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How to Motivate Students in Using School Library

Dessy Harisanty
dessy.harisanty@vokasi.unair.ac.id

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Abstract

The school library is a place for students to find information. Due to the various information provided inside, students have many choices in finding the information they need. Therefore, school libraries should have a strategy to maximize their services. This study aims to determine the motivation of high school students in Surabaya in utilizing their school library. The method used is descriptive quantitative approach. The sample of this research is high school students in Surabaya selected using multistage random sampling with a total of 200 respondents. The data were collected through questionnaires. The results of this study indicates that the main motivation of high school students in Surabaya in using school libraries is the comfortable space, invitations from friends, completing schoolwork, love for reading, recommendations from teachers, prestige, and spare time. Based on these findings, the school library can provide services that go in accordance with the expectations of the users.

Keywords: motivation, high school students, school library, information seeking behaviour, information behaviour

Introduction

In some schools, libraries have not received much attention from the students and teachers. In such case, the school library was built only as a complement to the school building. Sometimes the role of school libraries as the source of information is eliminated when people regard the current age as information era with information society (Shrestha, 2008). The crucial aspects of library include position, location, and role, which revolve around the matter that regards whether the library is important, strategic, very decisive, influential or just a mere complement (Suwarno, 2010: 40). Thus, the school library do not only serve as a learning place (Nagata, Toda, Kytomaki, 2008; Atmodiwirjo, Yatmo, Paramita, 2010) but also a place where students can receive many benefits; the school library provides sufficient information for students in order to fulfill their information needs (Zambone, 2009), improves students' interest towards reading (Kleijen, et.al., 2015) and improves the literacy students (Gerrity, 2018).

However, considering the limited number of collections owned by the school library presently, it seems that school library is only used by students, teachers, and school members in a formal way (Yusup, 2010: 19). Most school libraries provide only a collection of school material only and provide no other collection that can encourage students to like reading and improve their literacy. Ironically, the limited collection of school libraries especially in Surabaya is the cause behind why the students avoid their school libraries. Adding up to that, in the era of globalization sources of information have shifted into the digital form (Warwick, et.al, 2007) that allows information to be accessed anywhere, causing the decline on the interest of visiting school library. One medium that can facilitate access to information is the Internet; as a source of global information, the Internet provides a variety of information (Khan & Ahmed, 2013; Hundie, 2003). The Internet is a medium used by everyone regardless of age and

education (Yusup, 2010: 46). Not surprisingly, students are more focused on the Internet to browse for information they need.

Although school libraries have to compete with the Internet in providing information to students, there are actually many aspects that may encourage students to use libraries according to its role in a school. One of them is the librarian; as an expert in the field, librarians certainly have an important role (Johnston, 2012). Librarians can manage the library for the students so that the collection may fulfill their needs for information. In addition, librarians can collaborate with teachers to improve the roles of library (McNee and Radmer, 2017; Lo, et.al., 2014; Pihl, Kooij, Carlsten, 2017), the collaboration can be established in the form of synergy between school libraries and students. Thus the students will be keen to visit the library.

Utilization of school library requires motivation. Motivation may drive students to come to the library and use the current services provided. Students who come to the library will certainly take advantage of the availability of information in the library according to the individual needs of each. Factors that revolves around utilization of library includes; teacher's role, staff/manager, library collection, and library building. Sardiman (2009) suggests that motivation in the utilization of libraries can be distinguished in two ways, intrinsic and extrinsic motivation. Intrinsic motivation functions without having to be stimulated from the outside, because in each individual there is a drive to do something. Extrinsic motivation is the motives that functions because of the stimuli from the outside. This study aims to determine the motivation of high school students in Surabaya in utilizing the school library.

Theoretical Framework

Information behavior, according to Feinman is an activity that is done by a person in order to satisfy the information needs (Bystrom, 1999). The Wilson model illustrates a person who is surrounded by the seeking of information (Wilson, 2000). The urge to seek for information is triggered by motivation and the need to cope with a problem in a situation where information is needed. An individual must overcome a number of obstacles to rediscover the information. A person must experience a situation that is quite 'profitable' and has sufficient ability to make the final decision to behave regarding the seeking of information.

As revealed by Nicholas, there are several factors that determine a person's success in accessing information to fulfill his information needs (Coetzee, 2000). These factors include: 1) Factors related to the personality of a person, which includes the strong urge to keep seeking for information despite failing, driven by motivation, the desire to access information from other sources, and the ability to access information systematically. 2) Time; includes the limited time to complete a task or a particular interest. 3) Information access: languages, the distance of information sources with the position of the information seeker, ease, and knowledge on the sources. 4) Information overload. 5) Financial problems.

According to Wilson, barriers consist of internal barriers (psychological, cognitive, demographic, interpersonal or role-related factors), and the constraints that come from external/situational environments; time, culture, and the characteristics of information source (Faber, et.al., 2006).

Wilson's (2000) next model identifies a number of potential constraints into factors that affect human information behavior. These factors include:
1. Cognitive and psychological

This factor consists of:

a. Cognitive dissonance

This disorder is related to the individuals' motivation. This concept suggests that the presence of conflicting cognition makes individuals feel uncomfortable, consequently they will attempt to resolve the conflict with one or more solutions (Festinger in Faber, et.al., 2006). Cognitive dissonance occurs when a person is confronted with two or more equally good choices. He has to make a choice yet he is unsure of the choice (Yusup, 2007). One way to overcome this cognitive dissonance is to seek continuous information that can support and strengthen the knowledge, values, and beliefs that have been owned by the individual.

b. Selective exposure

Selective exposure is a choice of information that includes only an idea/information that aligns with one's interests, needs and attitudes. Interest is an idea/information that aligns with one's interests, needs and attitudes. Rogers argues that individuals tend to be open to ideas that are consistent with their interests, needs, and attitudes. Consciously or unconsciously humans often avoid messages that are contrary to their views and principles (Faber, et.al., 2006).

c. Emotional characteristics

These barriers relate to one's emotional and mental state in finding information. Emotional factors are also associated with mood problems when finding information.

2. Demographic.

This factor consists of:

a. Level of education and basic knowledge

This factor is related to the level of education and knowledge of high school students in information behavior. Influence of basic knowledge in individuals has also been the subject of research in the behavior. Another form of basic knowledge is the acquisition of foreign languages.

b. Demographic variables

Hargittai and Hinnant (2006) suggest the importance of information behavior researchers to find out the social attributes of the studied group (demographic characteristics and socioeconomic status), since these factors may influence the methods they use to seek information. Economic conditions are also included in demographic variables.

3. Role related/interpersonal.

Interpersonal obstacles are constraints that occur during the information behavior derived from individual's interpersonal/social relationships as a member of society. The existence of knowledge gap between communicant and communicator can be one of the reasons of the interruption in interpersonal communication.

4. Environment and situational

This factor is an actual situation where information behavior activities are conducted in the student's learning environment, this includes: time, geographical location and culture of the community.

a. Time, i.e. Duration/time provided by an information center/information system in providing access during information-seeking activities and the time available to a person to perform discover information

b. Geography; the location/geographical location of the information source to be accessed.

c. Culture is the culture of society or culture in schools that support/diminish information behavior.
5. Characteristics of information sources.
   There are several influential factors, namely the availability and credibility of information and communication channels (Faber, et.al., 2006).
   a. Access; a fundamental requirement in the seeking of information, relating to convenience and cost.
   b. Credibility; the user's trust in the information.
   c. Communication channel; a medium used during information seeking activities, whether formal, informal or through information systems.

Literature Review

The previous research conducted by Lee (2007) examined the motivation in using library services; factors affecting the motivation; the relationship between the factors that influence the motivation; and the relationships between the motivation factors for using library services. Objects in Lee's study were students at Florida State University. The results showed that the motivational process for using library services could be influenced by three important factors such as 1) library users themselves, 2) service providers; i.e. librarians, and 3) situational factors of the library. In addition, the motivation process also relies on past user's experience when utilizing library services. When users have a lot of experience in using the service, the users tend to be loyal to the library.

Furthermore, based on the results of previous research, high school students in Surabaya tend to seek information in sources other than library (Harisanty, 2009). Most high school students in Surabaya use television to fulfill the needs related to entertainment and current events. People who are experts in a particular field also become the channel of information in regards to the fulfillment of health information needs such as doctors, as well as the needs of religious information such as *kyai,* clergy, and other religious leaders. Teachers are the source of information that can fulfill the information needs related to self-development, completion of schoolwork, research, preparation of papers/articles, providing new ideas about school materials, school conditions, and extracurricular. Bookstores/agents fulfill the needs of fashion information, hobbies, jobs, government policies, and local information about Surabaya. The need for further education related information after high school graduation is fulfilled through the Internet.

Another research on students' motivation in utilizing elementary school library was also conducted by Ardianingsih (2016). This study revealed that students' motivation has both positive and negative reinforcement. The results show that positive reinforcement with significant numbers in the use of school libraries comes from friends' invitations, teachers and parents, the facilities provided by the school library, and the librarians.

While the negative reinforcement were caused by the inconvenience of the students that include pressure and stress, boredom, and also from environmental conditions around the school library.

Research methods

This study used descriptive quantitative approach. Descriptive analysis is used to describe the results of research in the form of data in the field descriptively. The

location of this research is Senior High School in Surabaya with the consideration that Surabaya is one of the largest cities in Indonesia. The target population in this study is high school students in Surabaya. High school students were selected because because they are on the period of adolescence; transition from childhood to adulthood that is characterized by changes in physical, psychological, and psychosocial aspects. The sampling technique used is the multistage random sampling. The steps in the selection using multistage random sampling are as follows:

1. List all areas in Surabaya (Central, West, East, North, and South Surabaya) and choose the areas randomly.
2. Randomly selecting a sub-district (*kecamatan*) from several sub-districts in Surabaya that have been selected
3. Sign up for the high school in the sub-districts that have been selected and then randomly select several high schools.
4. From the selected high schools, randomly select respondents because each school has a sample of high school students.

The number of sample according to Sugiyono is often expressed by sample size (2002: 79). According to Seymor Sudman (in Aaker, 1995: 393) "*the sample should be large enough so that when it is divided into groups, each group will have a minimum sample size of 100 or more.*" On the suggestions above, the study population is considered to be in the same group where the sample size is 200 people.

Data collection techniques conducted in this study are: a) primary data collection, collected by the author directly through a structured interview to the respondents by referring to the questionnaire. In addition through the questionnaires, data collection in this study is also done in a way probing is used to find out more about the unique (perceived) trends expressed by the respondents; b) secondary data collection, obtained as a data that has been processed by certain parties, i.e. data from related institutions such as high school data and students' data that will be examined either through the website, brochures, and other publications, used for the need for overview and qualitative analysis. After data is collected, the next step is data processing.

All collected primary data will be processed using SPSS for descriptive statistics, especially for the purpose of displaying a single frequency table. The quantitative data that have been processed is then analyzed and interpreted theoretically. Qualitative data obtained through probing against is also used to sharpen and enrich the analysis.

Analysis

Table 1 shows the motivation of respondents in utilizing the library. The majority of the respondents' motivation in using the library is due to the comfortable room (63.5%). The library space is bright. The library is open from early morning until late afternoon and sunshine is able to enter the room because he school library is also equipped with glass windows. In addition to the lighting factor, the library also provides comfortable seating. They usually use the reading room for both group study and self-study. Here are the probing results done with the respondents:

> "The seats in the library nice are nice, miss, there's also a place where we can sit on the floor. It's a bit narrow, it'll be more comfortable to spend time and read in the library if the space is a lot bigger."

There are also respondents who answered that the place for reading is narrow. The average of school library space is not too large. Therefore, when many come to the library, the room looks crowded and the capacity of the reading room is also limited. Not all library collections can be brought home and some can only be read in the school library room, such as reference books, magazines, newspapers, bulletins, this is why tables and chairs should be provided in the reading spaces.

The factor of comfort in the library is also supported by the service of librarians. Based on the survey, the majority of the librarians are classified as friendly, responsive, communicative, and fun. Despite of that, there is also a small portion of the librarians who can be considered as indifferent. Here is one statement from the respondent:

"The service given by the librarians is nice, there's not many librarians that's why it feels quiet and good, as I know they are pretty friendly and rarely get angry. Sometimes I just play around at the library and they have never scolded me. My point is that the librarians are pretty kind and will always help us despite their limited number."

Another external motivation that influences high school students to use the school library is the invitation of friends with a percentage of 37%. In addition to friends, teachers also get special attention from respondents. The recommendation of teachers ranked fifth with 9.5%.

Ranked third is students' need to complete their schoolwork (32%). Love for reading is on the fourth position with 18% of percentage.

Another motivation of high school students using the school library is because of the prestige (6%). A small percentage of respondents (1%) use the school library only to fill their spare time. School library opening hours are appropriate for school hours. Most students make the most of the time during breaks and self-study session. Some respondents said the time to visit the library was not much because their average break time is only 30 minutes for two breaks in a day. Therefore the time they need to utilize the library is not much and they are unable to maximally utilize the library.

Discussion

The school library is a library organized by the primary and secondary educational institutions. School is the place for education; the place where teachers teach, students learn, which results in a process of teaching and learning. School is a learning community that aims to shape and build a person. School plays an important and decisive role in the process of formation, growth, and development of students' personalities.

The purpose of the school library is to support the education process that is in the school. Therefore, the library collections are selected according to the objectives. This does not mean that school library merely contain textbooks used in teaching and learning process, but also materials for recreational purposes, popular science, and so on. Because the actual educational process is not just to provide the existing knowledge from teacher to the students, but also stimulate students to always develop themselves, develop talents and abilities. For those reasons, students are expected to be active and not be satisfied only with what is given by the teacher in the classroom. This indicates that librarians also take part in the education process, just like a teacher who cannot be separated from the task of coaching students to love and use the library as much as possible. For school libraries, generally the proportion of the collection is 60% of the

school curriculum: collection of both textbooks, compulsory books, and supporting books, and 40% are general collections of fiction as well as books on general knowledge (Darmono 2007: 71) .

Based on table 1 the school library as a means of support in completing schoolwork and facilitating students' love for reading are not the main motivation of high school students to visit and use the library. Given the purpose and function of school libraries that have been described above, then the utilization of school libraries is still not maximized. Most of the collections owned by the school library are packaged books from the government. Because of the lack of variety of collections, it reduces the attractiveness of library that repulses the respondents from visiting the library. Whereas on the other hand, fiction collection that provides entertainment can also increase students' love and interest in reading, however school library rarely provides such collection.

The survey results show that the primary motivation of high school students in utilizing the library is because of the comfortable room. According Suwarno (2009: 100) spatial arrangement can affect the psychological aspects of users. Viewed from this aspect the purpose of the arrangement of the room is so that library users can be comfortable, can move freely in the library, and feel calm. Respondents stated that the library room was comfortable because there is air conditioning so they used it daily. The library building serves as a service facility. Therefore the school must pay attention to how the library allows it users to move freely; where it is easily accessible by all users without discriminating. Based on the above data, most of the respondents assess the location of a strategic school library that is easily accessible by all parties. Much research has shown that convenience is the main reason for preference in determining a place to visit (Watts, 2015; Weis, Feliot-Ripeault & Gaud, 2007; McLaughlin & Faulkner, 2012; Prewitt, 2011; Bilandzic & Foth, 2013). When the library does not provide convenience to the user then the library will automatically receive a little number of visitors.

Respondents rated positive for the lighting in the school library. In addition to keeping the collection undamaged, the lighting factor in the library can also affect the convenience of the users in the library (Chao, 2001; Chao, Chang, & Chiang, 2001). The best illumination is the natural light of the sun (Darmono, 2007: 244). Reading with electric lights is more tiring to the eyes than reading with natural light. Using natural light also a strategy for the library to save energy.

Apart from the facilities, this comfortable room is supported by the attitude of the librarian. Based on the results, high school students have a positive assessment of the library staff that is friendly, fun, communicative, and always willing to help. In accordance with the concept expressed by White & Beckey (in Sugiarto, 2002: 10) which states that *Personality* can be expressed through an acronym *PERSONALITY,* that is: *Pleasantness; Eagerness to help others, with a liking for people and willingness to serve them; Respect for other people. Courtesy costs nothing; Sense of responsibility is a realization that what one does and says is important*; *Orderly mind is essential for methodical and accurate work*; *Neatness indicates pride in self and job*; *Accuracy in everything done is of paramount importance; Loyalty to both management and colleagues make good teamwork; Intelligence use of common sense at all times; Tact saying and doing the right thing at the right time*; *Yearning to be a good service Clerk and love of the work is essential.* Based on the concept of *personality*, librarians should be friendly, willing to help users, respect and reward users, responsibility, interesting,

quick to respond, and good at communicating. Thus, the school librarians are considered by most high school students in Surabaya as having a good personality. There are only a small percentage of respondents who stated that they were ignored by the library staff. This is in accordance with the characteristics of heterogeneity, because services are highly variable because there are many variations of form, quality, and type, depending on who, when, and where the service is produced. This happens because service involves the human element in the process of production and consumption. Unlike machines, people are usually unpredictable and tend to be inconsistent in terms of attitude and behavior. To overcome this, there are four main strategies, among them are:

a. Investing in the recruitment, selection, motivation, training and employee development process, in hope that well trained and highly motivated staffs are better able to comply with the standard procedures and handle requests of an unpredictable nature.

b. service-performance process standardization or service industrialization, for example increasing the consistency of employee performance through detailed work procedures (including script on how to greet costumers).

c. Do service customization; increasing the interaction between service providers and customers in such a way that the services provided can be tailored to the needs and individual desires of each customer.

d. Monitor customer satisfaction, either passively (through suggestion and complaint box systems, toll-free channels, or websites) or active (customer satisfaction survey and mystery shopping).

Maximum library services can increase the interest of high school students in Surabaya to use the school library as an element of education support in the school more often.

In addition to a comfortable room, invitation from friends as a motivation to visit the library ranked second. High school students are in the adolescent phase. In the social development, adolescents can be seen as the existence of two kinds of motion, namely separating themselves from parents and toward the peers. In adolescence, adolescents seek to escape from the influence of parents in order to find themselves. Erikson named the process as a process of seeking ego identity. The formation of identity relates to the development of a firm individuality, those are an important aspect of independent development (Mönks, 2006: 301). Thus the influence of peers/friends is very significant.

In school environments students tend to cluster with peer group where they do things together (Nagata, Toda, & Kytomaki, 2008; Kiuru, 2008). Santrock adds that children spend more and more time in peer interactions in the middle of the childhood and end of childhood as well as adolescence (2003: 220). In a study conducted by Condry, Simon, & Bronffenbrenner, for a week young adolescent boys and girls spend more times with friends compared to parents (Santrock, 2003: 220).

Another motivation that can maximize library utilization is from teacher. Therefore, the role of teachers to assign tasks to students to browse information and utilize school library collections, or at least instruct students to use the library space for discussion is highly crucial. Thus the utilization of school libraries to support the educational process at school will be maximized. In fact, in addition to teachers, librarians can also provide motivation to students to take advantage of the services provided by the school library (Elferida and Rahmah, 2012)

Another motivation of high school students in utilizing school libraries is due to the prestige. The library is still regarded as a prestigious venue. Library users are synonymous with people who are diligent. Therefore to get a diligent image, students visit the library. A small percentage of respondents (1%) use the school library only to fill their spare time. Therefore, the opening hours of the library must be adjusted to the student's condition so that the level of utilization can be maximized.

The school library is less than optimal in managing user-oriented libraries, despite user orientation being the most prominent aspect in affecting users' motivation to visit the libraries (Cheng, Bischof, & Nathanson, 2002; Pu, & Yang, 2003). On the current age, the development of information and communication technology has led to social changes in the users, therefore the library must also be able to adjust with the changes as well.

Conclusion

Respondents stated that the library room is comfortable because there is AC, the location of the school library is strategic so easily accessible by everyone, the library provides a comfortable seat and reading room for both group and self-study, and good lighting. Adding up to that, the comfortable library room is supported by friendly, fun, communicative, and helpful librarians.

In accordance with the purpose of the school library, the motivation to complete the schoolwork ranked second. Therefore collections in the library must support the school curriculum. The love of reading in students ranked third. This is in accordance with the function of school libraries that in addition to educative is informative, as well as recreational. Therefore, to support these needs, school libraries should provide a collection of curriculum-based books, compulsory books, and supporting books; and general collections of both fiction and books on other general knowledge

Other external motivation that may influence high school students to utilize the school library is invitation from friends. This is in accordance with the theory of adolescent development where most teenagers do not want to be different from their peers. The utilization of library also comes from the teachers. Therefore the role of teachers to assign tasks to students to browse information and utilize school library collections, or at least instruct students to use the library space for discussion is highly pivotal.

The library is still regarded as a prestigious venue. This becomes the motivation of students in utilizing the school library. Library users are synonymous with people who are diligent. Therefore to get a diligent image, students visit the library. Filling in leisure time is also a motivation for students to use the school library. According to this factor, the opening hours of the library must be in accordance with students' free time so they can visit the library more often.

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