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The Influence of Librarians' Innovation on the Fulfillment of Local Information Needs at the Library and Archives Office of Pariaman City

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Abstract

Rapid technological advancement and rising user expectations have increased the need for librarians to develop innovative and adaptive services, particularly in meeting communities' local information needs. This study aims to examine the influence of librarians' innovation on the fulfillment of local information needs at the Library and Archives Office of Pariaman City. A quantitative approach with a descriptive-associative design was employed. The study involved a population of 1,516 library users, from whom 94 respondents were selected through purposive sampling. Data were collected using a structured questionnaire and analyzed through descriptive statistics, Pearson correlation, and simple linear regression. The findings indicate that librarians' innovation was perceived at a high level (mean = 3.08), while the fulfillment of local information needs was likewise categorized as high (mean = 3.16). Librarians' innovation had a positive and significant relationship with the fulfillment of local information needs ($r = .481$, $p < .001$) and explained 23.1% of the variance in this outcome. The study concludes that librarians' innovation plays an important role in strengthening local information services. These findings contribute to public

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library service research by demonstrating the relevance of librarians' innovative practices to local information provision and imply that public libraries should strengthen librarians' competencies, promote continuous service innovation, and optimize local information management to improve service quality and sustainability.

Keywords: Information Services; Librarians' Innovation; Library Users; Local Information Needs; Public Libraries

INTRODUCTION

Public libraries have experienced substantial transformation in response to rapid technological advancement, evolving information behavior, and increasing public expectations for inclusive and responsive information services. Beyond functioning as repositories of knowledge, libraries are now expected to become dynamic learning spaces that facilitate information access, support lifelong learning, preserve cultural heritage, and strengthen community engagement through innovative services (Krass et al., 2022). This transformation requires libraries to continuously adapt their services in order to remain relevant within an increasingly digital information environment.

The acceleration of digital technology has significantly influenced the way people seek, evaluate, and utilize information. Consequently, libraries are encouraged to redesign their services by integrating technological innovation with user-oriented approaches that improve accessibility, efficiency, and service quality while responding to increasingly diverse information needs (Rahmanova, 2025). Innovation has therefore become an essential strategy for ensuring that libraries remain capable of providing meaningful services amid continuous technological and social change.

Although the development of public libraries in Indonesia has shown considerable progress, challenges related to information accessibility and service effectiveness remain evident. Libraries are expected not only to provide information resources but also to ensure that these resources are relevant, accessible, and capable of supporting community development through sustainable service innovation (Ilhami et al., 2024). Such expectations highlight the strategic role of librarians in designing adaptive services that respond to the changing characteristics of information users.

Within regional public libraries, these challenges become increasingly significant because libraries also function as institutions responsible for preserving and disseminating local knowledge. Local information, including regional history, traditions, customs, and cultural heritage, represents valuable intellectual assets that contribute to strengthening community identity and supporting cultural sustainability (Sukatari & Suryanto, 2024). Therefore, public libraries should continuously improve their capacity to manage and provide local information that meets users' expectations and reflects regional characteristics.

The effectiveness of local information services is closely associated with librarians' ability to introduce innovative practices in library management. Innovation in libraries extends beyond technological implementation and encompasses creative service development, collection management, literacy programs, and collaborative activities that enhance users' experiences in accessing information (Gunawan, 2022). Such innovation enables libraries to improve service efficiency while simultaneously increasing users' satisfaction with library services.

Previous studies have consistently demonstrated that service innovation positively contributes to improving library performance and information accessibility. Innovative circulation services, digital platforms, and user-oriented service models have been shown to facilitate more efficient information retrieval while enhancing users' perceptions of service quality (Anjani et al., 2021). Likewise, the development of digital library systems has expanded opportunities for users to obtain information more effectively regardless of time and location (Arum & Marfianti, 2021).

Innovation has also become an important strategy for strengthening the relationship between libraries and local communities. Community-based literacy programs encourage active public participation while expanding opportunities to utilize library resources that support educational and cultural development (Auliah et al., 2022). Similar findings indicate that innovative library initiatives improve community engagement by providing services that are more responsive to users' actual needs (Daratista et al., 2025).

Another important aspect of library innovation concerns the development of local collections. The availability of comprehensive and relevant local information resources determines the ability of libraries to preserve regional knowledge and satisfy users' information needs effectively (Dhia & Erlianti, 2024). Consequently, innovation should not

only focus on service delivery but also encompass systematic collection development and information management.

Recent empirical studies further suggest that librarians' competencies play a crucial role in supporting organizational innovation. Librarians who possess adaptive skills are more capable of implementing technological transformation, developing user-centered services, and maintaining the sustainability of library innovation in an increasingly competitive information environment (Azadifar et al., 2025). Organizational capability has likewise been identified as a significant factor influencing the successful adoption of digital innovation within information institutions (Alyoubi & Yamin, 2024).

The importance of innovation is also reflected in studies explaining that the diffusion of innovative practices enables libraries to respond more effectively to users' changing expectations and technological developments (Fuah & Ganggi, 2022). Furthermore, innovation contributes to improving organizational adaptability by encouraging continuous service evaluation and institutional learning (Ho, 2022). These findings indicate that innovation should be viewed as an ongoing organizational process rather than a single technological intervention.

Research conducted in Indonesian public libraries also demonstrates that innovative services positively influence users' information experiences. Library innovations have been found to improve service quality, increase user satisfaction, and encourage greater utilization of available information resources through more adaptive service strategies (Husnah et al., 2024). Likewise, strengthening librarians' professional roles through collaborative literacy activities contributes to broader community empowerment and knowledge dissemination (Anwar, 2025).

Building upon these findings, previous studies have predominantly examined library innovation from the perspectives of digital services, collection management, service quality, and user satisfaction. The implementation of innovative library services has been reported to improve organizational effectiveness and facilitate users in accessing information more efficiently (Ghofilah et al., 2026). Similarly, library services have been recognized as an essential factor in fulfilling users' information needs through the provision of accessible and user-oriented information resources (Dewi et al., 2026). Despite these contributions, existing studies have generally emphasized information services in a broader context rather than focusing specifically on local information.

The increasing importance of local information requires libraries to develop services that preserve regional identity while responding to users' changing information behavior. Local collections not only function as information resources but also serve as cultural assets that document the history, traditions, customs, and social values of a community (Atika et al., 2024). Consequently, strengthening local information services has become an essential responsibility of regional public libraries in supporting knowledge preservation and community development.

The development of library services should therefore be accompanied by systematic collection management and continuous service improvement. Effective collection development enables libraries to provide information resources that are relevant to users' needs while ensuring the long-term preservation of local knowledge (Cahyani & Perdana, 2022). Likewise, professionally managed library collections contribute to improving users' trust in library services and increasing the utilization of available information resources (Zahra & Sarip, 2024).

Previous research has also highlighted the importance of librarians' professional competencies in creating sustainable innovation. Librarians are expected to possess not only technical skills but also creativity, communication abilities, and collaborative competencies that enable them to design services aligned with community expectations (Kinanti et al., 2023). In addition, innovation is increasingly viewed as a strategic organizational capability that supports continuous institutional development and improves public service performance (Fadhilah et al., 2023).

The concept of innovation adopted in this study is grounded in the Diffusion of Innovation Theory, which explains that the successful adoption of innovation depends on users' perceptions regarding relative advantage, compatibility, complexity, trialability, and observability (Rogers, 2003). These five characteristics provide an appropriate framework for evaluating librarians' innovation because they explain why certain innovations are accepted and utilized more effectively than others.

This study also adopts the Information Need Theory, which argues that information-seeking behavior emerges when individuals recognize a gap between the information they possess and the information required to accomplish particular objectives (Wilson, 1999). Therefore, fulfilling users' information needs depends not only on the availability of

information resources but also on the effectiveness of library services in delivering relevant, accessible, and timely information.

Although numerous studies have investigated library innovation, several important issues remain insufficiently explored. Most previous studies have concentrated on digital transformation, service innovation, or collection development without specifically examining how librarians' innovation influences the fulfillment of local information needs in regional public libraries (Alfadil et al., 2022). Furthermore, existing empirical evidence has largely been generated from university libraries or large urban libraries, leaving local public libraries relatively underrepresented in the literature (Adriyani & Christiani, 2025).

Based on the existing literature, there is still limited empirical evidence explaining the relationship between librarians' innovation and the fulfillment of local information needs, particularly within regional public libraries that preserve local culture and indigenous knowledge. In addition, previous studies have rarely integrated the characteristics of innovation proposed by Rogers with the concept of information needs proposed by Wilson in a single analytical framework.

This study offers both conceptual and empirical novelty by integrating the Diffusion of Innovation Theory and the Information Need Theory to examine how librarians' innovation contributes to fulfilling local information needs. Unlike previous studies that mainly evaluate innovation from technological or service-quality perspectives, this research specifically focuses on local information services related to regional culture, history, customs, and local wisdom at the Library and Archives Office of Pariaman City.

Preliminary observations conducted at the research site indicate that although several literacy activities have been implemented, innovations specifically designed to strengthen local information services remain limited. In addition, inconsistencies between catalog records and the physical availability of local collections, together with the limited development of new local resources, suggest that users' local information needs have not yet been optimally fulfilled. These conditions indicate the necessity of strengthening librarians' innovation to improve the accessibility, relevance, and sustainability of local information services.

Accordingly, this study aims to analyze the influence of librarians' innovation on the fulfillment of local information needs at the Library and Archives Office of Pariaman City. The findings are expected to enrich the literature in library and information science while

providing practical recommendations for developing innovative, user-oriented, and sustainable local information services that support both community information needs and the preservation of local cultural heritage.

METHODS

This study employed a quantitative approach using a descriptive-associative research design to examine the influence of librarians' innovation on the fulfillment of local information needs at the Library and Archives Office of Pariaman City. A quantitative approach was considered appropriate because it enables the empirical testing of hypotheses through statistical analysis and provides objective measurements of the relationship between independent and dependent variables. The descriptive component was used to describe the characteristics of each research variable, whereas the associative design was applied to determine the magnitude and significance of the influence of librarians' innovation on the fulfillment of local information needs.

The research framework consisted of two variables. The independent variable was librarians' innovation, which was developed based on Rogers' Diffusion of Innovation Theory and measured using five indicators: *relative advantage, compatibility, complexity, trialability,* and *observability*. These indicators describe users' perceptions of innovation in terms of its benefits, suitability, ease of use, opportunity for trial, and visibility of outcomes. The dependent variable was the fulfillment of local information needs, which was measured through five indicators: ease of access to information, timeliness of information access, relevance of local information, completeness of information, and user satisfaction with information services. These indicators were adopted to evaluate the extent to which library services fulfilled users' needs for local information.

The study was conducted at the Library and Archives Office of Pariaman City. The research population comprised all library users who accessed library services between July and December 2025, totaling 1,516 users. Using a purposive sampling technique, 94 respondents were selected based on specific criteria, namely users who had utilized library services and accessed local information resources. This sampling technique was employed because not all library users had experience relevant to the research objectives. Data

collection was carried out beginning on 25 May 2026 and continued until all selected respondents had completed the research questionnaire.

Primary data were collected using a structured questionnaire developed from the research indicators. The questionnaire consisted of 20 items measuring librarians' innovation and 20 items measuring the fulfillment of local information needs using a four-point Likert scale. Prior to data collection, the instrument was subjected to validity and reliability testing to ensure that each item accurately measured the intended construct and produced consistent results. Secondary data were obtained from institutional documents, library reports, statistical records, and other supporting documents relevant to the research objectives.

The collected data were analyzed using IBM SPSS Statistics. Descriptive statistical analysis was first conducted to determine the mean scores and distribution of respondents' answers for each research variable. Subsequently, assumption tests, including the Kolmogorov–Smirnov normality test and the linearity test, were performed to ensure that the data met the requirements for regression analysis. The relationship between variables was then examined using the Pearson correlation test, while the research hypothesis was tested through simple linear regression analysis to determine the direction, magnitude, and significance of the influence of librarians' innovation on the fulfillment of local information needs. The findings were interpreted systematically to provide empirical evidence supporting the research objectives and to offer practical recommendations for improving innovative local information services in public libraries.

RESULTS

a. Normality Test

Table 1. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		94
Normal Parameters[a,b]	Mean	. 0000000
	Std. Deviation	5.45530834
Most Extreme Differences	Absolute	.086
	Positive	.080
	Negative	-.086

Test Statistic	.086
Asymp. Sig. (2-tailed)[c]	.082 [c]
a.Test distribution is Normal.	
b.Calculated from data.	
c.Lilliefors Significance Correction.	

source: Compiled by the researcher (2026)

Table 1. Normality Test Results shows that the Asymp. Sig. (2-tailed) value is 0.082, which exceeds 0.05, indicating that the residuals are normally distributed. Therefore, the data satisfy the normality assumption and are suitable for subsequent regression analysis.

b. Linearity Test

Table 2. Linearity Test Results

ANOVA Table							
			Sum of Squares	**df**	**Mean Square**	**F**	**Sig.**
Meeting Local Information Needs (Y) * Librarian Innovation (X)	Between Groups	(Combined)	1685.978	26	64.845	2.269	004
		Linearity	833.390	1	833.390	29.156	<.001
		Deviation from Linearity	852.588	25	34.104	1.193	.279
	Within Groups		1915.129	67	28.584		
	Total		3601.106	93			

source: Compiled by the researcher (2026)

Table 2. Linearity Test Results shows that the Deviation from Linearity significance value is 0.279, which exceeds 0.05, indicating no significant deviation from linearity. In addition, the Linearity significance value of < 0.001 confirms a significant linear relationship between Librarian Innovation (X) and Meeting Local Information Needs (Y). Therefore, the data satisfy the linearity assumption for regression analysis.

c. Correlation Test

Table 3. Correlation Test Results

Correlations			
		Librarian Innovation (X)	Meeting Local Information Needs (Y)
Librarian Innovation (X)	Pearson Correlation	1	.481***
	Sig. (2-tailed)		<,001
	N	94	94
Meeting Local Information Needs (Y)	Pearson Correlation	.481***	1
	Sig. (2-tailed)	<,001	

	N	94	94
****. Correlation is significant at the 0.001 level (2-tailed).*			

source: Compiled by the researcher (2026)

Table 3. Correlation Test Results shows a Pearson correlation coefficient (r) of 0.481 with a significance value of < 0.001, indicating a moderate, positive, and statistically significant relationship between Librarian Innovation (X) and Meeting Local Information Needs (Y).

d. Simple Linear Regression Test

Table 4. Simple Linear Regression Test Results

ANOVA[a]						
Model		**Sum of Squares**	**df**	**Mean Square**	**F**	**Sig.**
1	Regression	833.390	1	833.390	27.702	<,001[b]
	Residual	2767.716	92	30.084		
	Total	3601.106	93			
a. Dependent Variable: Meeting Local Information Needs (Y)						
b. Predictors: (Constant), Librarian Innovation (X)						

source: Compiled by the researcher (2026)

Table 4. Simple Linear Regression Test Results shows an F value of 27.702 with a significance value of < 0.001, indicating that the regression model is statistically significant. These results confirm that Librarian Innovation (X) has a significant positive effect on Meeting Local Information Needs (Y).

e. Coefficient of Determination Test

Table 5. Coefficient of Determination Test Results

Model Summary[b]				
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.481[a]	.231	.223	5.48488
a. Predictors: (Constant), Librarian Innovation (X)				
b. Dependent Variable: Meeting Local Information Needs (Y)				

source: Compiled by the researcher (2026)

Table 5. Coefficient of Determination Test Results shows an R Square value of 0.231, indicating that Librarian Innovation (X) explains 23.1% of the variance in Meeting Local Information Needs (Y), while the remaining 76.9% is explained by factors not examined in this study.

DISCUSSION

The findings demonstrate that librarians' innovation has a positive contribution to fulfilling local information needs at the Library and Archives Office of Pariaman City. Overall, respondents perceived librarians' innovation to be at a high level (mean = 3.08), indicating that innovative initiatives implemented by librarians have been recognized as valuable and beneficial by library users. Likewise, the fulfillment of local information needs was also categorized as high (mean = 3.16), suggesting that the library has generally been successful in providing local information that corresponds with users' expectations and information-seeking behavior.

The positive evaluation of librarians' innovation reflects that innovation is no longer limited to introducing new services, but also encompasses continuous improvements in information delivery, communication, and service responsiveness. This finding indicates that users perceive innovation as an important factor that enhances their overall experience in accessing local information. From the perspective of the Diffusion of Innovation Theory, innovations are more likely to be accepted when users recognize their practical benefits and perceive them as compatible with their existing needs and experiences. Therefore, the relatively high perception of librarians' innovation suggests that most innovative practices implemented by the library have successfully met these essential characteristics.

Among the innovation dimensions, compatibility achieved the highest mean score (3.26), while complexity received the lowest mean score (2.53), although it remained within the high category. These findings imply that users considered the innovations to be well aligned with their information needs and library usage patterns. The relatively lower score on complexity, particularly because the questionnaire items were negatively phrased, indicates that users generally did not perceive the innovative services as difficult to understand or use. Consequently, innovation within the library can be regarded as sufficiently user-friendly, allowing users to participate in and benefit from library services without encountering substantial procedural barriers.

This result is consistent with previous studies reporting that user-centered innovation contributes significantly to improving library service quality and increasing users' willingness to utilize available information resources. Research by Gunawan (2022) emphasized that service innovation enhances organizational effectiveness by improving service quality and accessibility. Similarly, Anjani et al. (2021) found that innovative library services positively

influence users' satisfaction because they simplify information retrieval and improve service efficiency. The present findings reinforce these conclusions by demonstrating that innovation also plays a significant role in facilitating access to local information, which has received relatively limited attention in previous studies.

The findings also reveal variations across the dimensions of local information needs. User satisfaction with information services obtained the highest mean score (3.42), followed by relevance of local information (3.34) and timeliness of information access (3.33). In contrast, ease of access to information received the lowest score (2.50), indicating that although users were generally satisfied with library services, accessibility to local information resources still requires improvement. This pattern suggests that the quality and relevance of available local information have met users' expectations, whereas the mechanisms for locating and retrieving such information remain comparatively less effective.

These findings provide important insight into users' perceptions of library services. High levels of satisfaction do not necessarily indicate that all aspects of information access have reached an optimal level. Instead, satisfaction appears to be influenced primarily by the relevance and timeliness of information rather than by the simplicity of locating information resources. This observation supports the Information Need Theory, which argues that users evaluate information services based not only on the availability of information but also on the extent to which the information effectively addresses their specific needs. Consequently, improving information accessibility should become a strategic priority for enhancing the overall quality of local information services.

The inferential statistical analysis further strengthens these descriptive findings. The Pearson correlation coefficient ($r = 0.481$, $p < 0.001$) indicates a moderate positive relationship between librarians' innovation and the fulfillment of local information needs, suggesting that improvements in innovation are associated with higher levels of information fulfillment. Furthermore, regression analysis confirmed that librarians' innovation significantly influences the fulfillment of local information needs ($F = 27.702$, $p < 0.001$), while the coefficient of determination ($R^2 = 0.231$) shows that innovation explains 23.1% of the variance in the dependent variable.

These statistical findings indicate that librarians' innovation represents an important determinant of local information services, although it is not the only factor affecting users' information fulfillment. The remaining 76.9% of unexplained variance suggests that other

variables, such as collection quality, technological infrastructure, users' digital literacy, organizational support, and information-seeking behavior, may also contribute substantially to the effectiveness of local information services. This finding highlights the multidimensional nature of information fulfillment and suggests that future service development should adopt a more comprehensive approach that integrates innovation with broader organizational and technological improvements.

The present findings not only confirm the statistical relationship between librarians' innovation and the fulfillment of local information needs but also extend the existing understanding of how innovation contributes to the effectiveness of public library services. Previous studies have primarily emphasized the contribution of innovation to improving service quality, digital transformation, and user satisfaction. The current study broadens this perspective by demonstrating that librarians' innovation also plays an important role in enhancing the availability and utilization of local information, which represents one of the fundamental responsibilities of regional public libraries.

The positive influence identified in this study is consistent with the findings of Arum and Marfianti (2021), who reported that innovative library services improve information accessibility by simplifying users' interactions with library resources. Likewise, Auliah et al. (2022) argued that innovative literacy programs strengthen community engagement by encouraging users to participate more actively in utilizing information resources. The present study supports these conclusions by showing that innovation contributes not only to improving service quality but also to increasing users' confidence in obtaining local information that is relevant to their educational, cultural, and personal needs.

Similarly, the findings align with Daratista et al. (2025), who emphasized that librarians' innovation should be viewed as a continuous organizational process rather than a temporary technological initiative. The relatively high scores obtained for compatibility and trialability indicate that users perceived innovative services as appropriate for their needs and sufficiently easy to experience before fully adopting them. These findings reinforce the argument that sustainable innovation depends on users' acceptance and participation rather than merely introducing new technologies into library services.

The findings also support the argument of Azadifar et al. (2025) that librarians' competencies constitute an essential determinant of successful innovation. Innovative services require librarians to possess not only technical knowledge but also communication

skills, creativity, and the ability to understand users' changing information behavior. Within the Library and Archives Office of Pariaman City, respondents' positive perceptions suggest that librarians have demonstrated these competencies by developing services that facilitate access to local information while maintaining service responsiveness. Consequently, librarians should be recognized as strategic agents of organizational development whose professional competencies directly influence the quality of public information services.

Despite these positive findings, the relatively moderate coefficient of determination ($R^2 = 0.231$) indicates that librarians' innovation explains only part of the variation in the fulfillment of local information needs. This result suggests that users' information experiences are influenced by multiple interconnected factors beyond innovation alone. Factors such as the comprehensiveness of local collections, digital infrastructure, information literacy, organizational support, financial resources, and users' information-seeking behavior may substantially contribute to information fulfillment. Therefore, improving innovation should be accompanied by broader institutional strategies that strengthen both library resources and organizational capacity.

From a theoretical perspective, this study contributes to the development of Library and Information Science by empirically integrating the Diffusion of Innovation Theory with the Information Need Theory. Previous studies generally employed these theoretical perspectives separately. In contrast, the present study demonstrates that users' acceptance of librarians' innovation influences the extent to which local information needs are fulfilled. This integration provides a more comprehensive explanation of library innovation by illustrating that innovation should ultimately be evaluated based on its ability to satisfy users' information needs rather than solely on the introduction of new services or technologies.

The findings also provide important practical implications for public libraries. Library managers should prioritize the development of innovative services that are closely aligned with users' expectations while continuously improving the accessibility of local information resources. Particular attention should be directed toward enhancing ease of access, which received the lowest evaluation among the measured indicators. Improving catalog organization, expanding digital access to local collections, strengthening information retrieval systems, and providing clearer user guidance may significantly improve users' ability to locate relevant local information efficiently. Furthermore, continuous professional development

programs should be implemented to strengthen librarians' competencies in service innovation, digital information management, and community engagement.

In addition, this study offers methodological implications by demonstrating that the integration of descriptive statistics with correlation and regression analyses provides a comprehensive understanding of relationships between library service variables. Such an approach enables researchers not only to describe users' perceptions but also to explain the magnitude and significance of relationships among research variables. Future studies may further strengthen this methodological framework by incorporating additional variables, employing structural equation modeling, or adopting mixed-methods approaches to obtain deeper insights into users' experiences and organizational innovation.

Several limitations should also be acknowledged. First, the study was conducted in a single public library, limiting the generalizability of the findings to other institutional contexts. Second, the use of a questionnaire relied on respondents' subjective perceptions, which may not fully represent the actual implementation of librarians' innovation. Third, the model explained 23.1% of the variance in local information fulfillment, indicating that other influential variables were beyond the scope of this research. Finally, the cross-sectional design captured users' perceptions at a single point in time and therefore could not examine changes in innovation effectiveness over time.

Despite these limitations, this study makes an important contribution by providing empirical evidence that librarians' innovation significantly supports the fulfillment of local information needs within a regional public library. Unlike many previous studies that focused primarily on digital services or general service quality, this research specifically highlights innovation as a strategic mechanism for strengthening local information services and preserving regional knowledge. Consequently, the findings contribute not only to the advancement of library and information science but also to the development of evidence-based strategies for improving innovative, sustainable, and community-oriented public library services.

CONCLUSION

This study aimed to examine the influence of librarians' innovation on the fulfillment of local information needs at the Library and Archives Office of Pariaman City. The findings revealed that both librarians' innovation and the fulfillment of local information needs were

perceived at a high level. Statistical analysis confirmed a positive and significant relationship between the two variables, indicating that greater levels of librarians' innovation contribute to more effective fulfillment of users' local information needs. These findings address the research objective by demonstrating that librarians' innovation is an important determinant in improving the quality and effectiveness of local information services within public libraries.

This study contributes to the field of Library and Information Science by providing empirical evidence that integrates librarians' innovation with the fulfillment of local information needs in the context of a regional public library. From a practical perspective, the findings emphasize that user-oriented innovation enhances service quality, strengthens access to local information, and reinforces the role of public libraries in preserving regional knowledge and cultural heritage. The primary contribution of this research lies in its focus on local information services, an area that has received comparatively limited attention in previous library studies.

The findings further imply that sustainable service innovation should be supported through continuous professional development for librarians, greater utilization of information technology, improved management of local collections, and the development of more accessible information services. Particular attention should be directed toward improving users' ease of access to local information, which remains the weakest aspect identified in this study. Future research is recommended to include broader research settings, incorporate additional variables affecting local information fulfillment, and employ more comprehensive methodological approaches to generate deeper insights into the effectiveness of innovative public library services.

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