MIKAILALSYS
Journal of Multidisciplinary Sciences

e-ISSN : 2987-2286
p-ISSN : 2987-3924

Index : Dimensions, Scilit, Crossref, Garuda, Semantic, Lens,Google Scholar,Base, etc

https://doi.org/10.58578/mikailalsys.v4i2.9983

The Relationship of Librarian Service Quality and Library Anxiety among Visitors at the Padang State University Library

Naura Salsabila Afrizal & Rini Asmara
Padang State University, Indonesian
naurasalsabila1306@gmail.com; riniasmara@fbs.unp.ac.id

Article Info:

Submitted:	Revised:	Accepted:	Published:
Mar 23, 2026	Apr 20, 2026	May 2, 2026	May 7, 2026

Abstract

The advancement of information technology in academic libraries requires improvements in service quality that extend beyond technical performance to address users' psychological experiences. However, library anxiety remains a persistent issue that may hinder users' optimal engagement with library services. This study aims to examine the relationship between librarian service quality and library anxiety among users of the Universitas Negeri Padang Library. A quantitative approach with a correlational research design was employed. The study population consisted of 40,432 library visitors, from which 100 respondents were selected using simple random sampling. Data were collected through a structured Likert-scale questionnaire developed based on the SERVQUAL model for measuring service quality and the Multidimensional Library Anxiety Scale (MLAS) for assessing library anxiety. The data were analyzed using Pearson correlation with the assistance of SPSS software. The findings indicate that librarian service quality was categorized as good, with an average score of 3.15, whereas library anxiety was relatively low, with an average score of 2.28. Pearson correlation analysis revealed a strong and statistically significant negative relationship between librarian service quality and library anxiety, with a correlation coefficient of -0.679 and a

Mikailalsys is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License

significance level of <0.001. This result indicates that higher librarian service quality is associated with lower levels of user anxiety. Furthermore, the coefficient of determination (R^2) of 46.1% suggests that service quality contributes substantially to reducing library anxiety, although other external factors may also influence users' psychological experiences. The study concludes that librarian service quality plays a crucial role in creating a psychologically supportive, accessible, and user-friendly academic library environment. These findings contribute to the literature on service quality and user behavior in library science and offer practical implications for library management, particularly in strengthening empathy, communication, and user assistance to minimize library anxiety.

Keywords: Librarian Service Quality; Library Anxiety; Academic Library; SERVQUAL; Multidimensional Library Anxiety Scale

INTRODUCTION

The rapid advancement of information and communication technology has significantly reshaped the landscape of higher education, particularly in the management and dissemination of knowledge. Within this transformation, academic libraries have emerged as essential institutions that support learning, research, and scholarly development. Libraries are no longer perceived merely as repositories of printed materials but have evolved into dynamic information centers that facilitate access to diverse knowledge resources for academic communities (Fitriyani & Pramusinto, 2018). This shift highlights the increasing importance of libraries as strategic infrastructures in enhancing the quality of higher education and human resource development (Rahayu, 2017). In response to technological progress, academic libraries have continuously adapted their services by integrating digital systems and platforms. Innovations such as Online Public Access Catalogs (OPAC), electronic books, electronic journals, and institutional repositories have been widely implemented to improve accessibility and efficiency in information retrieval (Yuliana & Mardiyana, 2021). These developments aim to create a more user-centered environment where information can be accessed quickly and conveniently. However, despite the availability of advanced technologies, not all users are able to utilize these services effectively. A significant number of students still encounter difficulties in navigating digital systems due to limited information literacy and insufficient familiarity with library tools and procedures (Puspitasari, 2021).

This condition indicates that the effectiveness of library services is not solely determined by technological infrastructure but is also highly dependent on the quality of human interaction within the service environment. Librarians play a crucial role as intermediaries who bridge the gap between users and information resources (Fardi et al., 2024). Their ability to guide, assist, and communicate effectively with users becomes a key factor in ensuring successful information access. Therefore, the quality of librarian service is a fundamental component in shaping the overall performance and perception of academic libraries (Mahesa & Hadijah, 2024). Service quality in libraries has long been recognized as a critical determinant of user experience and satisfaction. High-quality service is characterized by professionalism, responsiveness, clarity of communication, and the ability to understand user needs (Ngatini, 2018). The SERVQUAL model conceptualizes service quality through five primary dimensions: reliability, responsiveness, assurance, empathy, and tangibles, all of which collectively influence users' perceptions and expectations (Parasuraman et al., 1988). In addition, service quality evaluation can be further strengthened through the Importance Performance Analysis (IPA) approach, which helps identify priority areas for service improvement by comparing user expectations and perceived performance (Yefani & Asmara, 2025). These dimensions provide a comprehensive framework for evaluating how well library services meet user expectations and contribute to a positive service experience.

Beyond influencing satisfaction, service quality also plays a significant role in shaping users' psychological comfort within the library environment. When users receive supportive and responsive assistance, they tend to feel more confident and capable in conducting information searches (Oktaviani et al., 2019). Conversely, inadequate or unfriendly service interactions may create negative experiences that discourage users from engaging with library resources. This suggests that service quality extends beyond functional aspects and directly affects users' emotional and psychological states. One of the most prominent psychological phenomena associated with library use is *library anxiety*. This concept was first introduced by Mellon, who identified that many users experience feelings of fear, confusion, and discomfort when interacting with library environments and systems (Mellon, 1986). Library anxiety is a multidimensional condition that can hinder users' ability to effectively locate, evaluate, and utilize information. It often manifests as a lack of confidence, reluctance to seek help, and a general sense of unease when navigating library spaces (Pratiwi, n.d.).

Library anxiety is influenced by a combination of internal and external factors. Internal factors include users' self-perception, confidence levels, and prior knowledge of library systems, while external factors relate to environmental conditions such as library layout, technological complexity, and service quality (Aziza et al., 2025). Users who are unfamiliar with classification systems, search tools, or spatial arrangements within the library are more likely to experience confusion and anxiety (Rahayuningsih & Irhandayaningsih, 2020). Additionally, negative interactions with librarians can intensify these feelings, making users hesitant to ask questions or seek assistance (Sari & Sayekti, 2023). On the other hand, positive and empathetic service interactions can significantly reduce anxiety levels. Librarians who demonstrate approachability, patience, and effective communication can create a supportive environment that encourages users to engage with library services more confidently (Zatadini & Khasanah, 2023). This highlights the critical role of librarian service quality in mitigating psychological barriers and enhancing user engagement.

In the context of academic libraries, library anxiety represents a significant challenge that may hinder the optimal utilization of available resources. Students who experience anxiety are less likely to visit libraries frequently or fully utilize the services provided (Hafizhah & Erlianti, 2024). This situation contradicts the fundamental purpose of academic libraries as inclusive and accessible centers of knowledge. Therefore, understanding and addressing the factors that contribute to library anxiety is essential for improving the effectiveness of library services. Previous studies have extensively examined service quality and library anxiety as separate constructs. Research on service quality has primarily focused on user satisfaction and service performance as key indicators of success (Risparyanto, 2022). Meanwhile, studies on library anxiety have largely explored user experiences and perceptions without explicitly linking them to service quality variables (Yolanfika et al., 2023). This separation of focus has resulted in a fragmented understanding of how these two constructs interact within the library context.

Some studies have attempted to examine the relationship between service quality and library anxiety; however, they often include additional variables that dilute the focus of analysis. For instance, research conducted by Shufinaz incorporated library facilities as an additional variable influencing anxiety levels, thereby limiting the ability to isolate the effect of librarian service quality (Shufinaz, 2023). Furthermore, qualitative studies have provided valuable insights into user experiences but lack the statistical measurement needed to

establish the strength of relationships between variables (Yolanfika et al., 2023). Based on this review, the research gap in this study lies in the limited number of empirical investigations that specifically examine the direct relationship between librarian service quality and library anxiety within academic libraries using a quantitative correlational approach. Additionally, there is a lack of integrative studies that combine established theoretical frameworks for service quality and psychological responses in a unified analytical model.

To address this gap, the present study adopts an integrative approach by combining the SERVQUAL model for measuring service quality with the Multidimensional Library Anxiety Scale (MLAS) for assessing user anxiety. The novelty of this research lies in the integration of these two theoretical frameworks to analyze the interaction between service quality and users' psychological conditions within a single empirical model. This approach enables a more comprehensive understanding of how service quality influences not only user satisfaction but also emotional and psychological experiences. Furthermore, this study contributes contextually by focusing on the Universitas Negeri Padang Library as the research setting. As an academic library serving a diverse student population, it provides a relevant context for examining variations in user experiences and service interactions. The findings are expected to offer empirical insights that reflect real conditions in Indonesian academic libraries, thereby enhancing the applicability of the results.

Accordingly, this study focuses on analyzing the relationship between librarian service quality and the level of library anxiety among users at the Universitas Negeri Padang Library. The primary objective is to determine the extent to which service quality influences the emergence or reduction of user anxiety in accessing library services. In addition, this study aims to provide strategic recommendations for improving librarian service quality to create a more supportive, inclusive, and user-friendly library environment. Ultimately, this research is expected to contribute both theoretically and practically. From a theoretical perspective, it enriches the body of knowledge in library and information science by integrating service quality and psychological constructs into a single framework. From a practical standpoint, it offers evidence-based insights for librarians and library managers to enhance service delivery and improve user experiences. By addressing both functional and emotional dimensions of library use, this study emphasizes the importance of human-centered service approaches in the development of modern academic libraries.

METHODS

This study employed a quantitative approach with a correlational research design aimed at examining the relationship between librarian service quality and the level of library anxiety among users at the Universitas Negeri Padang Library. A quantitative approach was selected as the study focuses on numerical data obtained through structured instruments and analyzed using statistical techniques to test the proposed hypotheses. The research adopts a non-experimental survey design, in which no treatment is administered to participants; instead, the study observes naturally occurring relationships between variables within the research setting.

The research design is structured around two principal variables: service quality as the independent variable (X) and library anxiety as the dependent variable (Y). Service quality is operationalized based on the SERVQUAL model proposed by Parasuraman, encompassing five dimensions: reliability, tangibles, responsiveness, assurance, and empathy. Meanwhile, library anxiety is measured using the Multidimensional Library Anxiety Scale (MLAS) developed by Van Kampen, which includes five indicators: barriers with staff, comfort with the library, affective barriers, knowledge of the library, and mechanical barriers. Each indicator is translated into a series of structured questionnaire items designed to capture respondents' perceptions comprehensively. This framework enables a systematic examination of the relationship between service quality and users' anxiety levels in library settings. The population of this study consisted of all visitors to the Universitas Negeri Padang Library over a three-month period, specifically November and December 2025 and January 2026, totaling 40,432 visitors. This timeframe was selected to represent recent and relevant conditions regarding library services and user experiences. The sampling technique employed was simple random sampling, which ensures that each member of the population has an equal probability of being selected. The sample size was determined using the Slovin formula, resulting in a total of 100 respondents. This sampling approach was chosen to ensure representativeness while minimizing selection bias.

The primary research instrument was a structured questionnaire developed based on the indicators of each variable. The questionnaire utilized a four-point Likert scale ranging from strongly agree to strongly disagree, assigned scores from 4 to 1. This scaling method allows for the quantification of respondents' perceptions regarding service quality and library anxiety. Prior to data collection, the instrument underwent validity and

reliability testing. Validity was assessed using Pearson's Product Moment correlation at a significance level of 0.05, where all items were found to be valid as their correlation coefficients exceeded the critical value (0.361). Reliability was evaluated using Cronbach's Alpha, yielding coefficients of 0.914 for service quality and 0.930 for library anxiety, indicating high internal consistency as both values exceed the acceptable threshold of 0.60. Data collection was conducted through two primary techniques: questionnaire distribution and literature study. The questionnaire was administered both online and offline to maximize participation. Online distribution was carried out via Google Forms shared through WhatsApp, while offline distribution involved providing QR codes at the library for direct access. This dual approach enhanced response rates and ensured broader coverage of participants. Additionally, a literature review was conducted to obtain secondary data from books, academic journals, and other relevant scholarly sources to support the theoretical framework of the study.

Data analysis was performed using correlational statistical techniques with the assistance of the Statistical Package for the Social Sciences (SPSS). The analysis aimed to determine the strength and direction of the relationship between librarian service quality and library anxiety. The analytical procedures included data coding, transformation of Likert-scale responses into interval data, validity and reliability testing, and correlation analysis. The results were then interpreted to address the research questions and test the proposed hypotheses. The study was conducted over a three-month period from November 2025 to January 2026. This duration encompassed all research stages, including data collection and analysis. The selected timeframe aligns with the population observation period, ensuring that the data accurately reflect the current conditions within the library environment. Overall, the methodological framework was systematically designed to align with the study objectives and to provide a rigorous examination of the relationship between librarian service quality and library anxiety.

RESULTS

1. Service Quality

The service quality variable consists of five indicators, namely Reliability, Tangibles (Physical Evidence), Responsiveness, Assurance, and Empathy (Special Attention). Each

indicator is measured using three statements, resulting in a total of 15 statements. The following presents the frequency distribution of data for the service quality variable.



Figure 1. Recapitulation Variable Service Quality

Figure 1 shows the recapitulation of the service quality variable based on the Likert scale, where the reliability dimension achieved the highest average score of 3.29, indicating a very good category, followed by tangibles with an average score of 3.23 in the good category, responsiveness with an average score of 3.11 also categorized as good, and assurance with an average score of 3.01, which likewise falls within the good category.

2. Library Anxiety

The Library Anxiety variable consists of five indicators, namely Barriers with Staff (Barriers with Librarians), Comfort with the Library, Affective Barriers (Emotional Barriers), Knowledge of the Library, and Mechanical Barriers (Technology/Equipment Barriers). Each indicator is measured using three statements, resulting in a total of 15 items. The following presents the frequency distribution of data for the Library Anxiety variable.

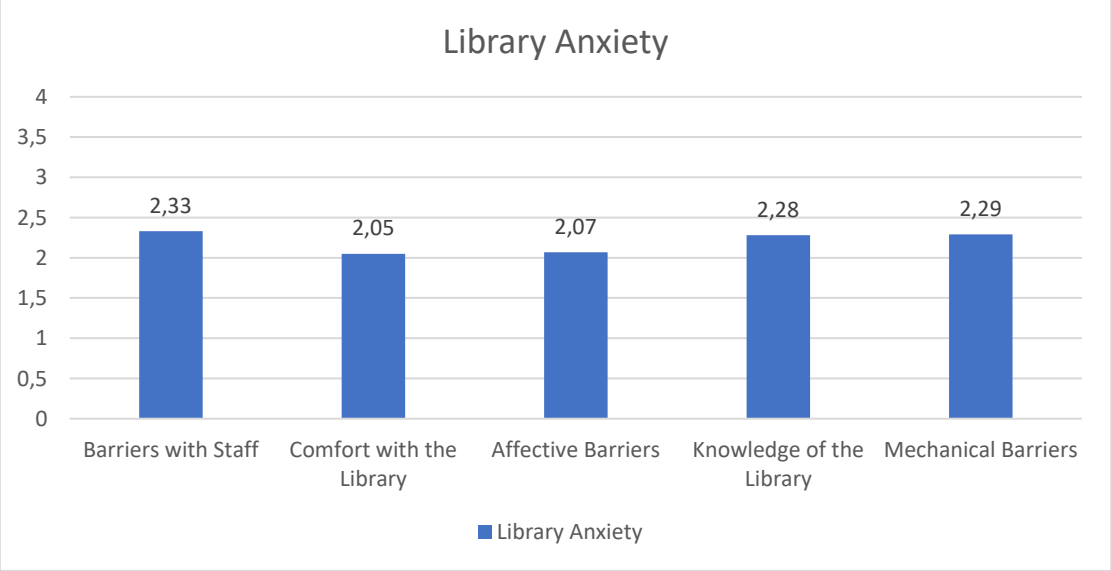


Figure 2. Recapitulation Variable Library Anxiety

Figure 2 shows the recapitulation of the library anxiety variable based on the Likert scale, indicating that *barriers with staff (barriers with librarians)* obtained an average score of 2,33, which falls into the poor category, followed by *comfort with the library* with an average score of 2.05 categorized as poor, *affective barriers (emotional barriers)* with an average score of 2.07 also categorized as poor, *knowledge of the library* with an average score of 2.28 in the poor category, and *mechanical barriers (technology/equipment barriers)* with an average score of 2.29, likewise categorized as poor.

3. Normality Test

Table 1. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	7.27647435
Most Extreme Differences	Absolute	.088
	Positive	.088
	Negative	-.063
Test Statistic		.088
Asymp. Sig. (2-tailed)[c]		.054

a. Test distribution is Normal.

One-Sample Kolmogorov-Smirnov Test	
	Unstandardized Residual
b. Calculated from data.	
c. Lilliefors Significance Correction.	
d. Lilliefors' method based on 10000 Monte Carlo samples with starting seed 1314643744.	

source: Compiled by the researcher (2026)

Table 1 shows that the probability value (Asymp. Sig. [2-tailed]) is 0.054. Since this value exceeds the predetermined significance level of 0.05, it can be inferred that the data are normally distributed. Therefore, the assumption of normality has been satisfied, indicating that the data meet one of the essential prerequisites for further statistical analysis.

4. Linearity Test

Table 2. Linearity Test

ANOVA Table							
			Sum of Squares	Df	Mean Square	F	Sig.
Kualitas Layanan	Between Groups	(Combined)	5579.533	32	174.360	2.820	<,001
		Linearity	4482.921	1	4482.921	72.493	<,001
		Deviation from Linearity	1096.613	31	35.375	.572	.956
	Within Groups		4143.217	67	61.839		
	Total		9722.750	99			

source: Compiled by the researcher (2026)

Table 2 shows that the significance value (Sig.) is 0.956, which exceeds the predetermined significance level of 0.05 (5%). Therefore, it can be concluded that the assumption of linearity has been fulfilled, indicating that the relationship between the variables can be appropriately analyzed using linear regression.

5. Correlation test

Table 3. Correlation test

		X	Y
X	Pearson Correlation	1	-.679***
	Sig. (2-tailed)		<,001
	N	100	100
Y	Pearson Correlation	-.679***	1

Table 3. Correlation test			
		X	Y
	Sig. (2-tailed)	<,001	
	N	100	100
***. Correlation is significant at the 0.001 level (2-tailed).			

source: Compiled by the researcher (2026)

Table 3 shows that the Pearson correlation coefficient is −0.679 with a significance value of < 0.001, indicating a statistically significant negative relationship between librarian service quality (X) and library anxiety (Y). The magnitude of the coefficient reflects a strong correlation, suggesting that higher levels of librarian service quality are associated with lower levels of library anxiety among visitors.

6. Coefficient Determination

Table 4. Coefficient Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.679[a]	.461	.456	7.312
a. Predictors: (Constant), Koefisien Determinasi				

source: Compiled by the researcher (2026)

Table 4 shows that the coefficient of determination (R^2) is 0.461, indicating that service quality explains 46.1% of the variance in library anxiety. The remaining 53.9% is attributable to other factors not included in this study. Therefore, although service quality makes a substantial contribution, additional variables beyond the model also influence the level of library anxiety.

DISCUSSION

The discussion of this study centers on examining the relationship between librarian service quality and the level of library anxiety experienced by users at the Universitas Negeri Padang Library. The empirical findings indicate that librarian service quality is perceived as good to very good across all SERVQUAL dimensions, while the level of library anxiety among users is relatively low. This pattern suggests a meaningful relationship in which higher service quality contributes to a more supportive and psychologically comfortable environment for library users. The findings reinforce the

notion that service quality in libraries extends beyond operational efficiency and directly influences users' emotional and cognitive experiences when engaging with information systems. A closer examination of the results reveals that the reliability dimension obtained the highest score among all service quality indicators. This finding indicates that librarians are perceived as capable of delivering services consistently, accurately, and in accordance with established procedures. Reliability, in this context, reflects the extent to which users can depend on librarians to provide correct information and effective assistance during the information-seeking process. This dimension is particularly significant because consistency in service delivery builds user trust and reduces uncertainty when navigating library systems. When users perceive services as reliable, they are more likely to feel confident in their ability to access and utilize information effectively. This interpretation aligns with the SERVQUAL framework, which emphasizes reliability as a core determinant of perceived service quality (Parasuraman et al., 1988). Thus, the strong performance of this dimension suggests that the operational aspect of librarian services at the Universitas Negeri Padang Library has been well established and functions effectively.

In addition to reliability, the tangibles dimension also demonstrates a positive contribution to user experience, particularly in relation to the physical environment of the library. The findings indicate that users perceive the library as clean, organized, and supported by adequately maintained facilities. A well-structured and aesthetically pleasing environment plays a crucial role in shaping users' initial impressions and overall comfort within the library space. Physical evidence, such as the appearance of librarians, the condition of service desks, and the availability of technological facilities, contributes to the perceived professionalism of the institution. However, the findings also reveal that certain aspects of physical facilities require improvement, particularly in relation to the adequacy and accessibility of technological resources. This suggests that while the library has established a generally positive environment, continuous development of infrastructure is necessary to support evolving user needs. These findings are consistent with the argument that service quality is not solely determined by human interaction but is also influenced by the physical context in which services are delivered (Ngatini, 2018).

The responsiveness dimension further highlights the ability of librarians to provide timely and efficient assistance to users. The results indicate that librarians are generally responsive in addressing user inquiries and providing support when difficulties arise. Responsiveness is a critical aspect of service quality because it directly affects the speed and

efficiency of information retrieval. Users who receive prompt assistance are less likely to experience frustration or confusion during the search process. However, the findings also suggest that responsiveness, while adequate, has not yet reached an optimal level of consistency. This indicates the need for further improvement in ensuring that all users receive equally prompt and effective service regardless of situational factors. This observation aligns with previous studies emphasizing that responsiveness significantly influences user satisfaction and perceived service effectiveness (Oktaviani et al., 2019).

The assurance dimension provides insight into users' perceptions of librarian competence and credibility. The results demonstrate that librarians possess sufficient knowledge and exhibit polite and professional behavior, which contributes to a sense of trust among users. Assurance is particularly important in academic libraries, where users rely on librarians not only for access to information but also for guidance in navigating complex information systems. However, despite the generally positive evaluation, the level of user confidence in librarian expertise has not reached its maximum potential. This suggests that enhancing communication strategies and strengthening professional interactions could further improve users' trust in librarians. The ability of librarians to convey expertise effectively is essential in fostering a sense of security and confidence among users.

Among all service quality dimensions, empathy received the lowest score, although it remains within the good category. This finding indicates that while librarians are generally perceived as friendly and supportive, there is still room for improvement in providing personalized and user-centered services. Empathy involves understanding individual user needs, recognizing specific challenges, and offering tailored assistance. The relatively lower score suggests that interactions between librarians and users may still be somewhat procedural rather than deeply personalized. Strengthening empathy in service delivery is crucial for creating a more inclusive and supportive library environment. This is consistent with the view that user-centered service approaches are essential for enhancing both satisfaction and emotional comfort (Mahesa & Hadijah, 2024).

On the other hand, the analysis of library anxiety reveals that users experience relatively low levels of psychological barriers across all measured dimensions. The barriers related to interaction with librarians are minimal, indicating that most users feel sufficiently comfortable engaging with library staff. This suggests that the quality of interpersonal

communication between librarians and users has contributed positively to reducing anxiety. Nevertheless, some users still report feelings of hesitation, fear, or embarrassment when seeking assistance. Although these feelings are not dominant, they indicate that psychological barriers have not been entirely eliminated. This observation is consistent with Mellon's theory, which states that library anxiety can persist even in supportive environments due to individual differences in confidence and prior experience (Mellon, 1986).

The dimension of comfort within the library environment also shows relatively positive results, indicating that users generally perceive the library as a conducive space for learning and information seeking. However, the presence of minor discomfort suggests that environmental factors such as spatial arrangement, noise levels, or unfamiliarity with the setting may still influence user experiences. Similarly, affective barriers, including feelings of nervousness or lack of confidence, are reported at low levels, indicating that most users have adapted to the library environment. However, the persistence of such barriers among some users highlights the importance of continuous efforts to create a more inclusive and psychologically supportive atmosphere.

In terms of knowledge-related barriers, the findings indicate that while users possess a basic understanding of library systems, some difficulties remain in navigating services and procedures. This suggests that information literacy and user education programs play a crucial role in reducing confusion and enhancing user confidence. Mechanical barriers related to technology use are also relatively low, indicating that users are generally able to utilize available tools such as computers and OPAC systems. However, minor difficulties and concerns about making errors suggest that further support and training are needed to improve technological confidence. When compared with previous studies, the findings of this research are consistent with the broader literature on service quality and user experience. Risparyanto's study demonstrated that service quality significantly influences user satisfaction (Risparyanto, 2022). The present study extends this perspective by showing that service quality also affects users' psychological conditions, particularly in reducing library anxiety. Similarly, Shufinaz found that improved service quality contributes to lower levels of user anxiety (Shufinaz, 2023). However, this study provides a more focused contribution by isolating the relationship between librarian service quality and library anxiety without incorporating additional variables.

Furthermore, the findings support Yolanfika's argument that librarians play a critical role in mitigating library anxiety through effective communication and supportive interactions (Yolanfika et al., 2023). The relatively low level of interaction barriers observed in this study reinforces the importance of interpersonal skills in service delivery. These findings collectively suggest that improving service quality is a viable strategy for addressing psychological barriers in library use. From a theoretical perspective, this study contributes to the field of library and information science by integrating service quality and psychological constructs into a unified analytical framework. It demonstrates that service quality is not only an operational concept but also a psychological one, influencing how users perceive and experience library environments. This integrated perspective enriches existing theories by highlighting the interplay between functional and emotional aspects of library services.

From a practical standpoint, the findings provide valuable insights for library management and practitioners. Enhancing empathy, improving communication strategies, and developing user-friendly systems are essential steps in reducing library anxiety and improving overall user experience. Libraries should also consider implementing user education programs and providing continuous support to help users navigate information systems more effectively. Despite its contributions, this study has several limitations. The use of a quantitative survey method restricts the depth of understanding regarding individual user experiences. Additionally, the study is limited to a single institutional context, which may affect the generalizability of the findings. Furthermore, the focus on only two variables means that other potential factors influencing library anxiety have not been explored.

CONCLUSION

Based on the data analysis and discussion of the research findings regarding the relationship between librarian service quality and library anxiety among visitors at Padang State University Library, it can be concluded that the descriptive analysis shows the service quality variable has a total average score of 3.15, which falls within the interval scale of 2.50–3.24 and is categorized as good, while the library anxiety variable has a total average score of 2.28, which falls within the interval scale of 1.75–2.49 and is categorized as low to moderate (fair), and further analysis using the Pearson correlation test with the assistance

of SPSS version 26 reveals a correlation coefficient of −0.679 indicating a strong and statistically significant negative relationship between service quality (X) and library anxiety (Y), meaning that higher service quality is associated with lower levels of library anxiety and vice versa, and this relationship is further supported by the results of a simple linear regression analysis using SPSS which confirms a significant effect between the variables, leading to the acceptance of H_1 and rejection of H_0, thereby indicating that improvements in librarian service quality are essential to create a more comfortable and supportive library environment that enhances users' confidence and encourages more active use of library services, while acknowledging that although service quality contributes significantly to reducing library anxiety, there are still other influencing factors outside the model that were not examined in this study; therefore, it is recommended that Padang State University Library continuously improve librarian service quality in a sustainable manner, particularly in aspects such as communication, responsiveness, and attention to users' needs, as high-quality service has been proven to reduce anxiety levels, and librarians are expected to be more proactive in providing assistance, creating a welcoming atmosphere, and fostering open interaction so that users feel comfortable and confident in utilizing library services, while also emphasizing the need for efforts to enhance users' understanding of service systems and facility usage through socialization or guidance programs to minimize confusion and anxiety, and for future researchers to expand this study by incorporating additional variables that may influence library anxiety such as library facilities, learning environment, user satisfaction, and visit intention in order to obtain more comprehensive findings.

REFERENCES

Aziza, W., Arifin, N., & Jusmiati, J. (2025). Faktor-Faktor Penyebab Library Anxiety pada Mahasiswa: Studi Kasus di UPT Perpustakaan UIN Datokarama Palu. *Literatify: Trends in Library Developments, 6*(2), 197–210. https://doi.org/10.24252/literatify.v6i2.59012

Fardi, C. F. P., Anwar, R. K., Amar, S. C. D., & Rukmana, E. N. (2024). Perkembangan Pelayanan Perpustakaan Perguruan Tinggi. *Abdi Pustaka: Jurnal Perpustakaan dan Kearsipan, 4*(2), 60–72. https://doi.org/10.24821/jap.v4i2.9610

Fitriyani, E., & Pramusinto, H. (2018). Pengaruh Fasilitas Perpustakaan, Kualitas Pelayanan, dan Kinerja Pustakawan terhadap Minat Berkunjung Masyarakat. *Economic Education Analysis Journal, 7*(2), 585–595. https://journal.unnes.ac.id/sju/index.php/eeaj/article/view/22893

Mahesa, L. P., & Hadijah, H. (2024). Meningkatkan Pelayanan Perpustakaan Perguruan Tinggi: Bagaimana melalui Bimbingan Teknis? *Sigma: Jurnal Sinergi Mengabdi, 2*(1), 40–44. https://doi.org/10.61456/jurnalsigma.v2i1.184

Mellon, C. A. (1986). Library anxiety: A grounded theory and its development. *College & Research Libraries, 47*(2), 160–165. https://doi.org/10.5860/crl_47_02_160

Ngatini, N. (2018). Pelayanan Prima: Upaya Pustakawan dalam Meningkatkan Kualitas Pelayanan. *Buletin Perpustakaan, 1*(1), 53–70. https://journal.uii.ac.id/Buletin-Perpustakaan/article/view/11500

Oktaviani, H. R., Saifudin, S., & Puspita, R. E. (2019). Kualitas Layanan sebagai Strategi Peningkatan Kepuasan Pengunjung Perpustakaan. *Pustabiblia: Journal of Library and Information Science, 3*(2), 159–174. https://doi.org/10.18326/pustabiblia.v3i2.159-174

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *Journal of Retailing, 64*(1), 12–40.

Pratiwi, D. (n.d.). *Library Anxiety dan Perilaku Pengguna Perpustakaan*.

Puspitasari, D. (2021). Kajian Persepsi Pemustaka terhadap Layanan Penelusuran Perpustakaan Universitas Airlangga di Era Pandemi. *UNILIB: Jurnal Perpustakaan, 12*(2), 147–153. https://doi.org/10.20885/unilib.vol12.iss2.art6

Rahayu, S. (2017). Mengenal Perpustakaan Perguruan Tinggi Lebih Dekat. *Buletin Perpustakaan*, (57), 103–110. https://journal.uii.ac.id/Buletin-Perpustakaan/article/view/9109

Rahayuningsih, A., & Irhandayaningsih, A. (2020). Analisis Library Anxiety Mahasiswa di UPT Perpustakaan Universitas Diponegoro Semarang. *Jurnal Ilmu Perpustakaan, 8*(2), 42–56. https://doi.org/10.14710/jip.v8i2.42-56

Risparyanto, A. (2022). Kualitas Layanan Perpustakaan sebagai Indikator Kepuasan Pengguna. *Buletin Perpustakaan, 8*(2), 185–199.

Sari, D. I., & Sayekti, R. (2023). Program Perpustakaan dalam Mengatasi Library Anxiety. *Librarianship in Muslim Societies, 2*(2), 162–183. https://doi.org/10.15408/lims.v2i2.34890

Shufinaz, N. (2023). Pengaruh Fasilitas dan Layanan Perpustakaan terhadap Tingkat Kecemasan Pengguna. *Jurnal Ilmu Informasi, 5*(1), 45–60.

Yefani, P., & Asmara, R. (2025). Pengukuran Kepuasan Pengguna terhadap Layanan Perpustakaan Menggunakan Metode SERVQUAL dan Importance Performance Analysis (IPA) di Dinas Kearsipan dan Perpustakaan Daerah Provinsi Sumatera Barat. *Pustaka Karya: Jurnal Ilmiah Ilmu Perpustakaan dan Informasi, 13*(1), 61–73. https://doi.org/10.18592/pk.v13i1.15660

Yolanfika, A., Nurhayani, N., & Yusniah, Y. (2023). Upaya Pustakawan dalam Menghadapi Library Anxiety di Perpustakaan dan Kearsipan Daerah Kota Langsa. *Edu Society: Jurnal Pendidikan, Ilmu Sosial, dan Pengabdian kepada Masyarakat, 3*(1), 902–912. https://doi.org/10.56832/edu.v3i1.335

Yuliana, L., & Mardiyana, Z. (2021). Peran Pustakawan terhadap Kualitas Layanan Perpustakaan. *Jambura Journal of Educational Management, 2*(1), 53–68. https://doi.org/10.37411/jjem.v2i1.526

Zatadini, G. I., & Khasanah, U. (2023). Pengaruh Library Anxiety dalam Akses Layanan Referensi Mahasiswa di UPT Perpustakaan IAIN Kediri. *Publication Library and Information Science, 7*(1), 60–76. https://doi.org/10.24269/pls.v7i1.6942