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Library Users' Perceptions of Collection Availability in Fulfilling Information Needs at the Regional Archives and Library Office of West Sumatra Province

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Abstract

Library collection availability is essential for fulfilling users' information needs amid increasingly dynamic information development. This study aims to examine library users' perceptions of collection availability at the Regional Archives and Library Office of West Sumatra Province, focusing on the relevance, quantity, currency, quality, and completeness of collections in supporting information needs. A quantitative approach with a descriptive method was employed. The population consisted of 33,184 library users, from which 100 respondents were selected through simple random sampling using the Slovin formula. Data were collected through closed-ended questionnaires based on a four-point Likert scale and supported by observation and literature review. The data were analyzed using descriptive statistical techniques through mean and grand mean calculations. The findings show that the collection availability variable obtained an average score of 2.99, categorized as good, while the information needs variable achieved an average score of 3.05, also categorized as good. Among the collection availability indicators, collection currency recorded the highest score of 3.07, whereas collection quantity obtained the lowest score of 2.82. For the information needs variable,

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cognitive needs achieved the highest score of 3.10. These findings indicate that the library collections are perceived as sufficiently capable of fulfilling users' information needs, particularly in supporting learning activities, research, and knowledge development. The study concludes that collection relevance, quality, currency, and completeness play an important role in strengthening the fulfillment of users' information needs. These findings provide practical implications for public libraries by emphasizing the need for user-oriented collection development, increased collection quantity, regular collection updates, and expanded digital information resources to improve library service quality continuously.

Keywords: Collection Availability; Information Needs; Library Services; Public Library; User Perception

INTRODUCTION

The rapid development of information technology in the digital era has significantly transformed the way people access, seek, and utilize information. Information is no longer viewed merely as a supplementary need but has become an essential component that supports educational activities, research, professional work, and everyday social life. This condition has increased public demands for information institutions capable of providing accurate, relevant, up-to-date, and easily accessible information services for all levels of society (Farodisa et al., 2024). In this context, libraries play a strategic role as information institutions responsible for supporting public access to knowledge and fulfilling diverse information needs continuously. Public libraries function not only as repositories of printed materials but also as centers of education, information dissemination, research, cultural preservation, and intellectual recreation. Libraries provide opportunities for communities to engage in lifelong learning and independent knowledge acquisition (Cahyani & Perdana, 2022). Along with technological advancement, the forms and types of library collections have also evolved significantly. Contemporary libraries no longer rely solely on printed materials such as books and magazines but also provide digital collections, including e-books, electronic journals, digital repositories, and other online information resources accessible through digital library systems (Marleni et al., 2022). These developments indicate that libraries are required to continuously adapt to increasingly dynamic and complex information demands.

In carrying out their role as information centers, collection availability becomes one of the most important factors determining library service quality. Collection availability does not merely refer to the quantity of materials owned by a library but also encompasses the relevance of collections to users' needs, subject completeness, diversity of collection types, quality of information content, and the currency of available information (Asning & Nelisa, 2023). Relevant and up-to-date collections enable users to obtain information that aligns with their needs effectively, whereas inadequate collections may become obstacles in the information-seeking process. Therefore, collection development should be conducted selectively and user-oriented so that libraries can optimally perform their functions as information providers (Setyawan, 2019). Adequate collection availability is one of the indicators of a library's success in fulfilling users' information needs. Complete and relevant collections can increase library utilization and encourage user satisfaction with library services. Conversely, limited collections may create difficulties for users in obtaining the information they require, consequently reducing the effectiveness of library services (Jumiati et al., 2024). In the context of public libraries, collection availability becomes increasingly crucial because public libraries serve users from diverse backgrounds, interests, and informational characteristics. Thus, libraries are expected to provide collections capable of accommodating broad and varied community information needs.

The Regional Archives and Library Office of West Sumatra Province serves as a regional public library responsible for providing various information resources to the community. The library offers both printed and digital collections, including textbooks, reference materials, periodicals, research publications, Minangkabau cultural collections, and electronic information resources accessible through digital library systems. The existence of these collections is expected to support the information needs of diverse users. However, amid the growing complexity of public information needs, libraries face significant challenges in maintaining collection relevance, completeness, and currency to remain aligned with scientific developments and user demands. Previous studies indicate that library collection availability still encounters various limitations in fulfilling users' information needs. Azerty (2025) found that the level of information fulfillment through collection availability at the Library Unit of Universitas Negeri Padang had not yet reached an optimal level and was categorized only as moderate. This finding demonstrates that although collections are available, they are still insufficient in comprehensively fulfilling users' information needs. Similarly, Yasmidar (2025) reported that collection limitations

hinder users from obtaining complete information, particularly regarding specific and in-depth subjects.

Collection limitations are also closely related to the overall quality of library services. Putri and Hendrarso (2025) explained that limited collections and inadequate supporting facilities may negatively affect users' interest in visiting libraries. Such conditions indicate that collection availability significantly influences users' perceptions of library service quality. When the required collections are difficult to find or unavailable, users may experience barriers in obtaining information relevant to their needs. Furthermore, advancements in information technology have made public information needs increasingly complex. Users now demand not only general information but also current, accurate, and specialized information relevant to academic and non-academic purposes (Saputra & Ilhami, 2024). In this situation, libraries are required to continuously develop collections to keep pace with scientific and technological developments. Collection development that does not consider users' actual needs may create gaps between available collections and the information required by users (Sari, 2025).

Preliminary observations conducted at the Regional Archives and Library Office of West Sumatra Province revealed several issues related to collection availability. Users occasionally encounter difficulties in locating the materials they need due to limited quantities, borrowed collections, or insufficient collections in certain subject areas. In addition, some collections are considered outdated, affecting users' ability to obtain relevant and updated information. These conditions indicate that collection availability remains a significant issue that requires attention in efforts to improve library service quality. A high number of library visitors does not necessarily indicate that users' information needs have been optimally fulfilled. On the contrary, increasing visitor numbers may reflect growing public expectations regarding better information services. Therefore, evaluation of collection availability from the users' perspective is essential because users are the primary beneficiaries of library services. Users' perceptions are important to examine because they reflect how individuals assess the quality and adequacy of collections based on their experiences in utilizing library services (Rahmadhani, 2021).

Perception is defined as an individual process of receiving, selecting, understanding, and interpreting objects based on experiences and stimuli obtained through the senses. Individual perceptions may vary even when observing the same object because perceptions

are influenced by internal and external factors such as experience, needs, motivation, and environmental conditions (Shambodo, 2020). In the library context, users' perceptions of collection availability can illustrate the level of satisfaction users feel regarding the collections provided by the library. Such perceptions may serve as valuable evaluation materials for libraries in developing collections more aligned with users' information needs. Library users play an active role in information-seeking and information-utilization processes. Users are not merely passive recipients of information but individuals who actively select, evaluate, and utilize information according to their needs (Jaya, 2024). Therefore, understanding users' perceptions is important because it provides insight into the extent to which library collections support users' informational requirements.

Information needs emerge when individuals realize the existence of gaps between the information they currently possess and the information they require to solve problems or achieve specific objectives (Erza, 2020). Wilson (2000) explains that information needs are related to physiological needs, cognitive needs, and affective needs. Within the library context, users' information needs may include the demand for relevant, in-depth, current, and easily accessible information. Consequently, library collections should be capable of addressing these diverse informational needs so that libraries can effectively function as information centers. Several previous studies have examined users' perceptions regarding collection availability. Randy Ilham (2024) investigated students' perceptions of collection availability in fulfilling information needs in an academic library and found that collection completeness and currency still required improvement. Similarly, Roza Novelya (2024) revealed that users' perceptions of collection availability in mobile library services were categorized as moderately appropriate, although relevance and currency remained major concerns. Nurul Farida (2025) examined users' perceptions of the availability and quality of textbook collections in vocational high school libraries and concluded that collection quality and completeness significantly influenced user satisfaction.

Although previous studies have discussed users' perceptions of collection availability, a significant research gap still exists regarding the relationship between collection availability and the fulfillment of users' information needs within regional public libraries, particularly at the Regional Archives and Library Office of West Sumatra Province. Most previous studies focused on academic libraries, school libraries, or mobile library services. Moreover, earlier research generally emphasized users' perceptions of collections without comprehensively examining their relationship with users' information

needs based on specific information need indicators. Therefore, this study aims to address this gap by focusing specifically on users' perceptions of collection availability in fulfilling information needs within a regional public library setting.

The novelty of this study lies in the integration of the concepts of user perception, collection availability, and information needs into a single comprehensive framework specifically applied to a regional public library. This research adopts Sutarno NS's (2006) indicators of collection availability, including collection relevance, quantity, currency, quality, and completeness. Additionally, this study employs Wilson's (2000) theory of information needs, encompassing physiological, cognitive, and affective needs, as the theoretical foundation for analyzing the fulfillment of users' information needs. The integration of these concepts is expected to provide a more comprehensive understanding of the relationship between library collections and users' informational demands.

This study also positions users as the central focus in evaluating library services. Such an approach is important because library quality should not only be measured by the number of collections owned but also by the extent to which these collections can be utilized and perceived as beneficial by users. By understanding users' perceptions, libraries may identify aspects of collection development that still require improvement to provide more effective and user-oriented information services. Based on the issues discussed above, this study focuses on users' perceptions of collection availability in fulfilling information needs at the Regional Archives and Library Office of West Sumatra Province. The objective of this study is to determine how users perceive the relevance, completeness, quality, quantity, and currency of library collections in supporting the fulfillment of their information needs. The findings of this study are expected to provide evaluation materials and practical recommendations for libraries in developing collections that are more relevant, updated, and aligned with the needs of the community as library users

METHODS

This study employed a quantitative approach using a descriptive research method to systematically examine users' perceptions of collection availability in fulfilling information needs at the Regional Archives and Library Office of West Sumatra Province. A quantitative approach was selected because the study focused on measurable data

obtained through structured instruments and analyzed using descriptive statistical techniques. Quantitative research enables researchers to generate objective findings through numerical data that can be measured, calculated, and interpreted scientifically. Meanwhile, the descriptive method was applied to provide a factual overview of the existing condition of library collections and how users perceive the adequacy of those collections in supporting their information needs. This approach was considered appropriate because the study did not aim to test causal relationships but rather to describe existing phenomena based on respondents' perceptions.

The research design was developed based on two principal variables, namely collection availability as variable X and information needs as variable Y. The collection availability variable was measured through five indicators: collection relevance, quantity of collections, collection currency, collection quality, and collection completeness. The relevance indicator included the suitability of collections to users' needs, compatibility with users' interests and fields of study, and the relevance of collections in supporting learning and research activities. The quantity indicator assessed whether the number of available collections was sufficient, adequate, and capable of covering various academic subjects. The collection currency indicator focused on the extent to which collections reflected recent scientific developments, included updated publication years, and were regularly supplemented with new materials. Collection quality was measured through the accuracy and reliability of information, readability and presentation of materials, and the physical or digital condition of the collections. Furthermore, collection completeness referred to the diversity of subjects, the availability of supporting materials, and the variety of collection formats such as books, journals, and digital resources. The information needs variable was examined through three indicators: physiological or practical needs, cognitive needs, and affective needs. Practical needs referred to the use of information in supporting daily activities, cognitive needs related to the enhancement of knowledge and understanding, while affective needs reflected emotional satisfaction and confidence gained through information access. These indicators were developed based on theories of information needs and library collection availability used in the study.

The population of this study consisted of all library users utilizing services at the Regional Archives and Library Office of West Sumatra Province. Based on the 2025 library visitor statistics, the total population reached 33,184 users recorded from August to December 2025. The sample was determined using the simple random sampling technique,

in which respondents were selected randomly without considering specific population strata. This technique was chosen to ensure that all members of the population had an equal opportunity to be selected as respondents, thereby minimizing sampling bias. The sample size was calculated using the Slovin formula with a 10% margin of error, resulting in 99.6 respondents, which was rounded to 100 respondents. Respondents were selected from library users who actively utilized library services and were considered capable of providing relevant information aligned with the objectives of the study. The selected sample size was regarded as sufficiently representative to describe users' perceptions of collection availability in fulfilling their information needs.

The primary research instrument employed in this study was a closed-ended questionnaire using a four-point Likert scale consisting of strongly disagree, disagree, agree, and strongly agree categories. The questionnaire items were constructed based on the previously established research indicators. The instrument consisted of 24 statements representing the indicators of collection availability and information needs. In addition to questionnaires, observation and literature review techniques were also utilized to support the data collection process. Observation was conducted directly at the research site to obtain a comprehensive understanding of the library environment, services, and collection conditions. Meanwhile, the literature review involved examining books, scientific journals, theses, and other relevant documents related to the research topic. The data collection process began with instrument preparation based on theoretical frameworks, followed by questionnaire distribution to selected respondents. After all questionnaires had been collected, the researcher examined the completeness and consistency of respondents' answers prior to conducting further analysis.

Prior to implementation in the main study, the research instrument underwent validity and reliability testing. The validity test employed the Product Moment correlation technique using SPSS 26 for Windows. The validity testing involved 30 respondents with an r-table value of 0.361 at a significance level of 0.05. The findings indicated that all questionnaire items had r-count values exceeding the r-table value, confirming that all items were valid and suitable for use in the study. Reliability testing was subsequently conducted using Cronbach's Alpha to determine the consistency of the instrument. The collection availability variable obtained a Cronbach's Alpha coefficient of 0.800, while the information needs variable achieved a coefficient of 0.644. Since both values exceeded the

minimum reliability threshold of 0.60, the research instrument was considered reliable and demonstrated satisfactory internal consistency in measuring the research variables.

Data analysis in this study employed descriptive statistical analysis. The questionnaire data were first examined to ensure the completeness and consistency of respondents' answers. Subsequently, the data were coded according to the weighting system of the Likert scale used in the study. Data analysis was conducted by calculating the mean score of each questionnaire item to identify respondents' perceptions of each research indicator. In addition, a grand mean analysis was performed to provide an overall representation of the variables of collection availability and information needs. The resulting scores were interpreted using interval scales consisting of four assessment categories: very good, good, fairly good, and poor. The interval scale was calculated by dividing the difference between the highest and lowest scores by the number of assessment categories, resulting in an interval value of 0.75. Through this analytical procedure, the study was able to provide a systematic overview of library users' perceptions regarding the adequacy of library collections in meeting their information needs.

This research was conducted in 2025 using library visitor statistical data from August to December 2025 as the basis for determining the study population. The research process included instrument preparation, data collection, instrument testing, data processing, and data analysis. All research stages were conducted systematically to ensure that the findings aligned with the research objectives and could be scientifically justified. Through the application of a descriptive quantitative approach, this study is expected to provide an objective understanding of users' perceptions regarding collection availability in fulfilling information needs within the library environment.

RESULTS

This section presents the results of the study, which consist of four stages of analysis, namely the validity test, reliability test, collection availability variable analysis, and information needs variable analysis.

1. Validity Test

Table 1. Validity Test Results

Item	Pearson Correlation	R table	Description
P1	0.442	0,361	Valid
P2	0.375	0,361	Valid
P3	0.769	0,361	Valid
P4	0.406	0,361	Valid
P5	0.556	0,361	Valid
P6	0.800	0,361	Valid
P7	0.431	0,361	Valid
P8	0.503	0,361	Valid
P9	0.379	0,361	Valid
P10	0.685	0,361	Valid
P11	0.469	0,361	Valid
P12	0.463	0,361	Valid
P13	0.536	0,361	Valid
P14	0.393	0,361	Valid
P15	0.483	0,361	Valid
P16	0.523	0,361	Valid
P17	0.504	0,361	Valid
P18	0.410	0,361	Valid
P19	0.494	0,361	Valid
P20	0.661	0,361	Valid
P21	0.482	0,361	Valid
P22	0.476	0,361	Valid
P23	0.526	0,361	Valid
P24	0.452	0,361	Valid

source: Compiled by the researcher (2026)

Table 1. Validity Test Results indicate that all statement items have Pearson correlation values higher than the r-table value (0.361). This finding demonstrates that each item in the research instrument meets the validity criteria and is appropriate for measuring the variables examined in this study.

2. Reliability Test

Table 2. Reliability Test Results

Variabel	Nilai cronbach's alpha	Description
Collection Availability (X)	0,800	Reliabel
Information Needs (Y)	0,644	Reliabel

source: Compiled by the researcher (2026)

Table 2. Reliability Test Results shows that the Collection Availability variable (X) obtained a Cronbach's alpha value of 0.800, while the Information Needs variable (Y) obtained a value of 0.644. These results indicate that both variables meet the reliability criteria, meaning that the research instrument is consistent and dependable for measuring the variables examined in this study.

3. Collection Availability Variable (X)

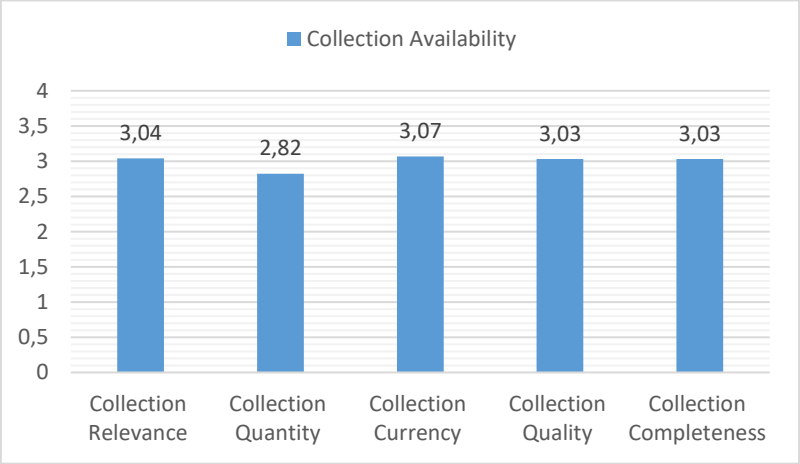


Figure 1. Collection Availability Variable

Figure 1. Collection Availability Variable shows that collection relevance obtained an average score of 3.04, collection quantity scored 2.82, collection currency scored 3.07, collection quality scored 3.03, and collection completeness scored 3.03. Overall, all indicators were categorized as good.

4. Information Needs Variable (Y)

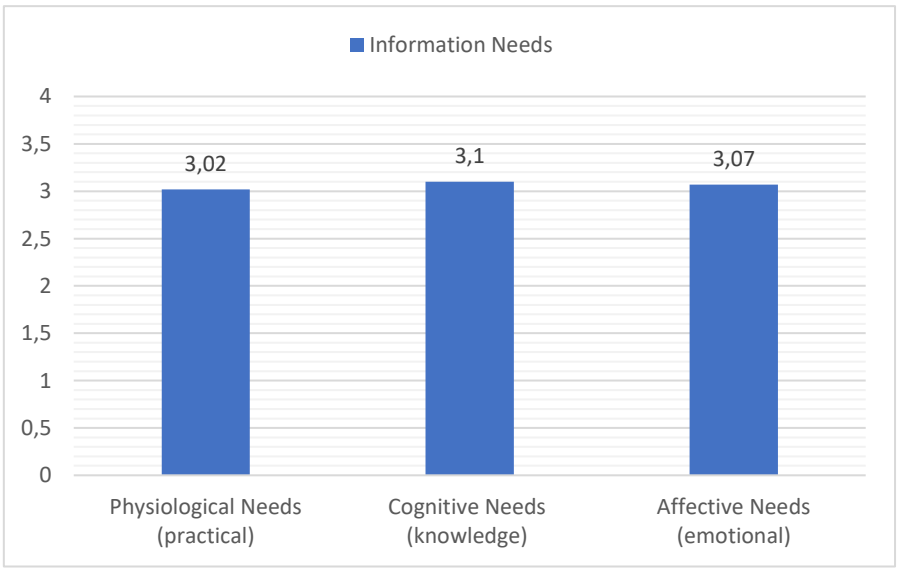


Figure 2. Information Needs Variable

Figure 2. Information Needs Variable shows that physiological needs (practical) obtained an average score of 3.02, cognitive needs (knowledge) scored 3.10, and affective needs (emotional) scored 3.04. The highest indicator was cognitive needs, while physiological needs obtained the lowest score. Overall, all indicators were categorized as good.

DISCUSSION

The findings of this study on users' perceptions of collection availability in fulfilling information needs at Dinas Kearsipan dan Perpustakaan Provinsi Sumatera Barat indicate that the collection availability variable obtained a mean score of 2.99, categorized as good, while the information needs variable achieved a mean score of 3.05, which also falls within the good category. These findings suggest that library users perceive the available collections as sufficiently capable of supporting their information needs, including academic, practical, and knowledge-development purposes. The results further demonstrate that library collections continue to function as an important information source, particularly for students and university learners who constituted the majority of respondents in this study.

The collection relevance indicator obtained a mean score of 3.04, indicating that users generally perceived the available collections as relevant to their information needs, academic interests, and fields of study. The highest score within this indicator was related to the statement that the collections support learning and research activities, with a mean value of 3.15. This finding implies that the library does not merely function as a repository of information resources, but also serves as a learning support center that contributes to academic activities and research productivity. Collection relevance is a crucial aspect because collections that correspond to users' needs are more likely to be utilized effectively and intensively.

Nevertheless, the statement regarding the suitability of collections with users' interests and academic disciplines obtained a relatively lower score of 2.90. This suggests that although the collections are generally perceived as relevant, certain subject areas are still considered insufficiently represented. Such conditions may result from the diverse educational backgrounds of users, particularly because the respondents were dominated by students from various academic disciplines. Therefore, periodic user-needs assessments are

necessary to ensure that collection development policies remain aligned with users' evolving information demands. These findings are consistent with Dj (2023), who argued that collection relevance has a strong relationship with the fulfillment of users' information needs because relevant collections are more effectively utilized as information resources. Similarly, Rahmi and Amora (2023) emphasized that collections aligned with user needs significantly enhance library utilization for learning and research purposes.

The collection quantity indicator achieved a mean score of 2.82, which also falls within the good category. However, this indicator recorded the lowest score among all dimensions of collection availability. This finding indicates that the quantity of collections remains an aspect requiring further improvement. The relatively lower score regarding the adequacy of collection quantity suggests that some users perceive collections in specific subject areas as still limited. Such conditions may stem from the continuously increasing information demands of users, while collection growth may not yet fully correspond to these developments. On the other hand, the statement concerning the diversity of subject coverage achieved a higher score of 2.97, indicating that the library has attempted to provide collections covering various disciplines. Diversity in subject coverage is particularly important because it enables users from different educational and professional backgrounds to access information relevant to their needs. These findings support Situmeang (2022), who stated that an adequate number of collections significantly influences the fulfillment of users' information needs. Furthermore, Jumiati et al. (2024) explained that sufficient and diverse collections increase the utilization of libraries as information centers.

The collection currency indicator obtained the highest score among all collection availability dimensions, with a mean value of 3.07. This finding indicates that users perceive the library as relatively successful in providing up-to-date collections that follow current developments in science and information. The highest score within this indicator concerned the statement that the library routinely adds new collections, with a mean value of 3.11. This result demonstrates that users recognize the library's continuous efforts to update its collections periodically. Collection currency is an essential aspect of library development because information needs evolve rapidly alongside advances in science and technology. Updated collections are more relevant and reliable as reference sources, particularly for academic and research activities. These findings are in line with Setyawan (2019), who emphasized that collection currency is a critical factor in fulfilling users'

information needs. Likewise, Amalia (2025) argued that continuous acquisition of new collections enables libraries to provide information resources that remain relevant to users' changing needs.

Although the currency indicator achieved a relatively high score, some respondents still perceived that certain collections lacked recent publication years. This suggests that not all collections have been optimally updated. Therefore, the library should conduct regular evaluations of outdated collections and implement systematic weeding and collection renewal policies to ensure that available resources remain relevant and beneficial for users. The collection quality indicator achieved a mean score of 3.03, indicating that users generally perceived the collections as accurate, reliable, and easy to understand. The highest score within this dimension was related to the clarity of language and presentation, which obtained a mean score of 3.13. This finding suggests that readability and information presentation constitute important strengths of the library's collections. Collection quality does not only concern informational content but also includes the physical and digital condition of collections. In this study, the statement regarding the physical and digital condition of collections obtained a slightly lower score of 2.97. This indicates that certain collections may still experience physical deterioration or lack optimal digital quality, which may reduce user convenience and effectiveness in utilizing information resources.

These findings support Achmad (2021), who stated that collection quality is influenced by collection development processes, including selection, acquisition, evaluation, and maintenance. Similarly, Pratiwi (2022) explained that the physical condition of collections affects information usability because well-maintained collections improve user accessibility and trustworthiness. Riyanto et al. (2023) further emphasized that collection quality is assessed through diversity, completeness, currency, and physical condition, all of which directly influence user satisfaction and information fulfillment. The collection completeness indicator also obtained a mean score of 3.03, indicating that users perceived the available collections as relatively complete and capable of supporting various information needs. The highest score within this indicator was related to the diversity of collection formats, such as books, journals, and digital resources, with a mean value of 3.13. This finding demonstrates that the library has attempted to provide information resources in multiple formats.

The diversity of collection formats is increasingly important because contemporary information needs are no longer limited to printed materials. Technological developments have transformed information-seeking behavior, requiring libraries to provide information resources in both print and digital forms to ensure accessibility and convenience for users. Nevertheless, the relatively lower score regarding supporting collections and related topics indicates that the library still needs to expand complementary resources to better satisfy users' information needs. Regarding the information needs variable, the study obtained an overall mean score of 3.05, indicating that the available information resources generally fulfill users' practical, cognitive, and affective needs. The cognitive needs indicator achieved the highest score of 3.10, suggesting that users primarily utilize library collections to broaden knowledge and support academic activities. This finding aligns with the demographic characteristics of respondents, most of whom were students and university learners.

The highest score within the cognitive needs dimension concerned the statement that information resources are used to increase knowledge and insight, with a mean score of 3.16. This demonstrates that the library continues to play a significant role as a center for intellectual development and knowledge dissemination. In addition, users perceived the available information as helpful for learning activities and understanding specific topics, indicating that collections support not only formal academic requirements but also broader educational development. The practical or physiological needs indicator obtained a mean score of 3.02, suggesting that available information resources sufficiently support users' daily practical needs. However, the relatively lower score regarding ease of obtaining information when needed indicates that information accessibility remains an area requiring improvement. Enhancements may include better collection arrangement, more effective information retrieval systems, and improved digital library services. The affective needs indicator obtained a mean score of 3.04, indicating that the available information resources provide satisfaction, confidence, and positive emotional experiences for users. This affective aspect is important because library success is not solely measured by collection availability but also by users' emotional responses and overall experiences when utilizing library services.

From a theoretical perspective, this study contributes to the development of library and information science, particularly regarding the relationship between collection availability and the fulfillment of users' information needs. The findings reinforce Sutarno

NS's (2006) theory of collection availability and Thomas D. Wilson's (2000) theory of information needs, which emphasizes that users' information needs are influenced by cognitive, practical, and affective dimensions. The study demonstrates that collection development quality is closely associated with the extent to which libraries can fulfill users' information needs. Practically, this study provides implications for Dinas Kearsipan dan Perpustakaan Provinsi Sumatera Barat in terms of collection development policies. The library should increase the quantity of collections, conduct regular collection updates, expand digital resources, and periodically evaluate user needs. Moreover, improving information accessibility through more effective technology-based services is essential to optimize information fulfillment. Methodologically, this study demonstrates that a quantitative approach using questionnaires can provide a general overview of users' perceptions regarding collection availability. However, such an approach has limitations in exploring users' experiences in greater depth. Future studies are therefore encouraged to employ mixed-methods or qualitative approaches to obtain a more comprehensive understanding of users' information needs and experiences.

This study also has several limitations. First, the research was conducted in only one regional public library, limiting the generalizability of findings to other public libraries in Indonesia. Second, the respondents were predominantly students and university learners, which may influence the findings because their information needs differ from those of other community groups. Third, the use of closed-ended questionnaires restricted respondents' answers to predetermined choices and may not have fully captured their experiences and perceptions in depth. Despite these limitations, this study confirms that collection availability plays a significant role in fulfilling users' information needs. Relevant, current, high-quality, and complete collections enhance the library's ability to support learning, research, and community knowledge development. Therefore, this study emphasizes that collection development constitutes a strategic component in improving library service quality and user satisfaction.

CONCLUSION

This study demonstrates that users' perceptions of collection availability in fulfilling information needs at the Regional Archives and Library Office of West Sumatra Province are categorized as good. The findings reveal that the collection availability variable obtained

an average score of 2.99, while the information needs variable achieved an average score of 3.05. These results indicate that the available collections are considered sufficiently capable of supporting users' information needs in terms of relevance, quantity, currency, quality, and completeness of collections. Among the indicators of collection availability, collection currency obtained the highest score, while collection quantity received the lowest score, although it still remained within the good category. In the information needs variable, cognitive needs emerged as the highest indicator, reflecting the significant role of the library in supporting users' knowledge development, learning activities, and research needs.

The findings also answer the research objective by confirming that the availability of collections at the Regional Archives and Library Office of West Sumatra Province has adequately supported the fulfillment of users' information needs. Relevant, up-to-date, and diverse collections were perceived as helpful in enabling users to access information for academic purposes as well as practical daily needs. Furthermore, the availability of quality collections contributed positively to users' satisfaction and confidence in utilizing the library as a reliable information source.

Theoretically, this study contributes to the development of library and information science, particularly regarding the relationship between collection availability and the fulfillment of users' information needs. Practically, the findings may serve as an evaluation reference for library management in developing policies related to collection acquisition, renewal, and management to better align with the evolving needs of users. The study also highlights the importance of user-oriented collection development as an effort to improve the overall quality of library services. Based on these findings, it is recommended that the Regional Archives and Library Office of West Sumatra Province continue to enhance the quantity and diversity of its collections, particularly in subject areas that are still perceived as insufficient by users. Periodic collection renewal and the expansion of digital collections should also be strengthened to ensure more effective and efficient access to information. In addition, future studies are encouraged to examine other factors influencing the fulfillment of information needs, such as library service quality, the utilization of information technology, and users' information literacy levels.

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