

Social media and the role of libraries during the COVID-19 pandemic

Media sosial dan peran perpustakaan selama pandemi COVID-19

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Article History: Received 12 November 2021; Accepted 29 May 2022; Published Online 22 August 2022

Abstract

The COVID-19 pandemic has had a huge impact on a person's life, both physically and mentally. With the amount of information available, people can use this information to overcome the anxiety they face. This study aims to identify the information behavior of COVID-19 survivors and the role of libraries in social media as information institutions during the COVID-19 pandemic. The research method used is quantitative descriptive. Data collection was carried out through a survey using Google Forms. The number of data collected was 148 respondents. The location was East Java, including Surabaya, Sidoarjo, Tuban, Bangkalan, Magetan, Blitar, Situbondo, Jombang, Gresik, Kediri, Ponorogo, Lamongan, Madiun, Ngawi, Banyuwangi, and Tulungagung. The results show that most people fulfill their information needs regarding the treatment of COVID and its development (48.6%), as well as a healthy lifestyle (15.5%) through social media. In accessing information, a small number of respondents experienced obstacles such as the amount of hoax information (6.1%), the available information was considered incomplete (5.4%), limited internet quota (4.1%), and problematic network signal (4.1%). Based on these results, we need the role of libraries that are able to provide information to meet the information needs of users.

Keywords: COVID-19; information behavior; library role; social media

Abstrak

Pandemi COVID-19 telah memberikan dampak yang sangat besar bagi kehidupan seseorang, baik secara fisik maupun mental. Dengan banyaknya informasi yang tersedia, orang dapat menggunakan informasi ini untuk mengatasi kecemasan yang mereka hadapi. Penelitian ini bertujuan untuk mengidentifikasi perilaku informasi para penyintas COVID-19 dan peran perpustakaan di media sosial sebagai lembaga informasi di masa pandemi COVID-19. Metode penelitian yang digunakan adalah deskriptif kuantitatif. Pengumpulan data dilakukan melalui survei menggunakan google form. Jumlah data yang dikumpulkan adalah 148 responden. Lokasi yang diambil meliputi Jawa Timur antara lain Surabaya, Sidoarjo, Tuban, Bangkalan, Magetan, Blitar, Situbondo, Jombang, Gresik, Kediri, Ponorogo, Lamongan, Madiun, Ngawi, Banyuwangi, dan Tulungagung. Hasil penelitian menunjukkan bahwa sebagian besar masyarakat memenuhi kebutuhan informasinya melalui media sosial. Informasi yang mereka butuhkan mengenai pengobatan COVID dan perkembangannya (48,6%), serta pola hidup sehat (15,5%). Dalam mengakses informasi, sebagian kecil responden mengalami kendala seperti banyaknya informasi hoax (6,1%), informasi yang tersedia dianggap tidak lengkap (5,4%), kuota internet terbatas (4,1%), dan sinyal bermasalah. jaringan (4,1%). Berdasarkan hasil tersebut, diperlukan peran perpustakaan yang mampu menyediakan informasi untuk memenuhi kebutuhan informasi pengguna.

Kata Kunci: COVID-19; perilaku informasi; peran perpustakaan; media sosial

Introduction

The rapid spread of the COVID-19 virus in recent times has disrupted life around the world. In the current situation, the presence of COVID-19 affects human activities, such as scientific conferences, business meetings, Umrah and Hajj, or weddings that are limited in their implementation (Shoaib & Abdullah 2021). There are huge losses globally and cannot be accurately predicted by each affected (Afshan et al. 2021). It is not only the health sector that is affected, the economic sector is also badly affected by this pandemic situation; many countries are threatened with high inflation (Gupta et al. 2021). Meanwhile, according to a press release delivered by the Minister of Finance of Indonesia, economic

conditions in Indonesia shows an increase in unemployment because many companies are unable to pay their employees, bad loans to MSMEs, liquidity in banking, rupiah depreciation, and financial market volatility to capital flight (Hasan et al. 2021). The same thing happened in the tourism sector which faced a decline in output as high as 50% to 70% (Chakraborty & Maity 2020). As of March 14, 2022, according to WHO, the total number of positive cases is 456,797,217, and the number of deaths is 6,043,094. For Indonesia, as of March 14, 2022, the total number of positive cases was 5,900, 124, and the total number of deaths was 152,437. Various efforts have been made by the Government of Indonesia to treat patients and prevent transmission of the virus.

In the context of disseminating information about COVID-19, the government uses mass media, print media, and the internet to mobilize the public, convey preventive measures to the public, and inform them of supportive measures and channels. The government has deliberately created an official government website for COVID-19 information, namely <https://COVID19.go.id/>. Health information is very important because it helps people gain the right knowledge and make informed decisions about their health. In particular, in times of health crises like COVID-19, people are becoming very concerned about such information. By doing so, they try to reduce the uncertainty and negative feelings associated with previously unknown illnesses (Hong & Kim 2020).

With the sophistication of the internet with the very fast and free dissemination of information about COVID-19, many people have the behavior of searching for information online through the internet (Galido et al. 2021). People switch from traditional sources of information such as newspapers/printed newspapers to online sources of information such as news on the internet or social media. Search engines like Google, social media (Facebook, Twitter, etc.), or scientific and official websites are prominent. The statistics available from Google Trends also confirm that people around the world are actively searching for information related to COVID-19 online (Hong & Kim 2020).

The ease and sophistication offered by the internet in disseminating information also has a negative impact. People are getting too much information about COVID-19, causing confusion and information anxiety in making decisions (Cox & Brewster 2020). Information about COVID-19 on the internet is mixed between true and false information (Soroya et al. 2021). Other studies have shown that exposure to multiple sources of information results in information overload, which has a negative impact on coping actions related to COVID-19, as well as the intention to engage in coping behaviors (Farooq et al. 2020). The above study also shows that information overload is higher among individuals who use social media as a source of information for COVID-19. Furthermore, it was found that information overload results in cyberchondria, a state of excessive worry and chronic pain (Laato et al. 2020).

The facts show that there were 5682 hoaxes about COVID-19 as of March 2022 (Wicaksono 2022). Even though the government has provided official sources of information about COVID-19, many people still access it from unofficial sources of information. The emergence of this hoax is because many people are not information literate, so they trust all circulating information. People are also lazy to find the truth of an information, this is what makes hoaxes grow. People also do not have social awareness to filter the information they get (Saptanto 2018).

Due to the large number of hoax news, people need authentic information. It is very difficult to identify genuine sources of information from fake ones. In this case the library has a role, to provide authentic sources of information during COVID-19 (Bangani 2021). Since libraries deal with information creation to the dissemination process, it must deal with global crises such as the coronavirus (COVID-19). Especially in public libraries, namely libraries that have more users compared to other types of libraries. Public libraries are libraries that are organized by the provincial government, district/city, sub-district, and village governments, and can be organized by the community (TBM/Community Reading Park), so that the funds for the operation of public libraries come from government funds and tax payments. Public libraries have more library users than other types of libraries (school libraries, college libraries, special libraries). The users of public libraries consist of various segments of society regardless of age, gender, income, race, political views or religion (Mannan & Anugrah 2020). Children usually use public libraries to read library collections, do assignments from teachers, enjoy comfortable library rooms or

play with friends in public libraries (Anna & Harisanty 2019a). The elderly use the library to meet with friends, read collections, read magazines, tabloids and read newspapers (Anna & Harisanty 2019b). Public libraries are usually located in the city center so that they can be easily accessed by the public, usually located near the city squares.

So far the library has tried many things to maintain the quality of services provided to users. Libraries provide remote access, such as Virtual Libraries where libraries provide digital collections that can be accessed 24 hours and librarians answer user questions in real time (Jaeger & Blaabaek 2020, Peruginelli et al. 2020). Libraries also capture the phenomenon that users are very active in social media; therefore, the library also maximizes the use of social media as an information channel for users (Koulouris et al. 2020). A survey by the Public Library Association on the Public Library Response to COVID-19 was conducted during March 24 – April 1, 2020 with a total of 2545 respondents from public libraries in America. The results of the survey show that public library activities during the pandemic include expanding online renewal policies (76%), expanding online check-out services (74%), adding virtual programming (61%), expanding online virtual reference/help services (41%), expanding telephone references/support (38%), providing roadside book pick-up (22%), and sending collectibles to customers (6%). Libraries in Indonesia are also adapting in terms of service to users. Research conducted by Srirahayu et al. (2022) shows the efforts made by the library by maximizing online services and electronic sources, besides which the library also utilizes social media to communicate with users and as a suggestion for the promotion of library services during a pandemic.

Based on the above phenomenon, the role of the library is needed to provide services in meeting the information needs of the community, including COVID survivors. Therefore, it is very important to conduct a survey of information behavior of COVID survivors in Indonesia to find out information needs, information discovery behavior, and obstacles found. From these results it will provide benefits to various parties. The library as an information provider institution can provide valid and reliable information to meet the information needs of the community so that hoax information to the public will be minimized. This study aims to identify the information behavior of COVID-19 survivors and the role of libraries in social media as information institutions during the COVID-19 pandemic.

Research Method

The type of research used is quantitative descriptive, which describes the information needs of the community when exposed to COVID, how they seek information, and the obstacles faced. The population in this study is all people in East Java, Indonesia, who have been exposed to COVID. The sampling technique is non-probability sampling with purposive sampling. Purposive sampling is a method or sampling method in which the researcher has set certain criteria according to the research objectives so that the desired information is expected to be in accordance with the research problem. Certain criteria that have been set in this study are people who have been infected with COVID-19. Research location is in East Java, Indonesia, including Surabaya, Sidoarjo, Tuban, Bangkalan, Magetan, Blitar, Situbondo, Jombang, Gresik, Kediri, Ponorogo, Lamongan, Madiun, Ngawi, Banyuwangi, and Tulungagung.

The data collection technique used in this study was primary data collection which was conducted through a survey. The survey was conducted using a Google Form. The Google Form was given to people in East Java who had been exposed to COVID and the person was known to the researcher. From the primary data collection, there were 148 respondents who filled out the form. The survey was distributed for one month. The data collected were 148 respondents. The number of respondents is considered to have been used to answer the problem.

In addition, secondary data collection was also carried out through public library digital media to determine the extent to which public libraries utilize social media and how information is presented by public libraries on social media. Data were taken from March 2021 to April 2, 2021 from social media, namely Facebook, Twitter, Line, Instagram, WhatsApp, LinkedIn, and YouTube by first looking for a list of public libraries by province, city in Indonesia, with the keyword "perpustakaan daerah

(district library)”, “perpustakaan kota (city library)”, and “perpustakaan provinsi (provincial library). Data collected from public libraries in Indonesia that have social media were 214 public libraries.

Primary data from the survey results are analyzed by: (1) Editing, namely checking the completeness of the data provided by the respondents in the questionnaire so that the collected data are completely filled out. (2) Coding, namely by giving a code to each category of answers so that each answer arranged in a certain category has its own code. (3) Tabulation, namely modifying the data according to the analysis technique used and compiling the data into tabular form. In addition to primary data, secondary data are also processed to enrich the findings. After the primary and secondary data were processed, data analysis was carried out by describing the findings and juxtaposing it with information services provided by public libraries in East Java through social media. This will show the information behavior of respondents and the availability of information by public libraries in East Java, Indonesia.

Result and Discussion

Library's social media

In the era of Web 2.0 technology, libraries have adapted by creating library 2.0 services which are realized through library social media accounts. Table 1 shows the data on social media belonging to public libraries in Indonesia obtained from the results of secondary data collection through search engines.

Table 1.
Social media of public libraries in Indonesia

Social Media	Available		Not Available		Amount	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Facebook	122	57.01	92	42.99	214	100
Twitter	35	16.36	179	83.64	214	100
Instagram	82	38.32	132	61.68	214	100
WhatsApp	16	7.48	198	92.52	214	100
YouTube	49	22.90	165	77.10	214	100
Website	143	66.82	71	33.18	214	100
Telegram	2	0.93	212	99.07	214	100
TikTok	1	0.47	213	99.53	214	100

Source: Data collection through public library social media (2021)

Some of the social media used by the library include Facebook, Line, Twitter, YouTube, Instagram and so on. One of the reasons why this library utilizes social networks is because it tries to keep up with the times and keep pace with dynamic library users (Lam et al. 2019). Social networks will make it easier for users to get information quickly and efficiently. Integrated with technology through social networks, libraries are expected to be able to attract users to come to the library. Today, people prefer to find information using online media compared to coming directly to the library, which functions as a source of information (Ankrah & Atuase 2018).

According to Kaplan and Haenlein (2010), there are six types of social media derived from Web 2.0 concepts, namely: (1) Collaborative Projects, which are media that present information commonly found in the form of encyclopedias which contain various articles, biographies, and various kinds of media. information, for example Wikipedia. (2) Blogs and Microblogs, i.e. users can write and update status with limited number of characters, for example Twitter, Tumblr. (3) Content community, namely popular video sharing social media where users can load, watch and share videos and photos freely, for example YouTube, Instagram and TikTok. (4) Social Networking Sites, namely users can communicate

widely to anyone and anywhere and have a very large amount of time, for example Facebook. (5) Virtual World Games, namely virtual reality in the form of games where users can interact and play together in an environment that is simulated in a computer game, such as World of Warcraft, and Point Blank. (6) Virtual Social World is a three-dimensional internet simulation that provides an opportunity for users to create a virtual new life according to each user's imagination, for example Second Life, and The Sims.

Some public libraries have social media as a means to share information related to the services they have and the activities they carry out. From the public libraries surveyed, they have social media such as Facebook, Twitter, Instagram, WhatsApp, YouTube, website, Telegram, and TikTok. Public libraries mostly use the website for information distribution and promotion media. Website is a collection of information in the form of text, images, photos, videos, and so on, which are connected to each other on an internet page. All website data are stored on a hosting server. There are various types based on ownership, namely: (1) Personal website, which is managed by individuals. Usually, a personal website is made into a free blog using a blogging service, such as WordPress, Blogger, Wix, and so on. However, there are also websites that are used for portfolios, such as photography galleries, blog articles, video or design portfolios, and so on. (2) Business websites and company websites, namely websites that display information related to brands or related company profiles that aim to inform users about their identity. (3) Community website, which aims to share information between members, as a virtual information board, or forum for discussion. Community websites usually use the ".org" domain extension. (4) E-commerce website, which aims to sell goods or services online, display brand information or business campaigns. The type of website owned by a public library is a company website, which contains information about the library's profile as a branding medium related to its existence.

In addition to the website, Facebook is the prima donna for public libraries to share information related to libraries. Facebook is a platform based on websites and mobile devices. It was first released in 2004 for a limited number of people and then expanded to be used globally and for free. Many public libraries in Indonesia use Facebook as a medium for networking with their users (Harisanty 2019). The library profile contains the identity of the library. All activities and information shared by the library will be known by people who are friends of the library's Facebook. The library also communicates with users through the Messenger facility on Facebook. The activity facilities (events) are used by the library to schedule activities and invite users to participate in these activities. Instagram is also used by public libraries. With simple features and an attractive appearance, Instagram is the library choice for communicating with its users. Instagram is a social media that contains photos and video-sharing. Images uploaded to user stories expire after 24 hours. Anwar et al. (2020) found Instagram is used mainly for the improvement and adjustment of lifestyle with trending topics, especially the style of the artist. For those who have more money, the students also make online transactions to buy clothes they like.

The library is quite active in disseminating information through the website, Facebook, Instagram, and YouTube. These social media have different characteristics and most users have these accounts. Therefore, the library is active enough to adapt to current developments, namely by presenting information through YouTube media. YouTube is one of the most popular video sharing websites where users can upload, share with other users, and watch live videos. YouTube is one of the fastest growing forms of social media today. Twitter is a social media consisting of 140-character messages called tweets. Several terms are used within Twitter to describe features and services provided. As adjective verb, it is the act of forwarding tweets from other accounts for followers to see. Twitter is a very popular social media nowadays, so public libraries also use this media to share information. Harisanty (2018) shows that the use of library Twitter by users affects the level of library use. In addition to the social media above, the library also has a communication medium in the form of WhatsApp (Yuliani & Nugraha 2021). This media is very familiar in Indonesia and very practical to use. Almost all residents in Indonesia have WhatsApp.

Libraries use social media as a medium for promotion, both promoting information about libraries, rules, collections, services, and existing library activities (Yeung et al. 2020). With the development of

a digital society that is almost inseparable from the internet, social media can be used for more than just promotional media. Like YouTube, live broadcasts of library activities are usually used. An example of promotion through social media is Facebook. Facebook itself is a social network that is widely used by people in the world, including Indonesia. The number of Facebook users in Indonesia itself is included in the 10 largest number of Facebook users in the world. This is an opportunity for librarians to introduce the world of libraries to the public or users as a source of information that is easy, fast and private. WhatsApp, Telegram and Line are used by the library as a customer service tool that can accommodate complaints, suggestions, requests and feedback.

The results of the same study from the research conducted by Elkins et al. (2020) identified recent trends of student communication and technology needs and preferences regarding library services and resources. The survey results show that the appropriate library service is a service that involves users; one of the right things to do by libraries is to create a library social media account so that users can follow it, to inform users.

Libraries use social media for library promotion activities. The library has accounts on each of the three main social media platforms: Facebook, Twitter, and Instagram. The use of social media as a promotional medium was chosen based on the consideration of the relative advantages of social media. The active use of library social media accounts should be encouraged to provide better promotion of libraries, especially their resources and services (Yalung et al. 2020). Librarians have devised strategies to create trust in social media content and direct their actions toward the goal of achieving social media authority as information experts. Three themes relate to trust-creating activities by individual librarians: (a) posting credible and useful social media content, (b) providing relevant and responsive feedback, and (c) having official identification or social media icons. Two other themes were associated with trust-creating activities by librarians as a group: (a) collaborating in assessing social content, (b) becoming an authority in libraries and information services (Magoi et al. 2020). There is a trust-creation activity carried out by library managers, which involves university authorities for content. Research shows that social media authority is built on user trust. The success of implementing social media in libraries is not only related to the ability of librarians to use social media, but also how they build social media content through activities to create trust.

Libraries' social media during the pandemic

During the pandemic, social media platforms belonging to public libraries were used as an alternative service to users because public libraries had to physically close. Through its social media, public libraries provide announcements about service procedures carried out during the pandemic (Rundqvist 2021). Not only done to give announcements, social media is also used as a medium of communication between libraries and users (Koulouris 2020).



Figure 1.
Social media of East Java Public Library Instagram
Source: East Java Public Library Instagram (2021)

In Indonesia, during the COVID-19 pandemic, there was a fluctuating period, there were periods when positive COVID-19 patients increased and there were times when positive COVID-19 patients decreased. This affected the policies taken by the government and has had an impact on the services provided by the library. In early to mid-2021, public libraries opened physical services with only 50% user capacity, but in July 2021, public libraries closed physical services following government policies. All information regarding changes in public library services is conveyed through social media platforms, as seen in Figure 1 of Instagram social media of East Java Province Library.



Figure 2.
WhatsApp for reading place reservation activities at the Malang City Library
Source: Website Malang Public Library (2021)

As previously stated, social media is used as a medium of communication between libraries and users. This is as done by the Malang City Library which uses social media as a medium for reservations. The Malang City Library enforces regulations to limit visitors to visiting during the pandemic. Therefore, for users who want to take advantage of physical library services, they must make a reservation in advance. Figure 2 is a display of the use of WhatsApp social media for reservation activities for reading places at the Malang City Library.

From public libraries in Indonesia that have social media, it is still very rare for libraries to disseminate information to educate the public regarding COVID. Considering the need for information on COVID-19 survivors who desperately need information about COVID-19, treatment and recovery for COVID-19 survivors, as well as a healthy lifestyle, the role of the library is very much needed to package accurate information to meet the needs of the community. For example, what was done by the Probolinggo City Library, namely creating content on Instagram social media about the distribution of positive COVID-19 patients in the Probolinggo City area where the information content is updated regularly every day. In addition, it also publishes information content about the location of vaccines in the Probolinggo City area. Figure 3 is a view from the Probolinggo City Library Instagram account.

From the information content submitted through the library's social media accounts, it shows that public libraries have contributed to educating the public during the current pandemic. The information submitted on public library social media accounts can be trusted by the public, and they can already guarantee its accuracy. This is what the community needs in the midst of hoax news about COVID-19. It is very difficult to identify the real sources of information from fake ones on the internet. Like the research conducted by (Chakraborty et al. 2020), in which libraries have a role to provide authentic sources of information during COVID-19. Since libraries deal with information creation to the dissemination process, it must deal with global crises such as the coronavirus. Public libraries have an important role

in terms of community development and maintenance by providing free access to various information and the latest scientific developments (München 2001). Libraries need to advance in such situations as the main source of reliable information by providing quick and easy access for those seeking authentic sources of information. In the current situation, it is difficult for libraries to provide services to users and manage information dissemination as usual. Libraries face challenges that have never been faced before (Ameen 2021).



Figure 3.
Appearance Probolinggo City Library Instagram
Source: Instagram Probolinggo Public Library (2021)

Given the information needs of COVID survivors above and the availability of information services from public library social media, it is very necessary for the role of public libraries to improve the provision of information services to meet the information needs of the East Java community related to COVID. In addition, public libraries also need to provide literacy services, both information literacy and media literacy. This is useful to avoid hoax information and provide the expertise of the people of East Java, in particular, to be literate and wise in using the media.

Information behavior of COVID-19 survivors

Information behavior is carried out as an effort to eliminate the uncertainty felt by someone by meeting information needs (Shehata 2020). Information needs are information that a person needs to fulfill his goals. For people who are exposed to COVID-19, information about health becomes a need that can be said to be the main information need (Soroya et al. 2021). This is because they experience anxiety about the conditions they are experiencing; to minimize this anxiety, they need information (Ebrahim et al. 2020). Table 2 shows information that people need when exposed to COVID.

Table 2.
Information need during quarantine period

Information Need	Frequency	Percentage
Information about the treatment and recovery of COVID survivors	72	48.6
Information about the COVID virus and other developments	41	27.7
Information about healthy lifestyle	23	15.5
Job information	12	8.1
Amount	148	100

Source: Survey results (March 2021)

The information needed by the survivors of COVID during the quarantine period is information about solutions to problems related to the COVID virus that the survivors are experiencing. Of the total 148 respondents, the highest answer was in regard to information about the treatment and recovery of COVID survivors, which was 48.6%. Most COVID survivors need information related to solutions to the COVID problem by looking for information on how to recover and what treatment must be taken by COVID survivors. For example, information about medicines or vitamins that can be consumed while positive for COVID-19 (Hasan et al. 2021), or herbal remedies that can cure COVID-19 (Syamsu et al. 2021).

Information about the COVID virus and other developments is also a priority for respondents in meeting information needs, namely 27.7%. This information helps survivors to be more alert about the development of the COVID virus because they are careful by maintaining their body's immunity so that the virus does not get inside their body. Information about the virus is related to symptoms, transmission, people who are at risk of being infected with the virus, and how to prevent it from being infected. Information like this is very important for COVID survivors to help them recover from the virus.

The information needed about a healthy lifestyle is 15.5%. COVID patients need information on how to maintain a healthy lifestyle such as what foods to eat to restore their immunity, how much rest time is recommended, and what activities such as sports can help the body's productivity. The next information needed by COVID survivors is information about work, as much as 8.1%. COVID patients need work-related information because they have to self-isolate. Information about the work is needed by COVID survivors who are working on how they complete their work.

In contrast to the results of research conducted by Ebrahim et al. (2020), the main information need is not about information on treatment and recovery from COVID-19, but information about the best way to undergo self-isolation. This shows their concern about the quarantine experience that demands separation from loved ones and exacerbates the sense of uncertainty over the COVID-19 they suffer from. The second information needed is people's responses to family members who are exposed to COVID-19 and the last is information about treatment and recovery from COVID-19. Table 3 shows media for fulfilling information needs.

Table 3.
Media for fulfilling information needs

Media	Frequency	Percentage
Internet	77	52.0
News on television	24	16.2
Others (friends, neighbors and relatives)	16	10.8
Medical personnel	29	19.6
COVID survivors who have recovered	2	1.4
Amount	148	100

Source: Survey results (March 2021)

Based on Table 4, ways to meet information needs are as varied as efforts to find information with a specific purpose as a result of the need for information to meet certain needs. In an effort to find information, respondents can interact with manual information systems such as humans, newspapers, or those based on information technology.

From the frequency given in Table 4 above, the media that is widely used to find information is the internet by 52%. Internet is the easiest access to find information. On the internet, everyone can read, publish and share information that is transmitted at high speed to millions of people around the world. Therefore, COVID survivors prefer the internet to meet their information needs because there is a lot of

information in it and only requires an analysis of non-hoax information. The results of the study were also shown by the research of Skarpa and Garoufallou (2021) who found that the most widely used source to find information about COVID-19 is the internet. Social media (Twitter, Instagram, Facebook, YouTube, etc.) are the main references to find information about COVID-19. Social media has proven to be a medium that provides various information from various sources, so that COVID-19 survivors choose it as a medium to meet their information needs. Searching for information through news on television is a way to meet the need for information about the COVID virus and the development of the virus by 16.2%.

Respondents also used a lot of medical personnel to fulfill their information needs, which was 19.6%. Fulfilling this information need is carried out by the COVID survivors to ensure the validity of the information obtained, such as how to recover, maintain immunity, or other matters related to the COVID virus. How to meet information needs through medical personnel also includes efforts to explore information about COVID. It is undeniable that the sophistication presented by the internet and information and communication technology leads to misuse of published information. Right and wrong information are mixed together on the internet, and a lot of hoax information about COVID-19 is found on the internet (Igbinovia et al. 2020), which can be troubling for COVID survivors or the general public who read it. Therefore, they need sources that can be trusted and can validate the truth of the information they get, one of which is from medical personnel (Hong & Kim 2020).

The next media to fulfill information needs is through other people, such as friends, neighbors, and relatives with a percentage of 10.8%. For options to find information through COVID survivors who have recovered as much as 1.4%. COVID survivors seek information through the experiences of previously infected people who have recovered. Thus, they know what should be done regarding the recovery from the virus through stories of experiences from people who have been exposed to COVID and who have recovered. Table 4 shows barriers to finding information.

Table 4.
Barriers to finding information

Barriers to Finding Information	Frequency	Percentage
Incomplete information	8	5,4
Limited internet quota	6	4,1
Quite a lot of hoax information	9	6,1
Troubled network signal	6	4,1
There are not any barriers	119	80,4
Amount	148	100

Source: Survey results (March 2021)

Most of the respondents, namely 80.4%, did not experience any problems in meeting their information needs. A small proportion of respondents experienced problems, namely 6.1% stated that there was quite a lot of hoax information circulating when respondents were looking for information. Furthermore, 5.4% experienced problems related to incomplete information available when they searched for information during the healing period. Respondents experienced problems related to internet quota, namely 4.1% and network disturbances at 4.1%.

There are no obstacles experienced by COVID-19 survivors when looking for information about COVID-19 because they look for it through the internet and social media. Information from the internet and social media about COVID-19 is abundant, easy to find and read by the public (Galido et al. 2021). It can be said that people from young to old are already familiar with information and communication technology and they are also active in networking on social media, so they have no difficulty in using it. However, the public must be smart in sorting and choosing information from accurate sources in order to avoid hoaxes. Data literacy, information literacy, and media literacy are indispensable in this era of information flooding.

Conclusion

There is no denying that the COVID-19 pandemic has greatly affected a person's life, both physically and mentally. With so much information available, people can use this information to solve the problems they face. Several public libraries in Indonesia have taken part in schemes to provide information to meet the information needs of users. However, there are still very few public libraries in Indonesia that still do this. Therefore, libraries as information providers are expected to be able to contribute in the current pandemic era by providing accurate and reliable information.

The use of media in public libraries is an added value that libraries have as an effort to get closer to their users. Public libraries need to update information content on their social media related to information needs during the COVID period, providing user friendly features. This study shows that most people fulfill their information needs through social media and the internet. The information they need is regarding the treatment of COVID and its development, as well as lifestyle. On the other hand, this study has limitations where data collection on the use of public library media during the COVID-19 pandemic was carried out virtually through the social media accounts of each public library. Therefore, for further research, it is possible to examine the effectiveness of social media during the pandemic according to user perceptions.

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