



STUDY OF INFORMATION BEHAVIOR OF REFERENCE LIBRARIANS AT THE DIPONEGORO UNIVERSITY LIBRARY

KAJIAN PERILAKU INFORMASI PUSTAKAWAN REFERENSI PERPUSTAKAAN UNIVERSITAS DIPONEGORO DALAM MENJALANKAN PERANNYA

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ABSTRACT

This study aims to determine the information behavior of reference librarians in meeting users' information needs at the Diponegoro University Library. The research method used in this study is a qualitative research method with a case study approach. Data collection techniques used in this study are observation, interviews, and documentation. Researchers have interviewed six informants. The data analysis method used is by using thematic analysis method. The results showed that the information behavior carried out by reference librarians in meeting users' information needs at the Diponegoro University Library can be seen when reference librarians can help users meet their information needs. Information behavior carried out by reference librarians in helping users meet their information needs can be done by providing reference services at the Diponegoro University Library, knowing and meeting users' information needs. Reference librarians can also assist users in meeting their information needs by guiding users on how to search for information by the information needs of users quickly and precisely.

Keyword: Information Behavior, Information Needs, The Reference Librarian Information Behaviors

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana perilaku informasi yang dilakukan pustakawan referensi dalam memenuhi kebutuhan informasi pemustaka di Perpustakaan Universitas Diponegoro. Metode penelitian yang digunakan dalam penelitian ini ialah metode penelitian kualitatif dengan pendekatan studi kasus. Teknik pengambilan data yang digunakan dalam penelitian ini yaitu dengan observasi, wawancara, dan dokumentasi. Terdapat 6 informan yang telah diwawancarai peneliti. Metode analisis data yang digunakan yaitu dengan menggunakan metode *thematic analysis*. Hasil penelitian menunjukkan bahwa perilaku informasi yang dilakukan pustakawan referensi dalam memenuhi kebutuhan informasi pemustaka di Perpustakaan Universitas Diponegoro dapat terlihat saat pustakawan referensi dapat membantu pemustaka memenuhi kebutuhan informasinya. Perilaku informasi yang dilakukan pustakawan referensi dalam membantu pemustaka memenuhi kebutuhan informasinya dapat dilakukan dengan cara menyediakan layanan referensi di Perpustakaan Universitas Diponegoro, mengetahui dan memenuhi kebutuhan informasi yang dibutuhkan pemustaka. Pustakawan referensi juga dapat membantu pemustaka dalam memenuhi kebutuhan informasinya dengan memberikan bimbingan kepada pemustaka tentang bagaimana cara melakukan penelusuran informasi yang sesuai dengan kebutuhan informasi pemustaka secara cepat dan tepat.

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A. INTRODUCTION

A university library is located in an academic environment that was established to meet users' information needs in supporting the fields of education, research, and community service through services providing information in the library ([Sutarno, 2006](#)). To fulfil the information needs, libraries need resources and references that are relevant (according to the information needs) and credible (the authorship is clear and of good quality). The development of information and communication technology is the right choice for meeting the information needs of users in libraries.

Libraries are not enough to serve users. Libraries must have added value to meet users' information needs. In addition to providing sources of information, libraries must also be more proactive. They must provide education, teaching, and guidance to meet users' information needs by maximizing information and reference services in the library.

The Reference User Service Association states that Reference Services are a series of activities carried out by reference librarians. The activities include recommending, interpreting, evaluating, and using information resources in the library to ensure users can conduct searches in the library and fulfil their needs. information needs ([Widyawan, 2012](#)).

The reference librarian must play an essential role as an information expert who must teach the user to search for information to meet the information needs of its users. Users can obtain information in reference services through facilities and infrastructure, such as using information resources in libraries, so using these information resources is expected to meet users' information needs. The reference librarian must be able to contribute to the

users by becoming assistants and contributors to the users they serve.

Information behaviour means an activity that relates to humans to obtain or use information resources ([Kuhlthau, 2002](#)). The information behaviour of a reference librarian is directly related to how the reference service librarian helps users use the library's information media. The information behaviour of reference librarians serves to introduce all that is in the library to users (including facilities and infrastructure) and assist users in accessing information sources in the library so that users can find appropriate sources of information.

The Diponegoro University Library has the advantage of providing library materials that can be used and utilized by users. These advantages include a collection of library materials that suit users' needs, the existence of information and reference services that users can use, and the existence of databases and journal portals that can facilitate users in finding information. In utilizing an information resource in the Diponegoro University Library, the user can come directly to the Diponegoro University Library to use the existing facilities and infrastructure now.

The information and reference service system in the Diponegoro University Library can make it easier for users to search for information independently through computers in the library. A reference librarian is expected to be able to answer questions posed by his users in a responsive and detailed manner according to their needs. Reference users are also expected to guide users regarding information retrieval activities and find the information resources they need so that users can find out how to find and use library collections, including reference collections.

The activities of reference librarians in providing knowledge about reference collections are vital in libraries. These activities can provide services and help retrieve information about services expected by users in the library. Reference librarians are tasked with guiding users to search for information. However, not all librarians in the library can assist users in conducting information searches because each librarian has different knowledge and tasks.

To fulfill information needs in reference services, the reference librarians must be able to provide full assistance in supporting information retrieval activities for users. Providing information resources by providing information retrieval training activities in the library is expected to facilitate users in meeting their information needs. Information retrieval training activities can include guiding users in searching for information and providing the best reference service to control users to prefer electronic sources of information to print. In offering reference services, we need a librarian to guide users in searching for information. Therefore, this study aims to find out how reference librarians carry out information behaviour in meeting users' information needs at the Diponegoro University Library.

B. LITERATURE REVIEW

This study found facts related to the information behaviour of librarians in the reference section in meeting users' information needs at the Diponegoro University Library. Information behaviour of reference librarians not only learns about how the reference librarian provides information but also can meet users' information needs through the facilities and infrastructure available in the library so that it can be helpful in the future. This study aims to determine how reference librarians' information

behaviour meets users' information needs at the Diponegoro University Library.

In the research conducted by the researcher, it was found that reference librarians' information behavior in meeting library users' information needs can be done by providing reference services. The reference service in the library is related to the information resources in the library by using existing information technology, meeting users' information needs by using existing sources of information in the library and knowing the obstacles that are often faced. For example, in conducting information searches, as well as how to reference librarians to overcome these obstacles to obtain sources of information that are by users' information needs.

After that, it was found that the information behaviour of the reference librarian in the library was related to the roles and duties of the reference librarian. It refers to fulfilling the users' information needs, which could be done by using the facilities and infrastructure available in the library. This is by an earlier study entitled "Book or NOOK? Information on Behavior of Academic Librarians," obtained from research by [Elizabeth McDonald](#), [Marina Rosenfield](#), [Tim Furlow](#), [Tara K-ran](#), [Juga Irene Lopatovska](#) (2015). This study is a research that aims to understand the information behaviour patterns of academic librarians in libraries accompanied by the development of information technology which includes what factors influence the outcome of academic librarians in providing various information resources in libraries. In this study, academic librarians have a unique understanding of using accurate information resources based on students' information behaviour in libraries. In meeting the information needs of users, academic librarians use the development of information technology in the library. With

the availability of information technology, academic librarians can provide sources of information. They can guide users in meeting their information needs by using information resources in the form of digital. An interesting finding in this study is that using digital information resources can make it easier for users to meet their information needs.

Furthermore, there are processes carried out by reference librarians to fulfil the information needs of users, including by teaching how to use and utilize the information resources in the library quickly and accurately, knowing the obstacles that are often faced in conducting information retrieval, as well as how reference librarians do to overcome these obstacles to obtain various sources of information that suit their needs.

There are similarities in information resources carried out by researchers with previous research entitled "Information Seeking Behavior for Professors of IAIN Antasari Banjarmasin" [Ahmad Syawqi and Moch Is-ra Hajiri \(2017\)](#) carried out this research. This study aims to determine how the professors of IAIN Antasari Banjarmasin carry out information-seeking behaviour. The information behaviour includes how the professors of IAIN Antasari Banjarmasin desire the information needs, what sources of information they use to meet their needs, what obstacles are often faced in conducting information searches, and how to use them. Librarians to overcome these obstacles to obtain appropriate sources of information. This study also provides helpful information for recommending improvements in research on the information behaviour of reference librarians in meeting users' information needs. In addition, the study results show that the information needs of IAIN Antasari professors are directly related to

their duties as lecturers to carry out education, research, and community service. Professors of IAIN Antasari must be able to meet their information needs by disseminating information to users. Professors of IAIN Antasari must also write scientific papers every three years. In fulfilling their information needs, Professors of IAIN Antasari experienced obstacles that slowed them down in meeting their information needs. The barrier is that when accessing subscribed journals in the libraries, not all of the professors of IAIN Antasari can do it. To overcome these obstacles, IAIN Antasari professors usually ask for help from members of the librarian in the library to teach them when accessing the desired journal.

Another fact from the research carried out by the researcher is that it is found that meeting the information needs of the users in the library can be done by using the information sources in the library. Reference librarians can utilise the library's existing facilities and infrastructure to meet users' information needs. Reference librarians in the library to meet the information needs of users can be done by improving information retrieval skills using search engines and portals providing scientific journal articles that are subscribed to by the university. The reference librarian must also teach how to use and utilize the information resources in the library appropriately, improve the ability to help users to search for information by using journal portals subscribed to by the university, and increase knowledge related to sources of information that can be accessed and provided by faculties, universities, National Library, Ministry of Research, Technology and Higher Education, as well as increasing understanding related to the field of science in which the library is located. With this, the reference librarian was

found to fulfil the users' information needs by using the library's information sources.

This is related to a previous study entitled "My Behavior of Information on the Librarian Profession" this research was conducted by [Amanda Candra Pratiwi \(2016\)](#). This study discusses how the information behaviour of librarians exists in the era of globalization in its development. It is accompanied by information technology that can cause the information to develop and spread quickly to other people. This research also results in a person or individual having an exceptional awareness to meet their information needs by using information-seeking strategies obtained in the library through the librarian. The librarian in this study had discussions with his co-workers almost daily to discuss their information needs. This study also examines that if the librarian has not or has not found the right and complete source of information, then the librarian must conduct a review by looking for information needs again to meet the users' information needs.

There is another fact in the research from the researcher that the information behaviour of reference librarians in meeting the information needs of users in the library can be seen when reference librarians can assist users in meeting their information needs. The information behaviour of a librarian is directly related to how humans use the information media in the library. Information behaviour of reference librarians in using information sources is related to the nature of using reference services properly, finding information as information behaviour of librarians, and seeking information that is different from others. In carrying out its functions properly and optimally in libraries, it will provide benefits to librarians and users. For example, users can find the right source of information according to their needs.

This is following research conducted by researchers who have the same role as previous research entitled "Academic Librarian's Transition to Blended Librarianship: A Phenomenology of Selected Academic Librarians in Zimbabwe" by [Israel Mbekezeli Dabengwa, Jaya Raju, dan Thomas Mating-wina \(2019\)](#). This study discusses academic librarians in Zimbabwe carrying out their duties and functions well. The obligations and tasks of the academic librarian it is used to meet the information needs of users in conducting information searches. The purpose of the research carried out by the researcher is to find out how the information behaviour of reference librarians is in meeting users' information needs at the Diponegoro University Library. This study uses a qualitative method commonly used by information scientists to study information's behavioural aspects. The results of this study reveal that academic librarians in Zimbabwe use their roles and duties to meet users' information needs by using the information resources available in the library. The role of the reference librarian in the library is to answer all the questions the librarian has asked and teach the user how to search for information quickly and precisely.

C. METHOD

This study used qualitative research methods. According to [Sugiyono \(2009\)](#), a qualitative research method is used to discover research subjects that have been experienced, such as behaviour, perception, motivation, action, and others. Qualitative research methods aim to observe and understand a phenomenon that occurs naturally by prioritizing the process of deep communication interaction between the phenomena studied by the researcher. Therefore, the researcher uses a qualitative

research method in this study which relates to reference librarians' information behaviour in meeting users' information needs at the Diponegoro University Library. Qualitative research methods are selected to explore the extent to which reference librarians meet users' information needs. This research can further observe how reference librarians carry out information behaviour in meeting users' information needs at the Diponegoro University Library.

Research using qualitative research relates to a finding based on data in the field. This research is based on natural conditions in the phenomena that occur and results in scientific discoveries. This study's results examine phenomena that occur in natural conditions without manipulation but can produce quality research based on existing facts. Information behaviour carried out by reference librarians can be seen in how a reference librarian assists the librarians in meeting their information needs.

Methods of data collection in this research are done by using observation, documentation, and semi-structured interviews. The use of the data collection method is very appropriate in obtaining data and information for the needs of researchers. Researchers can record and record all answers from informants as they are and by the circumstances that have been carried out. Informants in this study were as many as six people who were obtained using a purposive sampling technique. The data analysis method used in this study is by thematic analysis of Braun & Clarke dalam [Heriyanto \(2018\)](#). The data analysis method with thematic analysis aims to find themes from the data collected by researchers. It can describe how reference librarians meet users' information needs at the Diponegoro University Library. The

stages in data analysis using thematic analysis consist of (1) understanding the data, (2) compiling codes (coding), and (3) finding themes. Furthermore, research quality (maintaining quality) can be tested using credibility, dependability, confirmability, and transferability ([Lincoln & Guba, 2009](#)).

D. RESULT AND DISCUSSION

Information behaviour is all activities carried out by humans in obtaining or using information sources. The information behaviour of a reference librarian is directly related to how the user uses the information media in the library. Information behaviour arises when a person is aware of the growing need for information in daily activities. Information behaviour means all activities carried out by humans in obtaining or using existing information sources ([Yusup & Subekti, 2010](#)). The information behaviour of a librarian is directly related to how the librarian uses the information media in the library.

The information behaviour of a reference librarian is related to how a reference librarian can choose a reference source or reference to the user to answer the user's questions, provide direction and guidance to the user in conducting an information search, and introduce the information sources in the library to the users. The information behaviour of reference librarians in libraries aims to make it easier for users to find the information they need quickly and accurately, to make it easier for users to search for information from a wide variety of sources of information, and to make it easier for users to find information in using various collections of library materials in the library appropriately.

The information behaviour of the reference librarian in meeting the infor-

mation needs of the users is related to how a reference librarian can meet the information needs of the users. To fulfil users' information needs, reference librarians can use the existing facilities and infrastructure in the Diponegoro University Library. Reference librarians can meet the information needs of users by choosing sources of reference or references to users to answer various user questions, providing direction or guidance to users in conducting information searches, and introducing information sources in the library. Reference librarians can find out the information needs of users by communicating related to the needs of the users. The existence of such communication can make it easier for reference librarians to find out the information needs of users, so that reference librarians can help users to meet their information needs by using information sources in the library.

In this study, there are three research findings have been carried out by researchers, which are disclosed as follows:

Diponegoro University Library Reference Services

One type of service provided by the Diponegoro University Library is a reference service intended to provide users with information. The reference service is the most crucial part of the library because, in the reference service, the user can find solutions to the problems related to the consumption of information that is to his needs. Reference service is a form of service provided by librarians to users that is useful for answering questions from users. Based on the interviews with six informants, a conclusion was obtained that the reference service or referral service at the Diponegoro University Library is a service found in the li-

brary where librarians and librarians communicate in depth to find and obtain the information resources needed. By the user, both in the form of guidance and direction quickly and precisely to search for information.

The purpose of the reference service at the Diponegoro University Library is to meet information needs, including searching and using information sources in the library. In achieving the goal of good reference service, the reference officer in the library must be skilled, friendly, and agile, and the existing reference collection must also be adequate for the user's needs. A staff librarian in the library must have basic knowledge of reference services, and the librarian must be able to answer users' questions or guide users in searching for information that suits their needs.

Reference service activities at the Diponegoro University Library include providing information and guidance to users, including information consultation, recommending, interpreting, using information resources, and evaluating information. The purpose of this activity is to direct users to have broad insight in searching for information to find the information needed quickly and accurately. The Diponegoro University Library provides a collection of library materials that users can use. It is hoped that their use will make it easier for users to search for information.

One of the success factors for reference services in the library can be influenced by the completeness of the collection. The completeness of the collections owned by the Diponegoro University Library can attract users to use and utilize reference services so that users feel they need the information provided by the library.

Diponegoro University Library has library materials that can be used and utilized

by users. The Diponegoro University library reference service uses an open service system that allows users to search for information individually through computers in the library. Diponegoro University library users can find the sources of information they need through the integrated catalogue provided by the library. If the user has difficulty finding the source of information, the user can search and ask for help from the reference service librarian to assist in retrieving the information. Not all librarians in reference services can help fulfil the user's information needs. It is because every librarian is different and has different knowledge.

The reference service provided by the Diponegoro University Library relates to receiving questions from users related to information and reference services, providing guidance to find reference collections needed by users, providing guidance activities to users on how to use each collection of references, providing guidance activities to users in searching various information, as well as providing librarianship consultations related to citation management, utilization of e-resources, and OJS (open journal system) in the Diponegoro University Library.

1. User Information Needs at the Diponegoro University Library

A person's information needs to increase when he is highly curious about something. This high curiosity happens to everyone. They seek their curiosity to fulfil their need for specific information.

A person's needs cannot be separated from the need for information because as a person's life increases, the need for information will also increase. In the context of the library and information science, the need for information is a need based on the urge to understand, master the environment, find curiosity (curiosity) and be ex-

planatory (exploratory), which starts from a question and then looks for the answer (Sulistyo, 1991).

The information needs of each user who comes to the library are different, depending on the knowledge discipline and the information needed. As an information centre, the Diponegoro University Library must be able to provide information resources needed by users. Librarians, as part of the management of the Diponegoro University Library, must be able to manage and provide information so that it can be used and utilized by users. Librarians must also know the information needs of their users.

Information needs arise due to the knowledge gap within a person with the needed information. The need for information develops when a person realizes that there is a dividing line between knowledge and the hope of being able to solve a problem.

The reference librarian at the Diponegoro University Library can also assist users in meeting their information needs by identifying them. Recognizing users' information needs is done to know the desired information needs by users' wishes to facilitate users in meeting their information needs. The reference librarian in the Diponegoro University Library can identify the user's information needs by looking at the educational background and occupation of the librarian to facilitate the direction of the desired subject. Then the librarian conducts in-depth communication regarding the desired subject. By narrowing and broadening the scope of the subject, the librarians proceed with the willingness to learn to understand the information needs of users, and the librarians understand the field of science in which the library is located. For example, in the Library of the Faculty of

Psychology, then at least librarians can understand information related to the ins and outs of thinking in psychology.

Reference librarians should assist users in fulfilling their information needs. The reference librarian at the Diponegoro University Library in meeting the information needs that the users want can be done by improving information search skills using search engines as well as portals providing scientific journal articles that are subscribed to by the university, teaching librarians how to use and utilize the information resources in the library appropriately, improve the ability to help users to search for information by using journal portals that are subscribed to by the university, increase knowledge related to information sources that can be accessed and provided faculties, universities, National Library, Kemenristekdikti, as well as increasing understanding related to the field of science where the library is located. The Diponegoro University Library also should assist users in fulfilling their information needs. The Diponegoro University Library helps users fulfil all their information needs using the facilities and infrastructure in the library. The Diponegoro University Library, in helping to meet the information needs of users, is done by providing facilities and infrastructure in the library. The method used by the Diponegoro University Libraries in helping to meet the information needs of users is by updating library collections by procuring new library collections, improving existing facilities and infrastructure in the library, providing training activities for librarians in developing insight and knowledge, providing internet networks and computer equipment to access information sources, providing user education related to independence and skills in accessing information retrieval using search engines and related socialization by accessing library

collection searches, and increasing access to subscribed collections so that they can be used optimally.

Reference librarians have an essential role in helping meet users' information needs in the Diponegoro University Library. In meeting users' information needs in libraries, reference librarians need to know what information needs are needed by users so that librarians can introduce and teach sources of information in the Diponegoro University Library using tools. And existing infrastructure. In meeting users' information needs, librarians can identify what types of information needs users need so that librarians and libraries can meet users' information needs.

1. Information Behavior of Reference Librarians at the Diponegoro University Library

Behaviour includes knowledge, understanding, and skills in each individual. Information behaviour arises when a person realizes the increasing need for information in his daily activities. The development of information can be influenced by increasing one's knowledge. As knowledge increases, the more questions a person has. If the information obtained cannot meet the user's needs, then the person will look for other sources of information until his needs are met.

Information behaviour is all activities carried out by humans in obtaining or using information sources (Yusup & Subekti, 2010). The information behaviour of a reference librarian is directly related to how humans use the information media in the library. Information behaviour of reference librarians in using information sources is also related to the nature of using reference services well, finding information as information behaviour of librarians, and seeking

information that is different from others. Reference librarians must have a great responsibility to help users who come to the library, provide answers to users in all forms of knowledge, and find excellent and correct sources of information to suit the information needs of users in the library.

Information behaviour has several functions, including introducing all that is in the library to users and assisting users in accessing information resources so that users can find appropriate and appropriate information. Furthermore, it can also attract the attention of users to come to the library. In carrying out its functions properly and optimally in the library, it will provide benefits to librarians and users. For example, users can find suitable information sources according to their needs.

Information behaviour occurs because of a person's perceived need for information, and that information need must be met to solve a problem. Reference librarians carry out information behaviour at the Diponegoro University Library to help users find related information by providing information consultations to users, both coming in person and online, helping users to search for information, providing a means of information retrieval, and organizing training activities in tracing information to users either individually or in class groups. This is done so that users during a pandemic like this can search for information skillfully and independently.

In searching for information in the Diponegoro University Library, the user requires several steps to search for information. The step in searching for this information begins with asking the user's information needs related to the subject according to their needs, digging deeper into the subject being sought to get a clearer picture regarding a particular subject, and determin-

ing the subject of the identified results. To see a broader scope, the search process can use OPAC to find specific books that specifically discuss certain subjects, or it can also go directly to databases subscribed to by the university (such as Ebsco, Proquest, Clinical Key, SpringerLink, etc.), the user can directly select one of the desired databases, the user enters the desired keyword or topic by providing a keyword limit. The information obtained can be downloaded, after which the librarian provides feedback on the results. Information search and provide answers related to the information obtained get based on searches by users. In addition, librarians usually also provide consultation or socialization on how to search for information quickly and accurately.

The role of the reference librarian in the library is to answer all the questions the librarian has asked and teach the user how to search for information quickly and precisely. The role of reference librarians in meeting information needs at the Diponegoro University Library aims to make it easier for users to find the desired information resources. The reference librarian at the Diponegoro University Library has a central role in meeting the information needs of users. Speed and accuracy are the keys to information and reference services, so reference librarians must be innovative, multitask, and have broad insight into maximizing a particular object. In improving the quality of service in the reference section, the reference librarian must behave in a friendly, kind, courteous manner and help users to find information quickly and easily in information retrieval.

The reference librarian at the Diponegoro University Library also has a role as an educator. In carrying out his duties as a reference librarian, he must function and have

the spirit of an educator, the reference librarian as a manager must have the ability to lead and mobilize and must act as a coordinator and integrator in carrying out his daily duties, the reference librarian as an administrator must be able to compile, implement and evaluate library programs, and be able to analyze the results that have been achieved, and as a supervisor, the reference librarian must have broad insight to improve knowledge, skills, and achievements so that they can carry out professional coaching.

E. CONCLUSION

Based on the results of data analysis in research on the information behaviour of reference librarians in meeting the information needs of users at the Diponegoro University Library, which has been discussed in the previous chapter, it can be concluded that the information behaviour of reference librarians in meeting the information needs of users at the Diponegoro University Library, it can be seen that the reference librarian can assist the users in meeting their information needs. Information behaviour carried out by reference librarians in helping users meet their information needs is carried out by 1) providing reference services at the Diponegoro University Library, 2) knowing and meeting the information needs of users, and 3) how reference librarians can meet the information needs of users by guiding

users in searching for the desired information.

The provision of reference service at the Diponegoro University Library is related to the librarian's task of providing information sources in the library by receiving questions from users and answering them using existing reference collections, guiding using reference collections, and providing guidance in searching for information, providing information and providing tutoring to users. The provision of reference services is carried out to guide users in expanding their horizons in finding and searching for information quickly and precisely. The results of the study indicate that the Diponegoro University Library provides reference services with various sources of information that users can use in conducting information searches to meet their information needs. Information behaviour of reference librarians in meeting the information needs of users at the Diponegoro University Library can be done by utilizing reference librarians to recognize the information needs of users so that they can find out the information needs of users by using facilities and resources. Infrastructure in the library. Reference librarians can meet users' information needs by teaching them how to search for information using information sources in the Diponegoro University Library.

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