

# Emotional Experiences of Library Users

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**Abstract.** It is well-known that very few people use libraries. People who use the library feel stress and receive no assistance. This study makes the assumption that library users may experience negative emotions. Positive or negative moods and the dynamics that go along with them, such as affective instability, trait affect, and intensity, are linked to emotional events. An individual's behavior is shaped by their emotional experiences. The purpose of this study is to learn more about the emotional experiences that library users have. The methods used are open questionnaires, this method applied simultaneously to validate the data. 68.8% respondent stated that they are happy using digital library.

**Keywords:** Emotion, Emotional Experience, Digital Library, Open Questionnaire.

## 1 Introduction

Resources in the library can be accessed by users to meet their information needs. Users can access library catalogs, online databases, and a large number of information resources at any time and in various locations. The influence of ICT and RI4.0 on libraries leads to library 4.0 with the concept of smart libraries or personal services [1]. The basic concepts identified will be used to determine the current position of digital libraries so that they can function as future libraries shaped by the latest technology [2] to improve the quality of information services in libraries. However, libraries, as information resource management agencies that are supposed to provide good service to their users, have been found to make users feel stressed when using the library [3]. Users behave negatively [4] and engage in bad practices [5]. Users are frustrated and dissatisfied with using the library [6].

The causes of negative user emotions include navigation on an interface that is unclear and difficult to identify, as well as access to complex systems. Meanwhile, libraries are the main source of information acquisition for students and academics. The study [7] believes that libraries are the main gateway that provides users with the latest information they need to carry out research in various fields. The library is the main part that supports teaching and learning activities and research [8]. Libraries play an important role as a source of information in providing fast and easy services to readers [9], while librarians play a role in facilitating the discovery and access of information sources [10].

In addition, recent research reveals the experiences faced by users who have used libraries [11], finding that the system fails to meet user requests [12], various procedures for accessing the system are complicated for users [13], and apart from that, there are no security features for users [14]. This problem causes and has an impact on low access to libraries [15].

Users turn to public search engines because they find them more convenient than using library resources. Users prefer to search or obtain information on general search engines such as Google Search, Yahoo, Bing, or Google Scholar [16]. Therefore, this research aims to determine and validate the emotional experiences of library users.

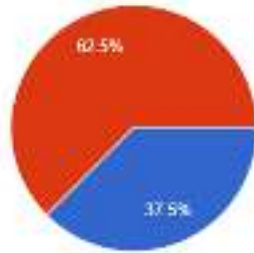
Libraries are useful for supporting teaching, learning, and research activities that enable users to not only improve academic research performance but also effectiveness and productivity [17]. Libraries provide services in university libraries, which are the main needs of students and researchers in the development of science. The significance of this research is finding and describing the user's emotional state and the factors causing it so that a solution can be provided to the problem. The emotional or affective domain plays a major role in creating attitudes, feelings, beliefs, perceptions about libraries, choices of sources, and the formation of images related to certain sources [18]. Examples of emotional experiences include search failure. Search failure is a situation where the user attempts to satisfy the user's information needs but fails to do so. Unsuccessful search experiences force users to refine their searches, ultimately resulting in low expectations, frustration, and reduced persistence. Feelings of joy or displeasure occur in library users as an emotional experience [19]. Although cognitive perspectives have long dominated the field of information behavior, affective behavior encompassing emotions, moods, preferences, and evaluations (from a non-cognitive perspective) has now been recognized as integral to developing a holistic understanding of an individual's approach to information seeking and use. Many of daily experiences influence and are influenced by the emotions of user feel, and the experiences with library use are no exception. A large body of research shows that experiencing failure has major emotional and psychological consequences for various individuals and environments [20].

## **2 Methods**

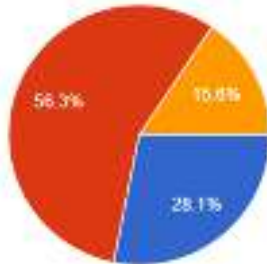
This research aims to identify needs and get a clear picture of user emotions. Method details include open questionnaire techniques. The aim of using this method is to check the accuracy of data or information obtained from various different points of view by reducing, as much as possible, the bias that occurs during data collection and analysis. The respondents for this research were 32 users [21], namely digital library users at university libraries.

### 3 Result and Discussion

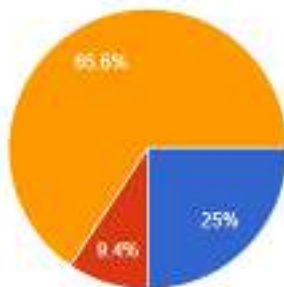
The results of this research are described based on demographic data and analysis. Based on demographic data, it is known that 62.5% of respondents were women and 37.5% were men.



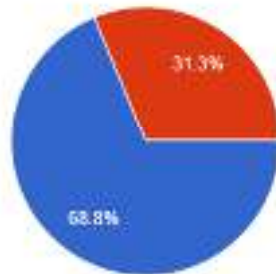
56.3% had a bachelor's degree, 28.1% had a high school degree, and 15.6% had a master's degree.



Meanwhile, based on employment data, 65.6% are staff, 25% are students, and 9.4% are lecturers.



Data about User emotion when using digital library is 68.8% of users feel happy and 31.3% of users feel normal



Some of the reasons users the emotions are because the information they want is in the digital library and is easy to operate and also easier to access. Users can get information without having to be present at the location just from the device because they can access and find all the information they need in the digital library. Users feel happy to get a lot of information.

There are still many features that are not in the digital library. The UI display is ordinary and almost the same among several digital libraries. It makes easy, fast service, can be accessed from home or office, and saves money and time.

Digital libraries make a search process faster and more accurate because, in terms of comfort in reading, physical books are still better. A digital library users can search and access books or article journals easily and anywhere. These facilities are adequate and the service is also good. If the digital library being accessed has features that are easy to understand and sophisticated.

Users need digital libraries that can accessed if the users have an internet network and if there is no internet or network quota because sometimes it can't access the digital library. It makes users feel not good if the internet network is unstable.

Some users still adapting to using digital libraries. They don't need to come to the library physically and interact with the librarian to borrow books or collections. Time was short and my information needs were met immediately. Digital libraries make it easy to find the collection and digital libraries can explore various kinds of collections in the library. However, some of the respondents said that nothing is interesting in digital libraries.

## 4 Conclusion

Libraries can help users enhance their academic research performance as well as their efficacy and productivity by providing resources for teaching, learning, and research activities. The result from this research user feel happy when using digital library and hope that digital library can accessed better by approving a new features.

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