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October 2020

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Harisanty, Dessy and Anna, Nove, "Information Behavior of Children Using Public Libraries in Taiwan and Indonesia" (2020). *Library Philosophy and Practice (e-journal)*. 4404.

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Information Behavior of Children Using Public Libraries in Taiwan and Indonesia

Abstract

Parents as primary socialization agents have a major influence on the development of children. The facilities that can be used to maximize child development are libraries. Libraries are information centers that help meet information needs. This research aims to identify information behavior of children using public libraries in Taiwan and Indonesia and the role of parents as a child's primary socialization agents for library utilization. This study was conducted in Taichung City-Taiwan and Surabaya-Indonesia. Both cities are cities of literacy and the second largest cities in each country. The libraries provided in both cities have special services for children. The method used is descriptive research with purposive sampling. The samples were parents who had invited their children to the library at least 2 times in the last month. Questionnaires were given directly to parents in the children's library services. The number of respondents was 200 respondents: 100 in Taichung-Taiwan and 100 in Surabaya-Indonesia. In addition to the collection of primary data through questionnaires, data collection was also conducted via interviews with the library staff, library website, and other secondary data. The results of this study show that the role of parents is very significant to increase child's interest in reading through the use of libraries. Therefore, it is necessary for libraries to invite parents to socialize the utilization of the library to meet the information needs of children.

Keywords: information behavior, the role of parents, children, public library

Introduction

Children are valuable assets for the nation. The future of the country will be determined by them. Therefore, the quality of human resources in Indonesia needs to be improved from now on. One of the efforts that needs to be done is by instilling reading habits into children as early as possible. The growth of reading interest and habits especially among children does not grow by its self, but it needs the roles of various parties including the role of parents, school teachers and other related parties such as libraries.

To instill reading habits into children, it takes both internal and external factors. The most major external factor is the family, especially the elderly, since parents are the first role models who teach children many things before they enter the world of education. In this regard, Mary Leonhardt stated that a child who likes to read does not come from the child himself but a child who likes to read usually has parents and teachers who can guide him/her to read. Thus, according to Leonhardt, reading should be *fun*, not be forced or in the form of a task. By reading, we will get a wide range of benefits such as adding insight to our knowledge, obtaining important information about the civilization of the world, and extending our horizons (Natadjudena, 2005:4).

Reading interest will not increase if the people in Indonesia are still illiterate and lack the ability to read. Data from Education for All (EFA) Global Monitoring Report in 2005 (Cahyono, 2007: 46) show that Indonesia is the 8th country with the largest illiterate population (aged 10 and above), approximately 18.5 million people. In terms of the ability to read, Indonesian people literacy are still low. In 2000 the international organization of Education Achievement (IEA) placed Indonesia in the 38th of 39th countries whose people have low literacy.

The results also show that developing countries have lower reading interest than developed countries. However, they also show that students in many developing countries are more motivated to read and spend more time reading than students in developed countries.

These results suggest that the ideal role of the library is to increase students' motivation to read through the provision of various materials, supportive environment for literacy and reading conversations and the autonomy for students to make their reading choices (Adkins, 2015).

In the Southeast Asian region (ASEAN), Indonesia ranks third from the bottom in the reading and writing interests. Based on the survey of the United Nations Educational Scientific and Cultural Organization (UNESCO), in 2011 the level of reading in Indonesian society was only 0.001%, which indicates that only 1 of 1000 people wants to read the book seriously. Meanwhile, the average reading rate index in developed countries ranged from 0.45 to 0.62. It puts Indonesia in the position of 124th out of 187 countries in the Human Development Index (HDI) assessment. (El-Fikri in Arumdini, 2016)

As shown above, efforts to foster reading interest and habits in children need to involve many parties including libraries. The existence of a library is also a key means for learning activities that have functions as an information center for the development of educational activities, research and educational recreation facilities. A library is also a source of intellectual work that has various collections of references, where its existence can be utilized by all visitors of the library. Therefore, libraries are required to be able to provide services quickly and precisely according to the interests of each visitors or target readers (Winoto, 2017).

The City Library of Taichung-Taiwan and Surabaya-Indonesia have special services for children. Both cities are the second largest cities in each country. Also, both are cities of literacy. Based on this background, this research aims to find out the role of parents as child's primary socialization agents for the utilization of libraries in the city of Taichung-Taiwan and Surabaya-Indonesia. By knowing the condition of both places, we can make recommendations for public libraries to develop children's services.

Literature Review

The Role of Parents

Simply, interest is a tendency and high enthusiasm or a great desire for something. Reading interest is an important key to the development of a nation because the mastery of knowledge is acquired via high interest in reading, not just listening to information. Reading interest should be applied and accustomed from an early age, starting from the closest environment of children, such as parents and family and education and surrounding environment, by using conventional books and electronic books (*e-book*) (Brown, 2001).

Motivation is a booster that converts energy in a person into real activities to achieve certain goals (Djamarah, 2011). Therefore, motivation can be understood by knowing the relationship between needs, encouragement and goals. Motivation is also an effort to influence a person's behavior so that s/he can do something so as to achieve certain results or goals.

The low reading interest greatly influences the quality of education. There are several factors that influence the low reading interest, namely external factors and internal factors. Internal factors are factors that come from within a person, such as willingness and habits, while external factors are factors from other people or environment including the family, neighbors and the school environment. Additionally, the presence of the internet that can be a double-edged sword. On the one hand, it can make someone easier to read because it is very accessible. On the other hand, the internet that facilitates everything and provides fast access to information can lead to even further away from the world of literature. This external factor is also very influential on students, affecting motivation, willingness and tendency to read.

The role of parental motivation as a social factor is needed by children in various aspects of their development, such as their physical development to achieve the desired

achievement. Parents can give information to solve problems, give encouragement, material, assistance, guidance and monitoring, and provide facilities in reading activities such as books so that children can be motivated to read them.

One of the factors that plays a role is family. In this case, parents greatly influence the success of students (Isnawati, 2012). Parents have a very important role because parents provide basic education for students, from which the personality of students was formed. The attention of parents to their children will greatly emphasize the importance of education. Awareness of the importance of education will encourage students to read better and in the right way so that eventually it will be able to improve students' knowledge. In addition, parents' attention can also be shown by giving awards if the children obtain achievement, giving punishment if they have bad attitudes, giving examples, and helping them to learn. All of that will help increase students' interest in reading.

If someone has an interest in a particular object means that someone has a willingness to do an activity related to that object. The success or failure of achieving a goal depends on the presence or absence of someone's willingness. With a strong will, someone has a strong base to achieve goals (Marlinawati, 2013).

It is strongly recommended that parents support and participate in activities to increase reading interest of children because parents and family are the closest people to them. The way to generate children reading interest early, for example, can be started by getting used to reading tales for children, always exchanging stories, actively communicating with children in order to broaden children's knowledge and vocabulary, taking children to public libraries as one of the weekend activities. The activity of visiting the library is not just to enjoy the facilities available in the library such as reading a collection of books but also increasing the social sense of children.

The reason why parents should pay attention to children is because parents are people who are always close to children and always interacts with them. This requires parents to give more attention to children.

The Use of Library

Public libraries as information service centers for the community strongly support activities that increase reading interest of children with various activities and facilities, such as interesting children's book collections, games that can sharpen children's concentration, fairy tale activities, and free foreign language learning activities. These activities and facilities are highly recommended for parents or people in the surrounding area to use the facilities that are available in order to create generations who like to read.

Regional public libraries are places that store reading materials such as books and others to serve the visitors of the library. According to Sulistyo-Basuki (2003) public libraries are grouped into several types, namely regional libraries, provincial libraries, municipal public libraries, district public libraries, sub-district public libraries, village public libraries, public libraries for community members who require special media, libraries for people who need special kind of reading because of age, and mobile libraries.

Previous Research

The followings are the results of previous studies regarding the Role of Parents in library utilization:

1. Research on "The role of parents in increasing reading interest in kindergarten children in Pulung Subdistrict shows that the role of parents in increasing reading interest of kindergarten children is central when viewed from the role of parents as modeling, mentoring, organizing, teaching, and parents' strategies in increasing children's interest in reading (Anggraini, 2017: 61-62).

2. The reading interest of Indonesian society is still relatively low because of the laziness (Salmeto, 2018).
3. Parents who familiarize their children with reading will more improve relationships in the family. The results showed that the number of parents who read more than once a day increased from 24% to 43%, while the number of parents who never read for their children decreased from 2% to 0% (Harvey, 2016)

Research methods

The method used in this research was quantitative descriptive. This research aims to identify information behavior of children using public libraries in Taiwan and Indonesia and the role of parents as a child's primary socialization agents for library utilization..

The locations of this study were in the Taichung-Taiwan Public Library and in the Public Library of East Java Province, Surabaya-Indonesia. Both cities are the second largest cities in each country, and both are the cities of literacy. The libraries provided in both cities have special services for children.

The sampling technique used was purposive sampling. The samples were parents who had invited their children to the library at least 2 times in the last month. Questionnaires were given directly to parents in the children's service library. The number of respondents was 200 respondents; 100 in Taichung-Taiwan and 100 in Surabaya-Indonesia. This refers to the opinion of Seymour Sudman (in Aaker, 1995) who stated that *"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."*

Data collection techniques used in this study included:

a. Primary data collection

The primary data collection was carried out by distributing questionnaires directly to parents in the children's service library and conducting interviews with the library staff.

b. Secondary data collection

Secondary data were obtained from library websites, library reports, and by conducting literature reviews of various books, articles, news and reports of previous research results.

The processing of data in this study is as follows:

- a. Editing; examining the completeness of the data provided by respondents on the questionnaires so that the data collected is completely valid and sufficient.
- b. Coding; giving numbers to each category of answers so that each answer that has been arranged in a certain category has its own code in the form of numbers. This method is an important part of processing and analyzing data in quantitative research.
- c. Tabulation; modification of data according to the analytical technique used and compilation of data into a table. The tabulation process was carried out by using a computer program, SPSS.

Data analysis techniques in this study were carried out by describing and explaining the research findings obtained from the results of questionnaires and probing in the field, and analyzing them using a predetermined conceptual framework. The analysis process was carried out on data that had been processed and presented in the form of frequency tables and cross tables. The results of the data were compared with a predetermined conceptual framework or data obtained from the study were compared with the results of previous related studies.

Results and Discussions

The Role of Parents

Table 1 Relationships with Children

Relationships with Children	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
Father	13	13	30	30
Mother	72	72	64	64
Grandmother	6	6	4	4
Grandfather	0	0	0	0
Sister/brother	8	8	1	1
Nanny	0	0	0	0
Neighbor	1	1	1	1
Total	100	100	100	100

Children library services are the core aspects of public libraries and are very important for supporting literacy and promoting books (Robertson & McMenemy, 2018). Looking at the data (table 1) given from the observations, the mothers are the ones who invite the children to go to the Surabaya Public Library. This suggests that the role of a mother is very important; the relationship of mother-child reading has brought considerable interest in children's ability to develop their literacy (Md Husain, Choo, & Singh, 2011).

The role of parents is very important in developing children's reading interest through visiting the library, followed by relatives and grandmothers who are also influential in developing children's reading interest. Increasing children reading interest is certainly very determined by how parents educate them in getting used to reading (Arum dini, 2012). Children will become accustomed to books when their parents also have the same habit of reading books (Authors, 2012).

Parents as the first teachers for children play an important role. As persons who are close and often meet with children, parents must be aware of their important role for children. Parents are expected to have knowledge and want to understand various things that happen. Parents are also expected to always be beside the children when needed. Children in the new world will enter the preparation period so that children can experience a period of change. Without supervision and guidance, children can enter a new world when they are not ready to enter it (Julaihah, 2004).

How parents help foster reading interest can be done by getting children to visit public libraries, especially on child services. By introducing it slowly, it is possible that visiting library can become children's habit. Children will feel that reading is not bored and not as bad and difficult as thought so that the role of parents in introducing a new world to children is very important.

Motivation to the Library

Table 2 Motivation to the Library

Motivation to the Library	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
So that children have interest in reading	39	39	97	97
Fill the free time	30	30	2	2
As a substitute for play / recreation	27	27	0	0
Relaxing place because the room is cold and spacious	1	1	1	1
Others (visits from school)	2	2	0	0
Accompany children to work on assignments	1	1	0	0
Total	100	100	100	100

The biggest motivation for parents to bring children to the library is to make children have a great reading interest and fill their spare time by doing useful things. Also, the intensity of parents in bringing their children to go to the library greatly influences the quality of reading interest of children (table 2).

The library as an information service institution has an important role in the effort to disseminate information as widely as possible by providing non-formal education facilities to increase the knowledge of individuals. To serve the needs of users, libraries are required to provide library materials that match their interests and needs. Starting from an interesting arrangement, attracting the attention of the society by stimulating attention, presenting interesting collections to providing a kind and friendly attitude and explaining the facilities are the first steps to introduce the library to the society.

Table 3 Child Development

Child Development	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
Children can get to know letters / read faster	69	69	84	84
Children are easier to socialize	49	49	19	19
Children are more confident	34	34	21	21
More and more vocabulary	35	35	36	36
The child becomes quiet	1	1	10	10
Others (children love to read)	2	2	0	0
Creative	1	1	0	0

Several studies have agreed to introduce reading from an early age to create positive upbringing for children (Schiefele, Stutz, & Schaffner, 2016). Public libraries have special services for children with facilities that can help children develop knowledge and social skills (Train, 2016). This is in accordance with Table 3 which shows that the development of children that is obtained by utilizing libraries both in Indonesia and in Taiwan is that children can get to know letters or readings faster. Another positive thing is that children's vocabulary increase since they read more books. Using the library can make children easy to socialize and increase self-confidence. This is because children are not only able to read books independently but also to socialize with their peers as there are programs such as story telling that needs interaction. However, there are interesting findings in Taiwan that by utilizing the library children become quiet. The rule in the library requires children to be quiet, not to be crowded. This habit is a learning medium for children to be able to control their behavior. This also has a positive impact on parents in educating their children.

Table 4 Visit Intensity

Visit intensity per week	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
6-7 times	1	1	1	1
4-5 times	2	2	7	7
2-3 times	34	34	34	34
<= 1 time	63	63	58	58
Total	100	100	100	100

Based on Table 4, the biggest percentage of the frequency of library visits is <= 1 time per week and the average duration is 1-2 hours. This suggests that leisure time, especially during holidays, affects the intensity of visits to the library. This can be a moment

of child-parent relationship, interactions that occur between children and adults when they share story books (Lefebvre, Trudeau, & Sutton, 2011).

Activities in the Library

Table 5 Activities in the Library

Activities in the Library	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
Read the book	76	76	92	92
Watching movies	5	5	5	5
Play	48	48	2	2
Read stories	33	33	0	0
Following the story telling service	24	24	25	25
Relax	36	36	18	18
Other (Helping to do the task)	1	1	12	12
English courses in the library	2	2	0	0
Borrowing book	1	1	0	0

The activity that is often carried out by children in the library is reading books (table 5). In Indonesia, in addition to reading books, children also play with other children so that social interaction can emerge from childhood and they can be relax because the room is comfortable. Researchers in child-computer interaction have designed software for children to support learning and play (Wu, 2015).

The library is one of the effective learning resources to increase knowledge through various readings. The availability of a variety of library materials allows each person to choose what suits their reading interests. If society broadens its knowledge through its chosen library, it will increase the level of intelligence of society. The library must provide reading materials that can be sources of information and knowledge for the readers or library visitors in the region. The library certainly is not only a "book storage", but also a place for information, education and recreation. This need can be provided by a library by adjusting its collection to the interests of the readers in the region. In relation to this important role, library organizers should not only provide book space and reading rooms that are regulated based on a particular system but also to consider the location of libraries, forms of space, arrangement of furniture and equipment (Stutz, 2012).

Library facilities are important in library management because the absence of a place to read, collections, supporting facilities, and other infrastructure facilities will reduce people's interest in visiting and reading in the library. Facility management must consider three significant aspects, namely: comfortable, open and user friendly (Walgermo, 2018). The layout must be able to show that the library can function properly. The design must pay attention to aesthetic and ergonomic aspects. The access to library materials, space and information must be easy for all users. The library must consider the problem of traffic, safety, and security of the users. The room should accommodate users for storage and processing purposes. If these aspects are met, then people who visit the library will be more comfortable so that reading interest will increase.

Table 6 Topic Story

Topic Story	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
Animals	45	45	22	22
Detective / adventure	15	15	26	26
Mystery	2	2	5	5

Fairy tales	13	13	37	37
Folklore	18	18	5	5
encyclopedia / science	4	4	1	1
Religion	2	2	3	3
History	1	1	1	1
Total	100	100	100	100

The topic used in a reading material adjusts to the age of child development. Table 6 shows that a topic that is mostly read by children in Indonesia is related to animals, while in Taiwan, they prefer fairy tales. Both types of reading can increase children's imagination. Rebuilding a child's imagination will make children have a higher level of creativity (Roman & Pinto, 2015). Children need access to stories from an early age to help them understand their lives with the wider community. In many developing countries, this oral tradition still dominates at all levels, often strengthening social strata (Elkin & Mynott, 2015).

This topic selection is based on children's preferences and interests. Animals tend to attract children's interest because there are many kinds of animals in nature and children want to know the shapes and names of them (vila, 2017). Introducing books to children is the responsibility of adults, especially parents. Children will not seek or want books for their own desires because children do not understand the benefits of reading a book if there is no example from their parents. Facing the global developments that prefer to electronic books, library collections will experience a shift in form from printed to electronic. It would be recommended for children to be introduced to e-books to support their knowledge (Maynard, 2018). Giving encouragement and understanding of the importance of reading books needs to be done by parents so that children are interested and start looking for books (Anggraini, 2016).

Table 7 How to Access Collections

How to Access Collections	Indonesia		Taiwan	
	Frequency	Percents	Frequency	Percents
Via catalog / OPAC	6	6	39	39
Ask the librarian	35	35	2	2
Look straight at the shelf	59	59	59	59
Total	100	100	100	100

The way parents find story books that children love is by looking directly at the shelves (table 7). This can happen because if you look directly into the shelves the children can also contribute to the selection of books and see directly whether the book is what they looked for or not so that it is easier for children and parents. Another way to do this in Indonesia is to ask the library staff, instead of making OPAC as a means of information retrieval. This is different from parents in Taiwan, in that another way to do this is to use OPAC facilities. They are familiar with the use of OPAC. OPAC provided in children's services is designed to be attractive and interactive, making it easier for users to use it.

Conclusion

The role of parents is very important in developing children's reading interest by visiting libraries. Parents with any occupational background are required to routinely invite their children to the library so that there is no gap in the work of parents who take their children to the library, not only employees and housewives. Distance is not a barrier for parents to invite their children to visit the library. Most of library visitors use a motorcycle to visit the library. The biggest motivation for parents to take their children to the library is to

make children have high reading interest and to fill their spare time by doing useful things. The intensity of parents in inviting their children to visit the library is one time per week with a duration of visits of at most one to two hours per visit. The most common activity in the library is reading books. The most selected topic in Indonesia is the topic of animals, while in Taiwan is fairy tales. The way to access the collection is by searching directly on the shelf. However, the utilization of OPAC retrieval facilities in Taiwan is higher than in Indonesia. The impact felt by parents who often bring their children to the library is that children are more familiar with letters/reading, easier to socialize, more confident in their daily lives and have more vocabulary. Based on these results, the role of parents is very vital to increase children's reading interest. Therefore, the library is suggested to collaborate with parents in disseminating library utilization to meet children's information needs.

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