Coping strategies work stress among librarians in public library

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Abstract

Background of the study: Stress is an inseparable part of a person's professional life, including the librarian profession. One of the librarians who experiences work stress is the Librarian of the Regional Archives and Library Service (DAPD) of Buleleng Regency. Remember, DAPD is the only district-level public library operating in Buleleng. The number of activities carried out, the various characters of the users served, and the library's targets make DAPD Buleleng librarians very vulnerable to work stress.

Purpose: The main aim of this research is to find out what the sources of work stress are and what strategies the DAPD Buleleng librarians use to overcome the work stress they experience.

Method: This research uses a qualitative approach with descriptive analysis methods. The technique for determining informants uses purposive sampling techniques and data collection techniques using interviews, documentation, and literature study.

Findings: From the research results, it is known that the source of work stress for DAPD Buleleng librarians is caused by two main situations, namely threatening situations such as excessive workload and unsuitable qualifications, inability to adapt to technology, attitudes, and character of librarians, and job targets that do not meet expectations; and challenging situations such as learning new things and maximizing efforts to achieve desired targets. The strategies used by DAPD librarians to deal with work stress are, sharing work, looking for a place that can restore their good mood, doing fun activities while at home, telling stories to colleagues, and praying to God.

Conclusion: It turns out that the work stress experienced by librarians also has an impact on work life and personal life. The results of this research can be a reference source for libraries that librarians need to have an understanding of the ability to manage work stress.

Keywords: *coping strategies, work stress, librarian, public library, library*

Introduction

One of the hopes to be realized when someone has completed education, courses, or training in a particular field is to have a job (hereinafter written with the term profession) and a good career. The hope is that the profession can have a positive and valuable impact not only on himself or on the smooth life of the institution or company, but also can bring benefits to the life of the community at large.

The amount of salary, the workload, the character of the leader, and the environment (physical and psychological) also become an inseparable part of the journey when someone is carrying out his profession or building his career. There is no problem when the journey goes according to what is expected. The salary earned is appropriate, the workload is not too excessive, the environment where we work in an atmosphere that brings emotional pleasure, and the leader always appreciates our work.

But what happens when all those "dreams" don't work out or don't match what we imagine and want. Not only do we experience a decline in physical health, but we also experience mental health problems for a long time if not treated immediately. We experience prolonged stress. We become unproductive. Communication and collaboration between coworkers deteriorates. If you do an online search or read electronic resources, you will soon learn that workplace stress is something you cannot take for granted.

The results of the 2023 UK Citizen stress statistics released through champion.health.co.uk revealed that there were 13.7 million days where employees missed work due to work stress, depression, and anxiety. In addition, one of the common causes of stress experienced by employees is work stress. Even the statistical figure reaches a percentage of 79%. The good news is that in Southeast Asia, especially in Indonesia, the percentage of work stress is the lowest (20%) compared to other Southeast Asian countries such as the Philippines (50%), Thailand (41%) and Singapore (34%) (dataindonesia.id). Even the average Indonesian stress level is quite low (75%), if we look at the global stress level (86%) (The Jakarta Post, 2018). Although the data shows that the stress level of Indonesians is better, it does not mean that the issue of stress is not a serious concern or does not need to be managed, even with this data we must be more introspective, especially the stress experienced by individuals at work. Interestingly, work stress is not only experienced by certain professions, but also includes librarians.

Librarians are one of the most stress-prone professions. In fact, according to Topper (2007), librarians are more likely to experience stress than firefighters, racers, or teachers who are teaching unruly students. More repetitive and monotonous work in libraries has increased librarians' stress levels (Ekwelem, 2015). Not to mention librarians are required to be fluent in using new technology. Triggering factors or sources of librarian stress can come from within the library and outside the library. The demands on librarians come not only from library users, but also from the library itself. Thus, many activities and environments in the library not only demand the physical endurance of librarians, but also mental and emotional attention.

The high expectations of libraries mean that librarians must continue to hone their hard and soft skills in order to keep up with the increasingly complex needs of their users. But on the other hand, librarians experience stress when trying to do so. There are conflicting demands or rules that librarians cannot accept or follow. The result is not making the library more developed or advanced, but instead making librarians unable to contribute optimally (Patel, et al, 2021). The effect is not only influential on weak productivity and communication, but also dangerous for the mental health of the librarians themselves. Actually, the effect is not only for the librarian, but also for the institution itself (Topper, 2007). Therefore, it is important for librarians to have and implement strategies in managing work stress. It is important to recognize that stress is something that cannot be avoided or ignored. Librarians may be able to divert it

for a while, but not for a longer period of time.

Stress management strategies or often called coping is one of the skills that every librarian should and must have. Coping strategies aim to minimize the effects of stress so that it has a good impact on the productivity and performance of librarians. There are various coping strategies that librarians can use in an effort to manage their work stress. Kodua-Ntim, Akussah, & Adjei (2021) wrote that there are two ways that librarians can apply in overcoming stress in the workplace, namely counseling and social support. From a different study, Vij (2017), for example, wrote that the strategies that librarians can apply in overcoming work stress are adding new skills to professionalism responsibilities, communicating more effectively, caring more about physical health, and adding skills in technology. By understanding the two research results, it can be said that although librarians have not acquired stress management knowledge during their library education, the knowledge and skills of stress management are the main requirements for librarians to gain comfort, peace of mind and mind when working in unhealthy work environment situations.

Several previous researchers (Indonesia & outside Indonesia) have also studied this topic. Puspitasari (2020), for example, studied how librarians' work stress management of the library services of the Faculty of Economics, University of Semarang during the pandemic. By using qualitative methods and descriptive designs, it is known that only librarians who have work stress management strategies are able to create optimal services even during the pandemic. Research on the same topic was also conducted by Devi & Lahkar (2021), where the two researchers wanted to investigate the relationship between job stress and performance of university librarians in Northeast India. The survey results show that there is a relationship between job stress and librarian performance. This means that the higher the stress level, the more it will affect the librarian's performance. Three researchers from Nigeria: Adewoyin, Ehioghae, & Olorunsaye (2020), conducted a study with the aim of knowing the factors of work stress of librarians or library staff in public university libraries in South-West Nigeria. From the results of a survey conducted on 280 respondents, it was found that the biggest contributing factors to job stress were lack of funds for career development, excessive workload, and having bad relationships with leaders.

Still from Nigeria, Ekwelem (2015) conducted a study with the aim of identifying the sources of stress and the ways in which it is dealt with by librarians of southeastern Nigerian universities. The survey results show that it is true that librarians experience stress and are not satisfied with the services they provide. The strategies used to deal with the stress were humor, job delegation, and relaxing. In addition to Puspitasari, research on the topic of work stress and stress management has also been conducted by Novian (2020) entitled Work Stress of Librarians at the Library of the Faculty of Cultural Sciences, Diponegoro University. To find out the results, the researcher used a qualitative method with a phenomenological design. It is known that Diponegoro University librarians do experience work stress but do not have a psychological impact, but have a physical impact, librarians feel sore and have back pain.

There are clearly similarities and differences between the research that researchers are doing now and previous studies. The similarity of this research lies in the topic studied, namely work stress and work stress coping strategies. While the difference lies in the subject. In previous studies, the subjects interviewed or surveyed were mostly university and college librarians. Whereas in this study the subjects studied were public library librarians. The contrasting difference between this research and previous research lies in the theory used. Throughout the literature search that has been conducted, researchers have not found the use of the Transactional Model of Stress and Coping theory (Richard Lazarus & Susan Folkman) and coping strategies from Aldwin & Yancura in analyzing the phenomenon of work stress of Indonesian librarians. So this research can be considered interesting, new and has never been

done before, especially by researchers from Indonesia.

This research focuses on public library librarians. The location is the Regional Archives & Library Service (DAPD) of Buleleng Regency, Bali. As an illustration, based on the results of unstructured interviews that researchers conducted with two librarians with the initials KRDYG and MMA on Thursday (March 9, 2023), it is known that they experience work stress. The main factor for librarian KRDYG to experience stress is due to excessive workload, resulting in reduced rest hours at night. On the other hand, the main cause of librarian MMA experiencing stress is not only because the workload is not in accordance with the main tasks and functions, but also because of the demands of work completion schedules that are considered too fast.

Departing from the existing problems, the researcher wants to know what are the factors that cause stress in Buleleng DAPD librarians and what stress coping strategies are applied by Buleleng DAPD librarians when experiencing stress. Based on this, the researcher asked 2 (two) main questions. First, what are the triggering factors that make DAPD Buleleng librarians experience stress at work? Second, what are the strategies of DAPD Buleleng librarians in overcoming work stress?

The specific objectives of the researcher conducting this research so that it is carried out are 2 (two). First, to understand the main sources that make the librarians of the DAPD of Buleleng Regency experience work stress. Second, to understand the strategy of the librarians of the Buleleng Regency Archives and Library Department in managing work stress. The results of this study should illustrate to libraries how important it is for librarians to have the knowledge and ability to manage work stress.

Method
Research Type

The method used in this research is a qualitative approach with descriptive analysis method. In order for researchers to obtain answers to the formulation of the problem and the objectives in this study can be achieved, researchers give freedom to informants to tell or describe everything related to the research topic, namely sources of work stress and strategies in managing work stress.

Population and Sample

The population in this study is the Librarian of the Regional Library Archives Office (DAPD) of Buleleng. Based on the Buleleng DAPD Librarian data in 2023 obtained by the researcher, the total number of librarians of the institution was 20 people. This study used purposive sampling technique. Robinson (2014) defines purposive sampling technique as a deliberate informant selection technique based on their ability to explain certain themes, concepts, or phenomena. By using this technique, the sample of informants who are considered representative to answer the problem formulation in this study is 5 people. The subjects in this study consisted of Associate Expert Librarians, Junior Expert Librarians, Skilled Librarians, library managers, and non-ASN library staff.

Research Location

This research was conducted at the Regional Library Archives Office (DAPD) of Buleleng Regency, Singaraja, Bali. The researcher chose this location because it was triggered by two reasons. The first reason is because DAPD Buleleng is the only district-level public library engaged in library and archive services. So that the quantity of activities, especially the activities of librarians or library staff in managing the library is increasing over time. The second reason is that the number of librarians (pure library graduates) currently working at

DAPD Buleleng is only 7 (seven). This number is relatively small when compared to the diverse characteristics of the library users they have to serve and the library activities they carry out. With only a small number of human resources, a lot of work, and the only public library in Singaraja city, librarians are very vulnerable to work stress.

Data Collection

This research uses 3 (three) data collection techniques, namely: interviews, documentation and literature study. During the interview process, researchers conducted in-depth interviews with each informant. And one of the efforts made by researchers to find out the actual conditions experienced by Buleleng DAPD Librarians in their work environment is that researchers try to build a pleasant interview atmosphere but also remain directed. In its implementation, the researcher used a semi-structured interview type with the help of the main questions that the researcher had compiled beforehand. For documentation, researchers recorded audio interviews from each informant and of course had permission from the informant. Then in terms of literature study, especially when starting to analyze, researchers read and use various electronic references such as e-books, e-journals, blogs, or other electronic publications both domestically and abroad.

Data Analysis

The data analysis techniques used in this research are data reduction, data presentation, and verification and conclusion drawing. The data reduction process carried out by researchers is that researchers transcribe thoroughly from each interview result. Then the researcher carried out data classification activities with the intention of knowing what data needed and did not need to be explored again. If the researcher finds unusual, strange data, the researcher will conduct another interview and find out more about the data. For data presentation activities, researchers use narrative or story forms. And for verification and conclusion drawing, researchers interpret the meaning of the data that has been presented.

Result and Discussion

Sources of Job Stress of Public Library Librarians

After the process of data analysis activities, it is known that the sources of work stress of Librarians of the Regional Archives and Library Office (DAPD) of Buleleng Regency come from two main sources, namely threatening sources and challenging sources. In this section the researcher will explain the two main sources.

- *Threatening Situation*

Overloaded and Unqualified Workloads

Librarians certainly have main tasks and functions (Tupoksi) in carrying out their duties. Tupoksi is a barrier that aims to make librarians understand which part of their job is and is not part of their job. However, due to the small number of librarians at DAPD Buleleng Regency, librarians are like superheroes who have to bear more work than they should receive, do and focus on. On the other hand, informant KRDYG actually did not mind the additional number of new tasks, as long as the tasks given were in accordance with his educational qualifications and passion (passion/something he likes). However, when the new task is never known at all or has never been studied before while taking academic education, stress arises.

Inability to Adapt to New Technology

The inability to quickly master new technology is usually experienced by senior DAPD librarians who are between 55 and 65 years old. This was expressed directly by two informants,

MM and LS. Informant MMA said and at the same time admitted honestly that she could no longer follow and use the library technology fluently. When required to relearn the technology and all its features, MMAs experience stress. The stress experienced led to MMA's low enthusiasm and motivation to master the technology. Informant LS also felt the same way regarding her inability to master library technology. LS said that it is better for technology-related work to be handed over to younger librarians. The reason is because with this age their cognitive power towards mastering technology will be much faster than older librarians. Both MM and LS felt the same adverse impact, that is, they both experienced stress.

Library Attitude and Character

Buleleng DAPD librarians also experience stress when dealing with uncooperative librarians when using library services and facilities. One librarian even admitted that she could not concentrate on her work for up to 3 days. Actually, the attitude of librarians who do not give respect to librarian services is not only felt by RS, but this situation is also experienced by informant MMA. MMA explained that many users do not understand and respect the administrative rules and regulations that have been made by DAPD Buleleng. This kind of disrespect or angry behavior is often experienced by librarians, especially librarians who work in the service sector.

On the other hand, informant PY also claimed to be stressed because of the diverse attitudes and characters of the users, but PY was calmer in dealing with the various characters of the users because PY felt that the users were part of the library service.

Work Targets that are Not as Expected

The target of the workload that is not as expected is the main source of stress for MMA informants. When the targets that have been set do not match the facts in the field, it makes MMA work harder than usual. It should also be noted that every 1 month the librarians must make reports related to the development and results of the programs that have been carried out. These reports will be billed and given to the leadership, in this case, the Head of the Buleleng Archives and Library Service. In addition to the unreasonable deadlines, librarians are also given new additional tasks when the previous tasks have not been completed.

The same thing was also felt and experienced by informant LS. He felt stressed when the results of the work in the form of reports had begun to approach the deadline date. Moreover, informant LS did not only work in the office but also had to go to the field as a form of responsibility in implementing several programs from DAPD Buleleng.

- *Challenging Situations*

Learn New Things

Sometimes or even often superiors ask librarians to do something outside of their field of expertise or education. The same situation has also been experienced by Buleleng DAPD librarians. Informant RS, for example, was once asked to make an activity plan that he knew nothing about and had never studied before. Informant RS honestly admitted that he did not know where to start working on it, even RS said he was also stressed at that time. Despite being in such a challenging situation, Informant RS was grateful that in the process he was helped and supported by his superiors and peers. Support from coworkers and trusted people is proven to relieve stress in the workplace.

Maximizing Efforts to Achieve Desired Targets

PY informants feel challenged to continue to look for ways to find solutions to solve the problems that PY and the team find when dealing with the community. PY informants feel

responsible for maximizing their efforts and thoughts to achieve the set targets. There is an internal conflict that PY feels when the community's response to the library is different from what PY believes. PY hopes that all levels of society from various occupations and professions and from various ages can use and utilize the services, collections, and facilities in the library. Informant PY always sets realistic personal targets for her responsibilities. PY is very happy when people show a positive response to the library.

- *Buleleng DAPD Librarians' Strategies to Overcome Work Stress*

Sharing Responsibility

The choice to share tasks with other (younger) librarians is the main strategy chosen and used by MMA informants to complete some difficult and voluminous work, especially tasks related to technology. Thus, other heavy tasks can be completed more quickly. The informant also admitted that by using this method, his emotional state and mind would be much calmer than having to do it himself. The job-sharing strategy was not only adopted by MMA, but informant LS also used the same strategy. The informant frankly admitted to directly dividing tasks with the young librarians of DAPD Buleleng. For conventional-based work such as conducting visits, it is done by LS. Meanwhile, technology-based or digital work is carried out by other young librarians.

Looking for a place that can restore your mood

Unlike the previous strategies that focus more on problem solving such as task delegation and discussion, informant PY uses a completely different strategy method. PY personally does not want the stress he gets while working at the office to be brought back home especially since PY also avoids telling his family about office problems. PY prefers to calm herself and her emotions first by finding a place that has natural elements. Incidentally, PY's house supports this strategy. PY feels that nature is a panacea.

Apart from informant PY, other informants such as KRDYG use more or less the same method. When work stress hits, KRDYG looks for a place that can restore his mood to be better even if only temporarily. Different from PY's choice of location, KRDYG prefers two places in DAPD, the first is to go to the toilet to wash his face or just stretch, and the second is to the second floor (general collection room).

Doing Fun Activities While at Home

Home is the safest and most comfortable place for librarians to relieve work stress. Informant RS admitted that home is the best place that can help him minimize work stress. According to the informant, several activities carried out at home have proven to be very helpful for him to be able to move productively at work the next day. Fun activities done at home such as just reading comics and watching favorite shows and content can also significantly help ease the burden of work stress experienced by informant KRDYG. Not only watching favorite shows or talking to family, another strategy that both informants do to cope with work stress is to play with pets (dogs and cats).

Share with coworkers

Stories and sharing work-related complaints with trusted colleagues or friends are the main strategies chosen by KRDYG informants when experiencing work stress, especially for KRDYG informants. Methods such as seeking support like this were also carried out by two other informants, such as RS and PY for example. RS is more about psychological fulfillment. Uniquely, the answers or responses given by his coworkers have always been able to meet RS's expectations. The method of telling stories to friends is felt to be more beneficial.

Another informant, PY, for example, has a principle, namely that problems in the office should also be resolved in the office as much as possible. Because of this principle, PY also uses the same strategy. PY usually uses another informal method by inviting his coworkers to sit together while enjoying a cup of coffee and a cigarette.

Pray

One other strategy that DAPD librarians feel is very effective is praying to God. This strategy is carried out by informant LS when it is not only work stress, but also when the situations and conditions experienced feel very choking on the informant's personal and work life. The informant feels calmer when telling it to God. There is a feeling of confidence and joy that the informant feels when doing so.

Discussion

Work stress is a natural response that a person feels while in the work environment. According to The Transactional Model of Stress and Coping theory developed by Richard Lazarus & Susan Folkman, a person's situation or condition in the work environment is divided into 2 (two) main categories, namely challenging situations and threatening situations. The discussion starts from threatening situations first. Then proceed with an explanation of the challenging situation. Finally, an explanation of the coping strategies applied by the Librarian of the Buleleng Regional Archives and Library Office (DAPD) to overcome work stress.

In the Transactional Model, threatening situations can be interpreted as situations that have the potential to produce losses or destructive effects on the physical and mental health of individuals. Usually individuals feel the situation is threatening when the workload borne by individuals exceeds reasonable limits. The inability of individuals to adopt and adapt to new technologies or things is also considered a threatening situation. From the research results, there are 4 (four) sources of work stress that are considered threatening by Buleleng DAPD Librarians, namely excessive workload and not according to qualifications; inability to adapt to new technology; attitudes and characters of library users; and work targets are not as expected.

Librarians certainly have main tasks and functions (Tupoksi) in carrying out their duties. Tupoksi is a barrier that aims to make librarians understand what is part of their job and what is not. However, if the workload is too much then stress becomes the most rational response. Topper (2007) wrote in his article that one of the main causes of stress experienced by staff in libraries is excessive workload due to the small number of staff. Moreover, the job has never been known at all or has never been studied before during academic education. Shupe & Pung (2011) call this situation role conflict. Simply put, role conflict is a situation where a worker accepts responsibilities outside of their expertise or the context of their job. The negative impact is that it can make a person's enthusiasm and motivation to carry out activities low. Ekwelem (2015), wrote that sources of stress such as workload, role conflict, role ambiguity can result in low productivity.

Previously, it has also been mentioned that learning new things such as the demand to master technology is also considered a source of job stress, especially for senior librarians. Kodua-Ntim, Akussah & Adjei (2021), said that stress due to unfamiliarity with technology is situational stress. The same thing was also written by Vij (2017) who wrote that one of the causes of stress among librarians is the development and application of information technology in libraries. This is natural, why because librarians live in a fast-paced and uncertain world so that adaptability and fluency in using technology is a definite requirement that must be met by every profession, including librarians. However, for one or two reasons, mastering new technology is not possible, especially since the time required to master it is relatively fast.

The attitude and character of the library users, especially those who are considered uncooperative, are considered by Buleleng DAPD librarians as a source of threat. The model of non-compliant users gives negative energy to the librarians' productivity at work. One librarian even admitted that she could not concentrate on her work for up to 3 days. Being disrespected or doing something that invites anger is often experienced by librarians, especially librarians who work in the service sector. Shuler & Morgan (2013) call the service part emotional labor. This uncomfortable behavior of DAPD librarians has also been experienced by librarians interviewed by Shuler & Morgan in their research. Based on the interview results obtained by Shuler & Morgan, it is known that there are indeed many users who act unilaterally and rudely. In addition, DAPD librarians also often face users who do not know and do not understand what collections they need. Petek (2018) said that the most stressful situation for librarians is when users do not know what kind of information they need. To deal with this situation, one informant prefers to remain calm rather than overreact. Librarians are one of the professions that work based on professionalism both in managing the library and when serving users. Therefore, acting confidently and speaking politely is one of the 7 (seven) skills that librarians should have, namely social relationship skills. Yenianti (2016) shows that one of the concrete attitudes of social relationship skills is to have goodwill and confidence in dealing with other people, and to start conversations politely.

Situations such as the discrepancy between the target of the workload and the facts in the field make some librarians of DAPD Buleleng stressed. Not to mention that the deadline for completing the tasks given is also faster, making librarians even more stressed. The situation experienced by Buleleng DAPD librarians is in line with the writing of Bunge (1982), that the mismatch between the quantity of work and the time to complete it has an impact on low productivity and increased frustration and suffering. On the other hand, Ekwelem (2015) wrote that although the goal is to fulfill the obligation of responsibility, the library also needs to think about a work environment that is free or minimal from stress. In addition to a conducive environment, according to the researcher, the courage to communicate assertively with leaders also needs to be considered by librarians.

Another major source of work stress for librarians is challenging sources. The difference with threatening sources is that instead of feeling threatened, librarians feel motivated to complete the challenge. Librarians' creativity is also tested in this situation. It must be admitted that while going through the process individuals also experience stress and frustration, but at the same time, individuals are confident that they can solve it. Sources of challenging work stress experienced by Buleleng DAPD librarians such as: learning new things & maximizing efforts to achieve desired targets.

Sometimes or even often superiors ask librarians to do something outside of their field of expertise or education. Librarians are asked to learn new things that they have never learned from formal education. Usually the time given to master it is also immediate. That's when stress sets in. But because the librarian has confidence that he/she will be able to master it, the stress is not too much of a burden. The librarian believes that the new knowledge will be useful to her. Librarians believe they have friends who will help them. Support from coworkers and trusted people is proven to relieve stress in the workplace. The results of research by Koduantim, Akussah, & Adjei (2021) show that support in the form of advice from coworkers or trusted people can increase enthusiasm and motivation at work. Moral support (trust) and material support (attention such as food) from superiors are very meaningful to librarians.

The responsibilities or tasks given to librarians certainly have targets to be achieved. But when the desired target is not achieved, stress arises. But it's a different story if the librarian sees it from a different side. Librarians will continue to look for ways or efforts or the best solution how to complete the task as soon as possible. There is indeed a significant difference

in perspective if someone likes to work in situations under pressure. Kraimer, et al. (2022) clarify that if a person considers the situation as a challenge, he will always try to find new ways to solve problems and he also has a new and different perspective. In addition, librarians will also feel appreciated if users have a good assessment of the library. That emotion is what librarians feel. Librarians feel that their stress slowly subsides when the community describes a positive image of the library. One librarian even admitted that it was a gift for her. The positive response in the form of appreciation for the library felt by PY correlates with Shuler & Morgan's (2017) research, that one of the reasons why librarians enjoy working, especially when serving library users, is because they feel appreciated.

Work stress coping strategies adopted by Buleleng DAPD Librarians include problem-focused coping: sharing work; emotion-focused coping: going to nature and doing activities at home; social support: talking to trusted colleagues; and religious coping: praying to God. These strategies are considered by librarians to be able to reduce the work stress they experience. They feel they have additional energy by applying these coping strategies. Starting from sharing work (delegating responsibilities) for example. Sharing work requires humility and prioritizes the value of togetherness. When something is unknown, librarians immediately ask librarians who know better. Thus, heavy tasks can be completed more quickly. The results of Petek (2018) research show that librarians feel happy when asking for help from reliable colleagues. Librarians admit that by using this method, their emotional and mental state will be much calmer than having to do it alone.

Unlike the previous attempt where librarians asked for help from other people who are considered competent, strategies such as finding a place that can give positive emotions is also the best strategy of choice for librarians. The place can be a garden at home, a reading room, or even a toilet. This strategy is called Spencer (2013) as a strategy to restore personality. Spencer (2013) writes that one way to relieve stress is to take a short walk out of the office, such as going to the parking lot, the restroom, and looking at greenery. Although the choice of location is different, the goal is still the same, namely so that their physical and mental bodies return to neutral mode and can work as usual.

Home is one of the best places to unwind. According to the informants, some activities done at home have proven to be very helpful for them to be able to move productively at work the next day. Doing fun activities at home and not doing official work is effective in making librarians' lives more balanced. Interview results in Kodua-ntim, Akussah & Adjei's (2021) study also showed the same thing that most librarians prefer watching television and reading comics rather than doing their official work at home. Playing with pets can be the best work stress coping strategy option. Petek (2018) in her research showed that two strategies that public library librarians use to relieve work stress are taking a dog for a walk or playing with pets.

Talking to colleagues is one of the best strategies used by librarians to cope with work stress. They need support and solutions from colleagues, especially from colleagues who can be trusted and have the same work period. Research results from Kodua-Ntim, Akussah, and Adjei (2021) make it clear that sharing stories with trusted colleagues and coworkers can boost morale. The researchers also believe that this strategy is the best strategy in dealing with stress. Librarians feel comfortable when sharing stories with coworkers whose age range is not much different. Moreover, the friend who was invited to tell the story also felt the same things and conditions as the informant. The method of telling stories to friends is felt to be more beneficial. Interestingly, based on qualitative data from Kodua-Ntim, Akussah, and Adjei's (2021) research, it was found that library staff enjoyed informal counseling with friends more than formal counseling using professional services.

Praying is one of the stress coping strategies that librarians consider the best. There is a sense of reassurance and joy that librarians experience when doing so. Librarians do not want

work stress or stress due to other things to be imposed on their families and health. Dubow & Rubinlicht (2011) said that when involving God in the process of controlling stress, then a person's response will switch from previously rejecting the situation to accepting the situation and believing that everything will change for the better. Work stress coping strategies such as prayer are also reflected in the research of Kodua-ntim, Akussah & Adjei (2021) who wrote that the best strategy that staff or employees can do in overcoming stress is to increase efforts, pray, have faith, then make an action plan and follow the plan.

Conclusion

In the end, work stress is a finished product that each individual receives when interacting with the environment in which he or she works. Work stress is not only experienced by certain professions, but stress is also experienced by librarians, including Librarians who work at the Regional Archives and Library Service (DAPD) of Buleleng Regency. The results showed that the main source of librarians of DAPD Buleleng experiencing work stress was due to two things, namely threatening situations and challenging situations. Of course librarians do not want to experience prolonged work stress. From the results of the study, it is known that the strategies adopted and used by Buleleng DAPD Librarians to cope with work stress are sharing work, finding a place that can restore the mood, doing fun activities while at home, telling trusted colleagues, and praying to God.

The results of this study show that although librarians experience stress in their work environment, it can be minimized if librarians have work stress management strategies. These strategies are not only useful for public library librarians, but also apply to librarians from various types of libraries. This study aims to find out the sources of work stress and how public library librarians cope with it. By using the transactional model theory and stress management strategies, it is validated that both theories can be used to analyze work stress especially for the librarian profession, especially in public libraries. This means that the theory is not only applicable to public library librarians, but can also be used to analyze librarians from various types of libraries. Even the theory applies to different professions, archivists for example or professions outside of the library context.

This research is still limited to librarians working in district-level public libraries and the method design used is still using a qualitative approach design with descriptive analysis. For future research suggestions, it would be more interesting to know the results on librarians working at various levels of public libraries, ranging from the provincial level to the village level. Data collection techniques should use questionnaire or survey methods or mixed methods (quantitative & qualitative).

Hopefully the results of this study can be one of the sources of reference for librarians to overcome stress in the workplace. From the results of this study, it is hoped that it can also provide an overview or idea to the head of the library that how important it is for librarians to have the knowledge and ability to manage work stress.

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Authors' Contributions

All authors have contributed to the final manuscript. The contribution of all authors: conceptualization, methodology, formal analysis, writing original draft preparation, writing review and editing. All authors have read and agreed to the published version of the manuscript.

Conflict of Interest

All authors have no conflict of interest related to this study.

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