unsri.ac.id

Jaswarman Putra

Universitas Sriwijaya, Indonesia
E-mail: jaswarmanputra@unsri.ac.id

Yuni Astuty Pasmawaty

Universitas Sriwijaya, Indonesia
E-mail: yuniastutypasmawaty@gmail.com

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Abstract

The information search behavior of library users is one of the important factors in the utilization of library services. However, there are still few studies that analyze this behavior quantitatively using theoretical models, especially in the context of Indonesian university libraries. This study aims to determine the information search behavior of library users and the obstacles they face at the Sriwijaya University Library in 2024, with a case study at the Unsri Bukit Reading Room. This study uses a quantitative descriptive approach with 100 respondents determined using the Slovin formula through purposive sampling. Data were collected through questionnaires and observations, then analyzed based on Wilson and Ellis's information search behavior theory. The results showed that the starting stage had an average score of 3.03, chaining 3.154, extracting 2.722, verifying 3.32, and ending 3.228. The verifying stage was in the very positive category, indicating a strong habit among library users to verify the accuracy and relevance of information. The other stages were in the positive category, indicating initial preparation and systematic steps in information searching. There is a need to educate library users on the effective use of OPAC and Boolean logic. Libraries can organise user education programmes that teach users about libraries, searching, and how to utilise the available information. Other obstacles include limited access to the latest publications and internet instability during peak visiting hours.

Keywords: user behavior, information, Sriwijaya University library

INTRODUCTION

This research is important because library users' information-seeking behavior is key to understanding how library services are used and optimized, especially in the digital age when access to information is increasingly diverse. In library science studies, most previous research has tended to focus on information behavior in qualitative or general descriptive terms without

quantitatively measuring the stages of information-seeking behavior using a clear theoretical model. This has created a research gap, especially in the context of university libraries in Indonesia, where Wilson and Ellis's theory-based studies are still rarely applied systematically with numerical data. The fundamental difference between this study and previous studies is the application of a quantitative information behavior model that provides a more measurable picture of library users' tendencies at each stage of information search. The justification for the importance of this research lies in its contribution to enriching library science literature through a more objective approach, while also providing an empirical basis that libraries can use to formulate more targeted service strategies.

Information behavior is a pattern of human behavior in matters related to information, both in terms of involvement in using and searching for information. The behavior referred to here is how a person obtains information through their behavior (Purnama, 2021). According to Skinner, as quoted by Jess and Gregory (Windri, 2018), behavior is a person's response or reaction to a stimulus. Sulisty-Basuki explains that library user behavior is the relationship between users and information units as well as products and services. It includes how much library users know about information products and services, how they choose information sources, how they formulate questions, and how they select the information they need (Makaging et al., 2017). Looking at the research journey that researchers have conducted at the Unsri Library, it includes discussions about user education for new students at the Unsri library (Febrianti, 2019), about the Unsri repository service (Febrianti, Olivien, et al., 2023), the Unsri repository website (Safitri et al., 2023), and user revisit interest to the Unsri library during Covid-19 (Febrianti, Saptawan, et al., 2023) the aim of improving the digital-based library service system. Therefore, the author is interested in continuing research on library users' behavior in searching for information at the Unsri Library.

Given the large number of studies that have discussed the behavior of library users in searching for information, including Panjaitan (Panjaitan, 2020), Makaging (Makaging et al., 2017), Windri (Windri, 2018), Putri (Putri & Ardoni, 2020), this study is similar to previous studies in that it discusses the behavior of library users in searching for information. Meanwhile, the difference between this study and previous studies is that in this study, the researcher conducted a quantitative study, whereas previous researchers mostly conducted qualitative studies. Another difference is the research object and time frame. Given the importance of libraries as sources of information, the researcher was interested in conducting further research on "Reader Behavior in Searching for Information at the Sriwijaya University Library in 2024 (Case Study at the Unsri Bukit Reading Room)".

The issue discussed in this study is how do library users search for information at the Sriwijaya University Library in 2024 (Case Study in the Unsri Bukit Reading Room)? What are the obstacles in information retrieval faced by library users at the Sriwijaya University Library in 2024 (Case Study at the Unsri Bukit Reading Room)? The objectives of this study are to determine the behavior of library users in searching for information at the Sriwijaya University Library in 2024 (Case Study at the Unsri Bukit Reading Room) and to identify the obstacles faced by library users in searching for information at the Sriwijaya University Library in 2024 (Case Study at the Unsri Bukit Reading Room). The benefits of this research are to deepen the study of library science, particularly regarding the behavior of library users in searching for information at the Sriwijaya University Library, and to provide benefits for practitioners, academics, users, and library institutions. In addition, it can be used as comparative material for further development.

RESEARCH METHOD

This research uses a descriptive quantitative approach. Descriptive research is research that aims to describe a population, situation, or phenomenon accurately and systematically. This research can answer the questions what, where, when, and how, but does not answer the question why. Descriptive research designs can use a variety of research methods to investigate one or more variables. The research location is at the Sriwijaya University Library, Bukit Palembang campus, located at Jalan Srijaya Negara, Bukit Lama, Kec. Ilir Barat I, Palembang City, South Sumatra (30139). The population in this study were students who visited the Sriwijaya University Bukit Library during 2023, which was 19,150 students. According to Sugiyono, population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn (Sugiyono, 2019). The sample is part of the population that the researcher wants to study. According to Sugiyono, a sample is part of the number and characteristics possessed by the population. In determining the sample, the researcher used the random sampling method, namely random sampling, namely by selecting observation samples from a population to make assumptions about the population. This method is also called probability sampling. Determination of the number of samples using the Slovin formula. The Slovin formula can be known as follows:

explanation:

n = sample

N = total population

e^2 = margin of error preferred, $e = 0,1$

In the Slovin formula there are the following provisions:

The value of $e = 0.1$ (10%) for a large population

The value of $e = 0.2$ (20%) for a small population.

The sample range that can be taken from the Slovin technique is between 10-20% of the research population. Given the population in this study, which is 19,150 respondents (a large population), the e value is set at 0.1 (10%). So based on the calculation results using the Slovin formula and provisions, the number of samples obtained is $99,480 = 100$ respondents.

Data processing is carried out using the following formula:

$P = f/N \times 100\%$

explanation:

P : Percentage

f : Frequency

N : Number of respondents

100% : Fixed numbers (Bungin, 2011).

An interval scale in statistics is a type of scale in which the values of a variable are measured on a numerical scale. Unlike nominal and ordinal scales, which categorize variables without implying a numerical relationship, an interval scale incorporates equal intervals between measurements, allowing for quantitative comparisons. With the following formula:

Skala Interval = $\{ a (m-n) \} : b$

explanation:

a : Number of attributes

m : Highest score

n : Lowest score

b : Number of scales to be formed

If the scale to be formed is 4, where the lowest score is one and the highest score is four. Then, the perception interval scale can be calculated as $= \{1 (4-1)\} - 4 = 0.75$. The distance between each point is 0.75. The assessment criteria are obtained as follows (Simamora, 2001):

sentiment category	score range
Very positive	3,26 – 4,00
Positive	2,51 – 3,25
Negative	1,76 – 2,50
Very negative	1,00 – 1,75

Validity and Reliability Tests

In scientific research, testing the validity and reliability of research data is very important. These two concepts help ensure that the data collected in the research is accurate, consistent, and reliable, resulting in high-quality and relevant research. In this study, validity and reliability tests were conducted using a sample of 30 respondents, in accordance with the minimum sample size requirements for instrument testing. The validity test results showed that the questions had a significant correlation value with the total score of < 0.05 , thus declaring them valid. Meanwhile, the reliability test results using Cronbach's Alpha technique produced a value of > 0.60 , which means that the instrument has a good level of internal consistency and can be trusted for use in further research.

Reliability Statistics	
Cronbach's Alpha	N of Items
0.906	25

RESULT AND DISCUSSION

Behavioral Theory was officially introduced in 1931 through the publication of a classic paper entitled "Psychology as the Behaviorist Views It", which was introduced by John B. Watson. So that in the end Watson is often considered the father of behavioral theory. According to Skinner in Notoatmodjo, behavior is a person's response or reaction to external stimuli or stimuli (Notoatmodjo, 2017). So, it can also be said that behavior is an action or response carried out by individuals in interacting with their environment. Behavioral theory also says that only behavior can be observed and studied, because cognition, emotion, and mood are too subjective. Meanwhile, according to Benjamin Bloom, an educational psychology expert with his very famous work, namely "Bloom's Taxonomy", behavior is divided into three learning domains consisting of: (Lease, 2018).

- Cognitive domain, this domain includes the ability to restate concepts or principles that have been learned, which relates to thinking skills, knowledge acquisition competencies, recognition, understanding, conceptualization, determination and reasoning.
- Affective domain, the affective domain is the domain related to attitudes, attention, concern, interest, and responsibility, and so on.
- Psychomotor domain, this domain includes the competence to carry out work involving body parts and competence related to physical movement (motor) which consists of

reflex movements, basic movement skills, perceptual abilities, accuracy, complex skills, as well as expressive and interpretive (Adventus & Jaya I. M. M., 2019).

The most popular theory about information behavior is the theory of Ellis, Ellis et al. in conducting research using semi-structured interview methods for data collection. His research produced information-seeking behavior patterns that eventually became famous among social scientists. Ellis et al. put forward several characteristics of information-seeking behavior, namely:

- a. Starting, meaning the initial stage of an individual starting to seek information, includes activities that are characteristic of initial information seeking, such as identifying relevant information. For example, asking friends, searching in catalogs or consulting with librarians.
- b. Chaining, which is the stage of identifying and following up on other sources that refer to the original source, the activity usually involves making small notes.
- c. Browsing, namely the stage of searching for interesting and relevant information and references, for example by collecting journals or searching various literature.
- d. Differentiating, namely the stage of differentiating or filtering the quality of the information obtained, for example determining what sources or data will be used.
- e. Monitoring, namely the stage of monitoring or following the latest information developments, for example journals, newspapers, magazines, books, catalogs and so on.
- f. Extracting, which is taking useful information from a particular information source, for example taking a file from www in the internet world.
- g. Verifying, namely checking the size of the data that has been taken.
- h. Ending, namely the end of the search (Fathurrahman, 2016).

If described, Ellis' theory (Ellis, 1993) will form a series of stages as follows:

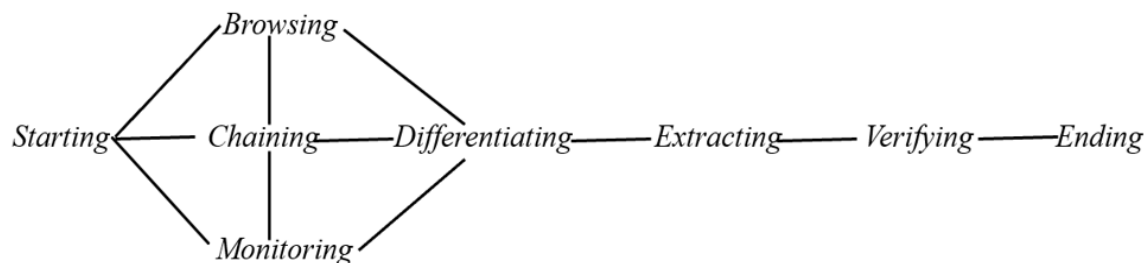


Figure 1 Information Search Behavior Model according to Ellis et al.

Source: Natasha Ghandi (Ghandi, 2012)

The information search behavior model described by Ellis et al. consists of starting, chaining, browsing, differentiating, monitoring, extracting, verifying, and ending which is the information search pattern of social science researchers. The eight stages stated by Ellis are considered sufficient to be used as a reference in this study.

Table 1 Average Results of Information Search Behavior of Students Visiting the Sriwijaya University Bukit Reading Room in Meeting Information Needs.

Stages	The information search behavior	Amount	Average
	Before searching for information, you make a list of information related to the topic you need.	3,1	

Stages	The information search behavior	Amount	Average	
Starting	Determine and identify the topic of information before searching for the information needed.	3,41	15,15	3,03
	Before searching for information, you can choose or sort the required information.	3,44		
	Asking to the Librarian before searching information related to the information needed	2,74		
	Before searching for information, you will use the OPAC to conduct a search.	2,46		
Chaining	To search for books, you will go directly to bookshelf.	3,07	15,77	3,154
	To make it easier for you to find information, you will see a table of contents for the book.	3,19		
	To search for information on the shelf, you use the title as a keyword.	3,75		
	When searching for information, you choose to use the internet.	3,16		
	You use the OPAC computer to find information Which searching for	2,6		
Extracting	Using the title and author name as search keywords on OPAC computer	2,88	13,61	2,722
	Using subject/theme as search keyword on computer OPAC	2,62		
	Using Boolean Logic when searching for information	2,38		
	Limit file types when browsing information on the internet	2,76		
	Reading newspapers/magazines/journals to find information	2,97		
Verifying	Carefully read the sources of information that I got	3,36	16,6	3,32
	Selecting information that suits your needs	3,4		
	Reread the selected information to see whether it suits your needs or not.	3,49		
	Comparing the quality of information from the sources of information that I have obtained.	3,38		

Stages	The information search behavior	Amount	Average	
	Comparing the sources of information that I get, whether they are appropriate to my needs or not.	2,97		
	Selecting the information needed after searching for information.	3,42		
	Summarize the sources of information needed after searching for information.	3,18		
Ending	Double check the information needed after searching for information.	3,4	16,14	3,228
	Processing the information I get into the form of a paper.	2,95		
	The information I get is used as reference material to practice certain knowledge.	3,19		

The average results of the information seeking behavior of librarians in meeting their information needs in the Sriwijaya University Bukit reading room from the application of Wilson and Ellis' theory are for an average starting of 3.03, at the chaining stage of 3.154, at the extracting stage of 2.722, the verifying stage of 3.32 and the ending stage of 3.228. From the average above, it shows that the behavior identified in the information search of students visiting the Sriwijaya University Bukit reading room, only the verifying stage is on a very positive scale, while for the Starting, chaining, Extracting and ending stages are on a positive scale, this means that at the Starting, chaining, Extracting and ending stages there is initial preparation carried out by students when visiting the reading room in terms of meeting information needs, thus causing information seeking behavior on a positive scale, for example by making a list of information, determining information topics before looking for information, and asking the librarian about the information needs they want to find.

At the Chaining stage, it is also on a positive interval scale, this indicates that there are activities carried out by visitors by following channels (chains) that connect between the form of reference materials with search tools in the form of citations, indexes and the like. At the Extracting stage, it states that there is an understanding of visitors to the need for information, where students follow information search behavior systematically in finding the information they want, for example limiting the type of file when searching for information via the internet, using Boolean Logic when browsing and searching for information on the internet, and others. Furthermore, at the verifying stage, it is on a very positive scale, this shows that visitors who come to the reading room always check or verify whether the information obtained is correct or in accordance with the needs sought, for example by doing several things as follows: carefully reading the information obtained, selecting the information needed, comparing the sources of information obtained, and so on. The final stage is Ending with a positive interval scale. This shows that visitors have a good understanding in meeting information needs, for example visitors end the process of information search activities in the form of making papers/assignments, summarizing the sources of information obtained, making the information obtained as a reference for practicing knowledge, and so on.

According to Wilson in (Windri, 2018) there are several obstacles or barriers to information search, namely internal obstacles, namely obstacles related to psychological, cognitive, demographic, social interaction aspects, and others. While external obstacles, namely obstacles related to time, existing cultural norms, and obstacles related to the nature of the information source. According to the distributed questionnaire data, it is known that visitors sometimes do not find the books or collections they need on the library shelves. The constraints of the lack of availability of the latest books or a less updated book collection, cause visitors to be unable to find the most up-to-date and relevant references. This certainly does not meet the national education standards in Indonesia and is contrary to Law No. 43 of 2007 concerning Libraries, especially in Article 24 paragraph 1 and paragraph 2. Article 24 paragraph 1 states that: Every university organizes a library that meets national library standards by paying attention to National Education Standards. While paragraph 2 reads that: The library as referred to in paragraph (1) has a collection, both the number of titles and the number of copies, which is sufficient to support the implementation of education, research, and community service. So the solution that can be done is to add a book collection and conduct a survey of visitors regarding the desired book needs, the aim is that the available book collection is relevant to the needs of students and the book collection is up-to-date, in addition by adding a book collection can support the learning and research process of students and also lecturers. Another solution that can be done is by digitizing the collection, the library can consider updating the collection of books and other materials with digital versions. This will allow library members to access the collection anywhere, anytime, and increase accessibility.

In the world of research, continuing previous research is an important step. However, it cannot be denied that every researcher has different perspectives and approaches. Based on our findings, there are several significant differences between our research and previous research. First, we used quantitative methods, where quantitative research methods play an important role in scientific research, especially in producing objective and measurable data. Previous research used qualitative methods (Fatmala, 2018). In addition, we used a larger sample to obtain more accurate and representative results, namely 100 respondents, while previous research only used 86 respondents (Iskak et al., 2020). Second, our research findings show that of the eight (8) stages of library user behaviour in searching for information, only the Extracting stage had the lowest average score of 2.722. At this stage, library users were asked questions about the use of OPAC and Boolean Logic when searching for information. The results showed that only 2.62 library users used OPAC and 2.38 used Boolean Logic. This indicates that library users do not fully understand the functions of OPAC and Boolean Logic. Library users prefer to search for information using the internet alone, because searching for information using OPAC and Boolean Logic tends to take a long time. In fact, libraries provide OPAC and Boolean Logic as an effort to enable library users to make good use of the information provided. This certainly needs to be addressed, considering that the use of OPAC and Boolean Logic is one of the basic tools that must be mastered in order to be able to find information and utilise the library effectively. Knowledge of the classification system and the arrangement of books on the shelves also needs to be emphasised to library users, as many users still find it difficult to find classification numbers. Therefore, knowledge of the classification of library materials is very important. With these findings, we hope that our research can make a significant contribution to the world of knowledge and help answer previously unanswered questions. These findings also provide new insights into the complexity of the relationships between the variables in the topic we studied.

In addition to the constraints of the still minimal book collection, it was found that the internet connection in the Sriwijaya University Bukit reading room was often disconnected/unstable so that information searches were not smooth/disturbed. The solution that can be done is to increase the bandwidth capacity of the internet network in the Sriwijaya University Bukit Palembang library reading room. According to Lasa Hs (Lasa, 2009) stated that the presence of the internet in the library is a separate demand, with the use of the internet, the latest, accurate, fast, and precise information will be obtained. Another obstacle felt by visitors in the Sriwijaya University Bukit reading room is that the reading room is not too spacious, so that when there are many visitors coming, it can disrupt visitors' concentration when reading books/studying. The narrow reading room and the crowds of visitors who come affect the atmosphere that is less calm and comfortable for studying in the library. The solution that can be done is to expand the facilities, the library can consider expanding the library space or doubling the space by creating a new branch. It is better to separate the room for discussion and a special room for reading, by increasing the capacity of the facilities it is expected to provide comfort and tranquility to library visitors.

CONCLUSION

The average behavior of students in seeking information to meet information needs in the Sriwijaya University Bukit reading room based on the application of Wilson and Ellis' theory shows the following results, the average value at the starting stage reaches 3.03, at the chaining stage reaches 3.154, at the extracting stage is at 2.722, the verifying stage has a value of 3.32, and the ending stage is 3.228. The average value shows how students' behavior in seeking information in the Sriwijaya University Bukit reading room is only the verifying stage which is on a very positive scale, while for the starting, chaining, extracting and ending stages are on a positive scale. At the starting stage, there are initial preparations made by students when visiting the reading room in order to fulfill their information needs, thus giving rise to information seeking behavior on a positive scale, for example by making a list of information, determining information topics before searching for information, and asking the librarian about the information needs they want to search for. At the chaining stage, it is also on a positive interval scale, this indicates that there are activities carried out by visitors by following channels (chains) that connect the form of reference materials with search tools in the form of citations, indexes and the like.

At the extracting stage, it states that there is an understanding of visitors regarding information needs, where students follow systematic information search behavior in finding the information they want, for example limiting file types when searching for information via the internet, using boolean logic when browsing and searching for information on the internet. At the verifying stage, it is on a very positive scale, this shows that visitors who come to the reading room always check or verify whether the information obtained is correct or in accordance with the needs sought, for example by doing the following things: carefully reading the information obtained, selecting the information needed, comparing the sources of information obtained.

Many library users still do not fully understand the functions of OPAC and Boolean Logic, preferring to search for information using the internet instead. This is because searching for information using OPAC and Boolean Logic tends to take a long time. However, libraries provide OPAC and Boolean Logic as a means for library users to make good use of the information provided. This certainly needs to be addressed, considering that the use of OPAC and Boolean

Logic is one of the initial tools that must be mastered in order to effectively find information and utilise the library. The final stage is Ending with a positive interval scale. This shows that visitors have a good understanding in meeting information needs, for example visitors end the process of information search activities in the form of making papers/assignments, summarizing the sources of information obtained, making the information obtained as a reference for practicing knowledge.

SUGGESTION

There are several obstacles faced by users in searching for information at the Sriwijaya University Bukit Library, such as the lack of availability of the latest books in the Sriwijaya University Bukit reading room or a collection of books that is not up to date, causing visitors to be unable to find the most up-to-date and relevant references to help their studies, the internet connection in the Sriwijaya University Bukit reading room is often disconnected/unstable so that information searches are not smooth/disturbed and the narrow reading room and the crowds of visitors who come affect the atmosphere which is less calm and comfortable for studying in the library.

In the future, it is recommended that the Sriwijaya University Library, especially the Sriwijaya University Bukit reading room, add a new book collection to the Sriwijaya University Bukit reading room, the aim is that the available book collection is relevant to the needs of students and the book collection is up-to-date, in addition by adding a book collection can support the learning and research process of students and lecturers. increase the capacity of the internet network bandwidth in the Sriwijaya University Bukit reading room, and expand library facilities by expanding the library space or doubling the space by creating a new branch.

Based on the results of the study, several unresolved issues were found, prompting the author to propose several suggestions. These suggestions include the following:

- 1) To maximise the effectiveness of OPAC and Boolean Logic, libraries can organise user education programmes, which teach users about libraries, searching, and how to utilise the available information.
- 2) Libraries need to strengthen their collection development policies by balancing print and digital collections. The addition of e-books, e-journals, and institutional repositories should be prioritised so that users' information needs can be met more flexibly.
- 3) Improving the quality of the internet network is an urgent step, especially during peak hours.
- 4) Librarians need to be equipped with information technology skills, digital literacy, and the use of artificial intelligence to support reference and information recommendation services.

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