A Correlational Study of Social Media Content and Library Anxiety Among Users of Grhatama Pustaka

Erland Ryandra[1] & Roro Isyawati Permata Ganggi[2]

[1,2]Universitas Diponegoro, Semarang, Indonesia
Correspondence email: r.isya.ganggi@live.undip.ac.id

Notes	ABSTRACT
  	This study investigates the influence of content from the Instagram account @balaiyanpus.dpaddiy on the level of library anxiety among patrons of Grhatama Pustaka. The primary objective is to determine whether exposure to this social media content is associated with variations in users' library anxiety levels. The Croatian Library Anxiety Scale (CRO-LAS) was employed as the measurement framework for assessing library anxiety. A quantitative correlational method was used, with data collected through questionnaires distributed to 100 respondents who follow the Instagram account. Simple random sampling was applied to select participants. Descriptive analysis shows that all indicators fall within the "excellent" category. Results from the Pearson Product–Moment correlation test reveal a strong negative correlation between Instagram content and library anxiety, with a correlation coefficient of –0.706, indicating that more positive engagement with the account is associated with lower levels of library anxiety. Furthermore, the coefficient of determination shows that 49.9% of the variance in library anxiety levels can be explained by the content of the @balaiyanpus.dpaddiy Instagram account. These findings suggest that informative and supportive social media content can play a significant role in reducing library anxiety among users. **Keywords:** Library anxiety; Social media content; Instagram engagement; Library users

1. INTRODUCTION

The advent of the internet has profoundly influenced libraries, transforming the way in which most individuals access information. Numerous libraries have experienced a decline in patron visits due to the internet (Velmurugan, 2023), prompting many traditional libraries to adapt to evolving user demands. Libraries are addressing this issue by utilizing social media to disseminate information about their services, particularly as a strategy to reduce library anxiety. Library anxiety often occurs among users who have never visited the library, arising

from a lack of understanding regarding the use of library facilities and services (Ravena et al., 2021). The phenomenon of library anxiety in users can be an influence on the low level of physical visits to the library (Jan et al., 2020). This anxiety can be reduced using various ways, such as clarifying information about library procedures, such as how to enter the library, the use of facilities in the library, how to access collections or information owned by the library, what services the library has, and so on (Fatmawati, 2019).

Information about the library can be communicated through a range of media, including traditional print media such as banners and posters, as well as new media such as social media platforms that are already widely embedded in society (Nurochman & Supriyanto, 2022). New media prioritize interactivity, enabling users to interact in real time with many others and provide feedback. Social media, as a form of new media, opens opportunities for broad audiences to actively participate in sharing information and forming online communities (Habibah & Irwansyah, 2021). The potential of social media for disseminating information has also been looked at by various companies and agencies, including libraries, for promoting collections, services, and library activities (Noprianto, 2018). One such library institution is the DIY DPAD Library Service Center (Grhatama Pustaka), which not only features an impressive library building but also offers modernized facilities and services as part of its efforts to enhance user experience. Mellon (2015) noted that users' lack of knowledge and skills can cause fear or anxiety because they do not know how to begin or what to do upon arriving at the library. One way to support today's digital-native users is by integrating interactive technologies into library services, thereby improving library instruction and information access (Priyanto, 2017).

The DIY DPAD Library Service Center uses Instagram to publish informative content about the library, such as introducing services and facilities, library activities, collection information procedures, and other details. Additionally, the DIY DPAD Library Service Center publishes educational content, including tutorials on independent collection borrowing, collection return, visiting the library, utilizing facilities and services, accessing collections, and other related topics. Researchers conducted initial interviews with 5 respondents who follow @balaiyanpus.dpaddiy and found that all respondents agreed that @balaiyanpus.dpaddiy Instagram content can help users find information about the library so they already have an idea when visiting. Social media content can represent the information you want to convey, helping to get feedback and influencing the audience's understanding, views, and perception (Bouvier & Machin, 2020).

Research by Sample (2020) indicated that augmented, virtual, and mixed reality (AVMR) virtual tours had a positive impact on reducing library anxiety, leading to increased student visitation and library use.. Research undertaken by Kannegiser (2021) showed that augmented reality (AR) provided learning outcomes comparable to other educational methods in guiding students. Research by Makodamayanti et al. (2020) demonstrated that digital media, such as Instagram, video games, audio, and video significantly supported learners in alleviating anxiety related to foreign language acquisition, particularly English. This body of research offers a relevant foundation for understanding the potential impact of library Instagram content on users' levels of library anxiety.

To date, research on library anxiety has primarily focused on technology use in libraries, with limited attention to the role of new media. Accordingly, this study sought to examine how library social media may alleviate library anxiety and enhance engagement among digital-native users. No existing research has specifically addressed the influence of Instagram social media content on library anxiety among users at Grhatama Pustaka. The problem in

this study centers on determining the correlation between Instagram content posted on @balaiyanpus.dpaddiy and the level of library anxiety among Grhatama Pustaka users. Based on the issues identified, this study aimed to determine the correlation between @balaiyanpus.dpaddiy Instagram content and the library anxiety levels of Grhatama Pustaka users.

2. METHODS

The present study employed quantitative research methodologies, adopting a correlational approach. Correlational research, as defined by Creswell (2016), was a form of non-experimental research in which researchers used correlation statistics to demonstrate the relationship between two or more variables. The independent variable (X) was the influence of Instagram social media content @balaiyanpus.dpaddiy, while the dependent variable (Y) was the level of library anxiety of Grhatama Pustaka users. This study used the method for measuring library anxiety, namely the Croatian-Library Anxiety Scale (CRO-LAS), which was developed by Gardijan (2023), based on previous methods such as the original LAS created by Bostick (1992).

CRO-LAS included six indicators related to a person's level of anxiety toward the library, namely:

1) Barriers with staff, these barriers refer to users who feel that librarians are not easy to approach.
2) Affective barriers, affective barriers refer to anxiety due to the inability of users to understand various things in the library.
3) Technological barriers: these barriers refer to users who feel left behind and are not confident in dealing with the technology that is developing in the library.
4) IT equipment barriers, these barriers refer to the feelings of anxiety felt by users of technological facilities in the library.
5) Library comfort barriers, these barriers refer to the comfort while in the library.
6) Resource barriers, these barriers refer to the anxiety of users towards library resources (collections) (Gardijan, 2023).

The content indicators use the theory of MTD Training (2010), including:

1) educating, providing education to the audience about something offered so that the audience can learn from the content presented;
2) informing, where content can provide appropriate and useful information for the audience; and
3) creating trustworthiness, where the content presented must be based on facts and clear so that it is considered to influence the audience so as to gain audience trust.

Interactive technology, such as social media, was utilized by the DIY DPAD Library Service Center to reduce library anxiety at Grhatama Pustaka.

Table 1. Research Instruments

Variable	Indicators	Subindicators
@balaiyanpus.dpad diy Instagram social media content (X)	*Educating*	Content that educates users
		Ease of determining tutorial content
		Users become smarter
	Informing	Completeness of information

Variable	Indicators	Subindicators
		Information that is understandable to users
		Relevance of information
		Accessibility of information
	creating trustworthiness	Clarity regarding library procedures
		Building user trust
		Consistency
the level of library anxiety among Grhatama Pustaka library users (Y)	*Staff Barriers*	Openness
		Availability
		Ease of obtaining information
		Attitude of librarians
	Affective Barriers	Knowledge of the library
		Comfortness
		Ability to use the library
	Technological Barriers	Knowledge of technology
		Knowledge of how to use technology
		Ability to use technology
	IT Equipment Barriers	Availability of technology facilities
		Ability to use technology facilities
	Library Comfort Barriers	Comfort inside the library
		Interest
	Resource Barriers	Availability of collections
		New collection updates
		Accessibility of collections

The population of this research consisted of the followers of the Instagram account @balaiyanpus.dpaddiy, totaling 14,655 individuals. A sample size of 100 was determined using the Slovin formula, with a margin of error set at 10%. The present study utilized a simple random sampling technique, a method that ensured an equal probability of selection for each element of the population (Rahman et al., 2022). The research employed an online questionnaire created using Google Forms and a Likert scale with four answer options: 4 = strongly agree, 3 = agree, 2 = disagree, and 1 = strongly disagree. The use of a four-point Likert scale allowed researchers to obtain data with greater precision, as the absence of a neutral category helped reduce central tendency bias among undecided respondents. The selection of a four-point scale was made with two objectives: first, to emphasize the clarity of response patterns, and second, to ensure respondent engagement in providing definitive answers. When neutral or middle options were provided, substantial portions of data could be lost, thereby reducing the amount of usable information. The questionnaire was disseminated via direct message to randomly selected followers of the @balaiyanpus.dpaddiy account, after which a barcode or link to the questionnaire was sent to each respondent.

In this study, the validity test was executed through the implementation of the Pearson product-moment formula, while the reliability testing was conducted by employing the Cronbach's alpha approach. The Kolmogorov-Smirnov test for data normality was also employed in this study. In this research, we used descriptive analysis techniques to get a clear and accurate understanding of the facts, features, and connections between the indicators. In

this study, the results obtained were described through the following data analysis (Siedlecki, 2020). The following four steps are to be followed in the data analysis process: 1) data coding, 2) data transfer and cleaning, 3) presentation of data in tables, and 4) data analysis, including percentage calculation, mean, and interpretation into an interval scale. Researchers conducted a correlation coefficient test to determine whether there was a linear relationship between the two variables of content uploaded on Instagram @balaiyanpus.dpaddiy and the level of library anxiety of Grhatama Pustaka users using Pearson Product-Moment. The coefficient of determination test is conducted to ascertain the extent to which the independent variable exerts a percentage of the dependent variable's influence. That is to say, the objective is to determine the degree to which the social media content of Instagram @balaiyanpus.dpaddiy exerts an influence on the level of library anxiety. Hypothesis testing is a process that utilizes statistical data analysis to draw conclusions about statements or initial conjectures. In this study, hypothesis testing was carried out using the Pearson product-moment correlation coefficient. SPSS 26.0 statistical software was used to test hypotheses in this study at a significance level of 5% (α = 0.05).
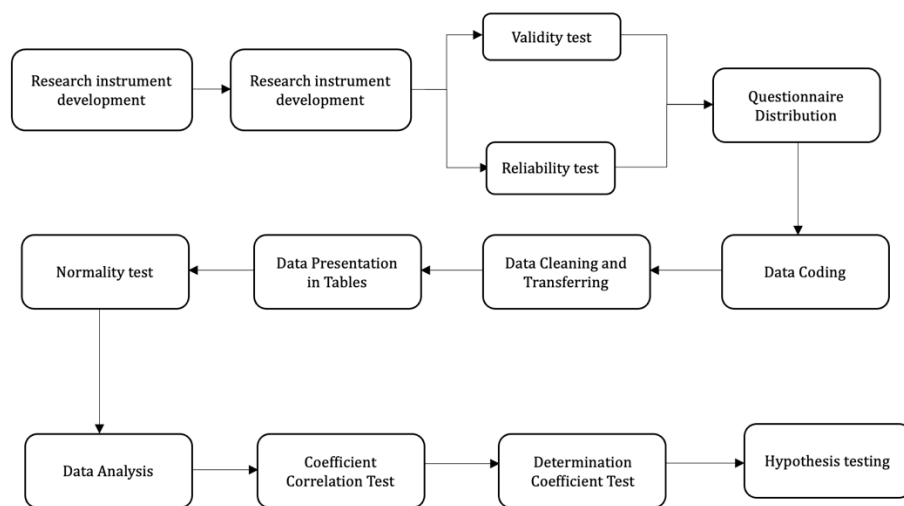

Figure 1. Flowchart of research process

3. RESULTS AND DISCUSSION

The tool's accuracy was checked using a Pearson Product Moment formula, analyzing responses from 30 people with SPSS 26.0 software. The questionnaire items that have undergone rigorous evaluation may be deemed valid if the r-result value exceeds the r-table value. The r-table value is df = (N-2) = 30-2 = 28, with a 2-way test significance level of 5%. Accordingly, the r^2 value is 0.361, as indicated by the r^2 table.

Table 2. Validity test result

Variable	Indicators	Item	r_{result}	r_{table}	
@balaiyanpus.d	*Educating*	1	0,540	0,361	Valid
paddiy		2	0,546	0,361	Valid
Instagram		3	0,538	0,361	Valid
social media	*Informing*	4	0,724	0,361	Valid
content (X)		5	0,560	0,361	Valid

Variable	Indicators	Item	r_{result}	r_{table}	
		6	0,577	0,361	Valid
		7	0,722	0,361	Valid
	creating	8	0,540	0,361	Valid
	trustworthiness	9	0,416	0,361	Valid
		10	0,635	0,361	Valid
the level of	*Staff Barriers*	11	0,719	0,361	Valid
library anxiety		12	0,718	0,361	Valid
among		13	0,469	0,361	Valid
Grhatama		14	0,640	0,361	Valid
Pustaka library	*Affective Barriers*	15	0,622	0,361	Valid
users (Y)		16	0,648	0,361	Valid
		17	0,563	0,361	Valid
	Technological	18	0,492	0,361	Valid
	Barriers	19	0,585	0,361	Valid
		20	0,572	0,361	Valid
		21	0,503	0,361	Valid
	IT Equipment Barriers	22	0,536	0,361	Valid
	Library Comfort	23	0,760	0,361	Valid
	Barriers	24	0,670	0,361	Valid
	Resource Barriers	25	0,523	0,361	Valid
		26	0,612	0,361	Valid
		27	0,674	0,361	Valid

As illustrated in Table 2, the results of the validity test for 27 statement items in the questionnaire demonstrate a value that exceeds the critical value (0.361). It can be concluded that all statement items on each variable are declared valid and are considered suitable for use as measuring instruments in this study.

This study utilized 30 respondents to assess the reliability of the test, employing 27 statement items and utilizing SPSS version 26.0 software for data processing. The test employs the Cronbach's Alpha formula, and the reliability of the test is deemed sufficient if the Alpha value exceeds 0.7 (Kennedy, 2021).

Table 3. Realibility test result

Variabel	Cronbach's Alpha	Standar Reliabel	
@balaiyanpus.dpaddiy Instagram social media content (X)	0,769	0,70	Reliable
the level of library anxiety among Grhatama Pustaka library users (Y)	0,891	0,70	Reliable

As demonstrated in Table 3, the reliability test results indicate that the Cronbach's alpha value for each variable exceeds 0.70. The value of variable X is 0.769, and the value of variable Y is 0.891. This finding indicates that both variables have values that exceed the established reliability standard of 0.70. The 27 statement items in the questionnaire have been determined to be reliable.

In this study, the normality test was performed using the Kolmogorov-Smirnov method. The data were processed with the assistance of SPSS version 26.0 software. In the event that the significance value is found to be greater than 0.05 (Asymp-sig (2-tailed) > 0.05), it can be concluded that the data is normally distributed. On the other hand, if the significance value is less than 0.05 (Asymp-sig (2-tailed) < 0.05), it can be deduced that the distribution is not normal (Guzik & Więckowska, 2023).

Table 4. The results of the normality test

Variabel	Kolmogorov-Smirnov		
correlation between @balaiyanpus.dpaddiy Instagram social media content and the level of library anxiety	N 100	Sig. 0,200	Normal Distributed

As illustrated in Table 4, the results of the Kolmogorov-Smirnov normality test, which were determined using a sample size of 100, exhibited a significance value of 0.200. This value exceeds 0.05, indicating that the data from this study are not distributed normally. The correlation coefficient test employs the Pearson Product-Moment formula, which is processed using SPSS version 26.0. The following interpretation table will be utilized to assess the outcomes of the correlation coefficient test:

Table 5. The interpretation of the correlation coefficient test value (R)

Interval	Correlation Level
0,00 – 0,199	Very low
0,20 – 0,399	Low
0,40 – 0,599	Medium
0,60 – 0,799	Strong
0,80 – 1,000	Very strong

Table 6. Coefficient correlation test result

Correlations		@balaiyanpus.dpaddiy Instagram social media content (X)	the level of library anxiety among Grhatama Pustaka library users (Y)
@balaiyanpus.dpaddiy Instagram social media content (X)	*Pearson Correlation*	1	-,706[**]
	Sig. (2-tailed)		,000
	N	100	100
the level of library anxiety among Grhatama Pustaka library users (Y)	*Pearson Correlation*	-,706[**]	1
	Sig. (2-tailed)	,000	
	N	100	100
**. *Correlation is significant at the 0.01 level (2-tailed).*			

As demonstrated in Table 6, the correlation coefficient test results indicate a correlation coefficient value of -0.706. When interpreted in conjunction with Table 5, this value signifies a strong and negative relationship between the two variables. In conclusion, the correlation between the value of social media content @balaiyanpus.dpaddiy and the library anxiety value of Grhatama Pustaka users is negative. The coefficient of determination test is conducted to ascertain the extent to which the independent variable (X), namely Instagram social media content @balaiyanpus.dpaddiy, exerts influence on the dependent variable (Y),

defined as the level of library anxiety experienced by Grhatama Pustaka users. The ensuing results are derived from the coefficient of determination (R^2) test.

Table 7. The Coefficient of determination test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,706	,499	,494	4,958

As illustrated in Table 7, the findings of the coefficient of determination test demonstrate that the R^2 value is 0.499, which corresponds to 49.9% of the total variation. The result indicates that the impact of Instagram social media content @balaiyanpus.dpaddiy on the level of library anxiety experienced by Grhatama Pustaka users is 49.9%, while the remaining 50.1% is influenced by other as yet unidentified factors. In this study, hypothesis testing is conducted using the value of the Pearson product-moment correlation coefficient, in accordance with the following criteria or testing rules:

1. In the event that the p-value (Sig. 2-tailed) exceeds α = 0.05, it is concluded that H0 is accepted and H1 is rejected. This conclusion indicates an absence of effect.
2. In the event that the p-value (Sig. (2-tailed)) is less than α = 0.05, it can be concluded that H0 is rejected and H1 is accepted. This conclusion indicates the presence of an influence.

The correlation coefficient test results in Table 5 obtained a significance value (Sig. (2-tailed)) of <0.001, meaning that the value is smaller than α = 0.05. In light of the findings, it can be determined that the null hypothesis (H0) is rejected and the alternative hypothesis (H1) is accepted. This finding indicates that Instagram social media content @balaiyanpus.dpaddiy (X) exerts an influence on the level of library anxiety experienced by Grhatama Pustaka users (Y).

The research finding show in this table of variable analysis result:

Table 8. X Variable content analysis result

No	Indicators		Value
1	*Educates*	3,25	Good
2	*Informs*	3,31	Very Good
3	*Create Trustworthiness*	3,24	Good
Total		9,8	
Average		3,26	

The analysis of respondents' answers to the content variable (X) yielded an average score of 3.26, which indicates that the content indicator falls within the "very good" category. Educational content is provided to maximize the utilization of various library services. Research Mabruri & Triyanto (2022) shows that user guidance content is still underdeveloped, but it receives very high engagement. Consequently, it is imperative that each library further develop the content of library guidance. The results of the education indicator demonstrate that the @balaiyanpus.dpaddiy account is effective in providing comprehensive tutorial content related to the library's utilization. This conclusion is supported by the predominant response of respondents who indicated their agreement with the content.

The informs indicator demonstrates the highest mean average compared to other indicators, with a value of 3.31 in the "very good" category. The utilization of social media has been demonstrated to be an effective strategy for promoting libraries Cheng et al. (2020). To achieve this objective, it is essential that libraries make a concerted effort to present interesting content, including but not limited to pictures and written material, through a variety of media. This underscores the necessity of recognizing and analyzing variations in the manner in which social media content is presented.

The indicator's capacity to engender trustworthiness is the lowest among the other indicators, with an average score of 3.24. The latter fosters user trust. This finding suggests that a proportion of respondents still do not consistently seek information on the Instagram account @balaiyanpus.dpaddiy. The present study demonstrates that, despite the utility of social media content, a proportion of respondents continue to experience challenges in assessing the relevance and reliability of the information they provide. The study Weeks et al. (2023) also shows that because libraries don't consistently use social media and often fail to provide regular updates about themselves, users tend to distrust library social media accounts.

Table 9. Y Variable Content Analysis Result

No	Indicators		Value
1	*Staff barriers*	3,045	Good
2	*Affective barriers*	3,31	Very Good
3	*Technological barriers*	3,09	Good
4	*IT equipment barriers*	3,13	Good
5	*Library comfort barriers*	3,31	Very Good
6	*Resource barriers*	3,16	Good
	Total		19,05
	averages		3,175

In the analysis of the variable level of library anxiety (Y), the average score is 3.175, indicating that the content indicators are in a satisfactory category. The staff barriers indicator received the lowest average score compared to other indicators, namely 3.045. This finding suggests that some respondents continue to experience discomfort when engaging with librarians. The demeanor of librarians who appear unfriendly during interactions can hinder users' ability to acclimate. As indicated by numerous studies, a friendly demeanor is of paramount importance for librarians, as it fosters an environment conducive to effective communication (Borrego & Comalat Navarra, 2020). Amarasekara & Marasinghe (2020) said that the ability to communicate effectively is a critical skill for librarians, as it enables them to provide users with the information they require in a timely and efficient manner. The affective barriers indicator demonstrates the highest average value of 3.31, indicating that it is in an excellent category. As indicated by the highest score in question about respondents have gained new insights into the services offered by the library following their engagement with the Instagram content @balaiyanpus.dpaddiy. The promotion of library services through social media has been shown to be an effective method of increasing awareness of the services available at the library. This increased awareness is achieved by displaying the various services that the library provides, thereby reminding users of the library's willingness to assist them.

The technological barriers indicator receives an average score of 3.09, indicating that it is in a favorable category. The statement with the highest score was indicating that the majority of respondents became aware of the technology provided at the library after

encountering @balaiyanpus.dpaddiy Instagram content. Lam et al. (2023) said that the knowledge acquired by the audience is derived from content that promotes or introduces the library, including the introduction of library technology. Maretno & Marlini (2021) gave opinion that the objective of promotion is to introduce and facilitate comprehension of the library's resources, amenities, and services. The IT equipment barriers indicator has an average score of 3.13, indicating that it is in a favorable category.

This finding indicates that the majority of respondents become aware of IT facilities that can be used after encountering Instagram content posted by @balaiyanpus.dpaddiy. The presence of adequate library facilities and infrastructure is a critical factor in assessing the state of a library. The existence of comprehensive and sufficient facilities can serve as a significant motivator for individuals to visit the library, as it fosters an environment conducive to learning and research. The presence of WiFi access is one example of the library's efforts to foster a welcoming environment for visitors, thereby encouraging them to feel at home. This facility is provided by the library to facilitate access to digital sources of information and knowledge. Additionally, it enables users to interact and communicate through social media. The library comfort barriers indicator has received an average score of 3.315, indicating that it is in a satisfactory category. This finding suggests that the majority of respondents expressed interest in visiting the library after encountering Instagram content from @balaiyanpus.dpaddiy.

The success of a library can be determined by the frequency of user visits and the level of utilization of the library's information or collections. The promotion or provision of information plays a significant role in introducing all available facilities, services, activities, and collections. Users are expected to visit the library without hesitation, changing any negative views they had. The resource barriers indicator received an average score of 3.16, with the new collection update subindicator receiving a lower average than the others. A more robust information distribution strategy is required from the library, entailing the regular dissemination of updated collection information. This concept underscores the potential of social media as a conduit for disseminating information regarding novel collections and thereby enhancing visitor awareness and engagement. The efficacy of social media in informing the latest collection is well-documented, and the content disseminated to users is consistently met with high anticipation.

4. CONCLUSION

A strong relationship is shown by a negative correlation coefficient of 0.706, which means that the Instagram content @balaiyanpus.dpaddiy has a significant impact on the library anxiety felt by Grhatama Pustaka users. The coefficient of determination was 0.499, signifying that the content of the Instagram account @balaiyanpus.dpaddiy exerted a 49.9% influence on library anxiety among Grhatama Pustaka library users. Based on the analysis results, the null hypothesis (H0) is rejected and the alternative hypothesis (H1) is supported because the alpha value (α) is less than 0.05, meaning the significance value is also less than 0.05. The integration of Instagram content into the library's communication strategy has been demonstrated to be an effective means of reducing anxiety by providing relevant and easily comprehensible information to users. Through diverse types of content, users can develop a more comprehensive understanding of all about the library. The accessibility of information via social media platforms has been demonstrated to facilitate inclusive access to knowledge for users from diverse backgrounds, thereby mitigating their apprehensions concerning the

library experience. Consequently, the library's endeavors to broaden the dissemination of information through social media platforms engender a more welcoming atmosphere for visitors, thereby reducing their anxiety and enhancing their comfort level in utilizing library facilities. Therefore, researchers have provided a series of suggestions aimed at enhancing or optimizing the content produced. However, the subsequent objective is to ascertain the extent of its impact and to examine how library social media content influences users' perceptions, attitudes, and behaviors concerning library use, as well as the level of anxiety they may experience. Researchers can complement the research with case studies or in-depth interviews with users of the library's Instagram to gain richer and more profound insights into the influence of social media content on library user experience.

AUTHORS' CONTRIBUTIONS
Erland Ryandra: Writing oiginal draft preparation. Ideas; formulation or evolution of overarching research goals and aims. **Roro Isyawati Permata Ganggi:** Supervision, data analysis, data interpretation.

CONFLICT OF INTERESTS
We state that there are no known conflicts of interest linked with this publication, and that there has been no significant financial assistance for this work that could have influenced its outcome.

REFERENCES

Amarasekara, K. M. R. K., & Marasinghe, M. M. I. K. (2020). User Satisfaction on library resources and services: survey conducted in main library of the Open University of Sri Lanka. *Journal of the University Librarians Association of Sri Lanka*, *23*(2), 27–46. https://doi.org/10.4038/jula.v23i2.8007

Borrego, Á., & Comalat Navarra, M. (2020). What users say about public libraries: an analysis of Google Maps reviews. *Online Information Review*, *45*(1), 84–98. https://doi.org/10.1108/OIR-09-2019-0291

Bostick, S. L. (1992). *The Development and Validation of the Library Anxiety Scale.* Wayne State University.

Bouvier, G., & Machin, D. (2020). *Critical Discourse Analysis and The Challenges and Opportunities of Social Media*. Routledge.

Cheng, W. W. H., Lam, E. T. H., & Chiu, D. K. W. (2020). Social media as a platform in academic library marketing: A comparative study. *The Journal of Academic Librarianship*, *46*(5), 102188. https://doi.org/10.1016/j.acalib.2020.102188

Creswell, J. W. (2016). Research design: pendekatan metode kualitatif, kuantitatif, dan campuran. *Yogyakarta: Pustaka Pelajar*.

Fatmawati, E. (2019). Kecemasan Pemustaka: Salah Satu Penyebab Rendahnya Tingkat Fisik Kunjungan ke Perpustakaan. *Media Pustakawan*, *26*(1), 49–56. https://doi.org/https://doi.org/10.37014/medpus.v26i1.177

Gardijan, N. (2023). Library anxiety among Croatian students: Construction, Validation and Application of Croatian-Library Anxiety Scale (CRO-LAS). *The Journal of Academic Librarianship*, *49*(3), 102687. https://doi.org/10.1016/j.acalib.2023.102687

Guzik, P., & Więckowska, B. (2023). Data distribution analysis – a preliminary approach to quantitative data in biomedical research. *Journal of Medical Science*. https://doi.org/10.20883/medical.e869

Habibah, A. F., & Irwansyah, I. (2021). Era Masyarakat Informasi sebagai Dampak Media Baru. *Jurnal Teknologi Dan Sistem Informasi Bisnis*, *3*(2), 350–363. https://doi.org/10.47233/jteksis.v3i2.255

Jan, S. U., Anwar, M. A., & Warraich, N. F. (2020). The relationship between emotional intelligence, library anxiety, and academic achievement among the university students. *Journal of Librarianship and Information Science*, *52*(1), 237–248. https://doi.org/10.1177/0961000618790629

Kannegiser, S. (2021). Effects of an Augmented Reality Library Orientation on Anxiety and Self-Efficacy: An Exploratory Study. *College & Research Libraries*, *82*(3), 352. https://doi.org/10.5860/crl.82.3.352

Kennedy, I. (2021). Sample Size Determination in Test-Retest and Cronbach Alpha Reliability Estimates. *Middle East Research Journal of Humanities and Social Sciences*, *1*(1), 16–24. https://doi.org/10.36348/merjhss.2021.v01i01.003

Lam, A. H. C., Ho, K. K. W., & Chiu, D. K. W. (2023). Instagram for student learning and library promotions: a quantitative study using the 5E Instructional Model. *Aslib Journal of Information Management*, *75*(1), 112–130. https://doi.org/10.1108/AJIM-12-2021-0389

Mabruri, Y. O., & Triyanto, A. (2022). Kajian Pengembangan Konten Digital Perpustakaan untuk Media Sosial: Perspektif Perpustakaan Nasional di Asia. *Media Pustakawan*, *29*(3), 254–267. https://doi.org/10.37014/medpus.v29i3.3454

Makodamayanti, S., Nirmala, D., & Kepirianto, C. (2020). The Use of Digital Media as a Strategy for Lowering Anxiety in Learning English as a Foreign Language. *Culturalistics: Journal of Cultural, Literary, and Linguistic Studies*, *4*(1), 22–26. https://doi.org/10.14710/culturalistics.v4i1.8187

Maretno, S., & Marlini, M. (2021). Pemanfaatan Media Sosial sebagai Media Promosi Perpustakaan. *Baitul 'Ulum: Jurnal Ilmu Perpustakaan Dan Informasi*, *5*(1), 58–71. https://doi.org/10.30631/baitululum.v5i1.98

Mellon, C. A. (2015). Library Anxiety: A Grounded Theory and Its Development. *College & Research Libraries*, *76*(3), 276–282. https://doi.org/10.5860/crl.76.3.276

MTD Training. (2010). *Influencing and Persuasion Skills*. Bookboon.

Noprianto, E. (2018). Pemanfaatan Media Sosial dan Penerapan Social Media Analytics (SMA) Untuk Perpustakaan di Indonesia. *Jurnal Pustaka Budaya*, *5*(2), 1–10. https://doi.org/10.31849/pb.v5i2.1583

Nurochman, A., & Supriyanto, W. (2022). Relasi Perpustakaan Digital dan Media Sosial Sebagai Sumber Pengetahuan Masyarakat Marjinal. *Buletin Perpustakaan Universitas Islam Indonesia*, *5*(2), 233–246. https://doi.org/https://doi.org/10.20885/bpuii.25170

Priyanto, I. F. (2017). Coping with Library Anxiety Using Interactive Technology. *Pustabiblia: Journal of Library and Information Science*, *1*(1), 1. https://doi.org/10.18326/pustabiblia.v1i1.1-6

Rahman, Md. M., Tabash, M. I., Salamzadeh, A., Abduli, S., & Rahaman, Md. S. (2022). Sampling Techniques (Probability) for Quantitative Social Science Researchers: A Conceptual Guidelines with Examples. *SEEU Review*, *17*(1), 42–51. https://doi.org/10.2478/seeur-2022-0023

Ravena, R., & Dewi, A. O. P. (2021). Library Anxiety pada Mahasiswa Tingkat Akhir: Studi Kualitatif di UPT Perpustakaan Politeknik Negeri Semarang. *Anuva: Jurnal Kajian Budaya, Perpustakaan, Dan Informasi*, *5*(4), 527–542. https://doi.org/10.14710/anuva.5.4.527-542

Sample, A. (2020). Using Augmented and Virtual Reality in Information Literacy Instruction to Reduce Library Anxiety in Nontraditional and International Students. *Information Technology and Libraries*, *39*(1). https://doi.org/10.6017/ital.v39i1.11723

Siedlecki, S. L. (2020). Understanding Descriptive Research Designs and Methods. *Clinical Nurse Specialist*, *34*(1), 8–12. https://doi.org/10.1097/NUR.0000000000000493

Velmurugan, Dr. V. S. (2023). Effect of the internet on library and information services. *International Journal of Computing, Programming and Database Management*, *4*(1), 16–19. https://doi.org/10.33545/27076636.2023.v4.i1a.77

Weeks, B. E., Menchen-Trevino, E., Calabrese, C., Casas, A., & Wojcieszak, M. (2023). Partisan media, untrustworthy news sites, and political misperceptions. *New Media & Society*, *25*(10), 2644–2662. https://doi.org/10.1177/14614448211033300