



ALFUAD JOURNAL, 10 (1), 2026, (31-45)

(E-ISSN 2714-7606 P-ISSN 2614-4786 )

Available online at

<https://ejournal.uinmybatusangkar.ac.id/ojs/index.php/alfuad/index>

## Analysis of the Impact of Artificial Intelligence (AI) on the Public's Interest in Visiting the Solok City Public Library

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**Abstract:** *Analysis of the Impact of Artificial Intelligence (AI) on the Public's Interest in Visiting the Solok City Public Library" aims to describe the impact of Artificial Intelligence on visiting interest at the Solok City Public Library, as well as the role of Artificial Intelligence (AI) in shaping the ways of thinking, feelings, and actions of library users regarding their visits. This study applies DeLone and McLean's Information Systems Theory and Walgito's Theory of Perception. The research design used is qualitative with a descriptive approach. Data sources were obtained from both primary and secondary data. Data collection techniques consisted of observation, interviews, and documentation. The data analysis techniques included data reduction, data presentation, conclusion drawing, and verification. Data validity was ensured through source triangulation, time triangulation, and technique triangulation. The results of this study indicate that the use of Artificial Intelligence (AI) has not shown a direct influence on users' interest in visiting the Solok City Public Library; rather, AI functions as a supporting tool in the initial information-seeking process. In shaping their ways of thinking, users feel that AI facilitates searching, but they still appreciate the role of the library. From an emotional perspective, they enjoy using AI but continue to verify information through the library. In terms of actions, the use of AI does not reduce their interest in visiting the library, as the library is still regarded as a comprehensive source of information and a place for learning.*

**Keywords:** *Artificial Intelligence, Visiting Interest, Library*

### INTRODUCTION

Libraries are part of the infrastructure used to seek information and serve as centers of knowledge (Joshua & Jumba, 2025; Shen, 2019). Libraries have a significant contribution in increasing people's reading interest in order to create a literate society (Kristanti et al., 2025; Mahendra et al., 2024). One of the technologies currently developing in this

advanced era is Artificial Intelligence (AI), which is changing the way people search for information (Jagtap, 2025; Segeda, 2025). When associated with library visiting interest, Artificial Intelligence (AI) has an impact because libraries have limitations in the collections that can be accessed by users when searching for information that serves as a foundation of knowledge and as a center of information

(Kalisdha, 2024; Shamsitdinova et al., 2024).

Although AI provides speed, convenience, and information that can be accessed at any time, libraries still have functions and values that cannot be replaced, such as reliable sources, guidance from librarians, access to physical collections, and comfortable learning spaces (Baber et al., 2024; Halaburagi & Mukarambi, 2024). Artificial Intelligence is widely used due to rapidly advancing technology, requiring libraries to adapt, create new innovations, and evaluate their services to remain relevant to society's literacy needs (Cox & Mazumdar, 2022; Gajbhiye, 2024b). In the context of libraries, Artificial Intelligence (AI) is increasingly used by users as a tool to search for initial information. The use of AI can influence how users think, feel, and act when utilizing library services (Cox et al., 2019b; Oghuvbu & Okoh, 2025).

According to (Marsella et al., 2023), Artificial Intelligence is a system that studies how to enable computers to think, learn, and act in ways that resemble humans. Computer systems are developed to imitate human thinking processes, and these systems help in understanding human thought processes themselves. This technology is also designed to interact directly with its users through text or voice (Singla, 2024; Varadarajan et al., 2020).

From the definition above, it can be concluded that Artificial Intelligence is a technology that enables computers to perform tasks such as searching for information, conducting analysis, and making decisions as humans do (Coussement et al., 2024; Morandín-Ahuerma, 2022).

In the field of libraries, the influence of AI on people's interest in visiting libraries is not determined solely by the technology itself, but also by the internal and external factors possessed by visitors (Ronanki & Nguyen, 2023). Internally, visiting interest depends on visitors' knowledge, experience, and digital skills. Visitors who understand how to use Artificial Intelligence and have positive experiences tend to feel that information can be obtained more quickly and practically, which may reduce their interest in coming to the library. Conversely, visitors who are less familiar with Artificial Intelligence or have limited experience using the technology tend to rely on libraries as more trustworthy and accessible sources of information (Andersdotter, 2023; Ling et al., 2023).

Libraries are repositories of information that encompass the processes of acquiring, organizing, preserving, and disseminating collections so that the information can be utilized effectively by their users (Olubiyo, 2023; Puala, 2025).

These collections are arranged using specific systems to facilitate efficient information retrieval based on users' needs, and they are not intended for commercial purposes (Rahmanova, 2025; Rit, 2025). The role of libraries extends beyond serving as information sources; they also function as spaces for recreation, research, and the preservation of national cultural heritage, such as safeguarding ancient manuscripts (Evawani, 2022).

The presence of libraries as literacy resources within society inevitably brings significant impacts to the community itself. As centers of curated knowledge, libraries provide information that is relevant, accurate, and reliable for users (Pshenichnaya & Kurmysheva, 2022; Venkatesha, 2024). They serve as essential facilities that support learning processes and educational activities, both within academic institutions and in non-academic settings (Sri Wahyuni, 2022).

There are various types of libraries, each with its own characteristics. Although their development backgrounds may differ, these libraries share a common purpose: to fulfill the information needs of their users. Despite the rapid advancement of technology which makes obtaining information increasingly convenient many people still maintain the habit of reading printed materials.

The primary objective of a library is to provide support to communities across all age groups, offering opportunities and services that encourage individuals to seek information and engage in continuous self-education. Furthermore, libraries aim to assist society in gaining access to information and expanding knowledge through independent learning, thus fostering a literate community. Libraries also strive to provide high-quality information services through both print and non-print materials to the wider public. According to the Republic of Indonesia Law No. 43 of 2007, the functions of libraries include supporting education, research, preservation, information dissemination, and recreation in order to advance national intelligence and culture.

According to (Yoliadi, 2022), the rapid development of information technology has brought significant changes to the library sector, where conventional libraries have gradually shifted toward digital library models. The internet, as a manifestation of technological advancement, enables libraries to access digital collections through electronic devices, allowing users to view available resources without having to visit the library physically.

Meanwhile, (Susinta & Senjaya, 2022), state that digital libraries will

continue to expand and be managed according to global principles so that their collections are available in high-quality digital formats and can be accessed sustainably and progressively. In addition, digital libraries provide essential services that support users in locating the information sources they need.

Everyone has access to digital library networks. An individual can even act as a publisher simply by posting messages in online discussion groups. The virtual environment is entirely open to anyone. In certain cases, librarians have the opportunity to digitize valuable materials from their collections, enabling wider access for users. Digital libraries demonstrate that institutions providing digital access and collections are not limited by physical space or time (Kunjam et al., 2020; Mani, 2023a).

The provision of access is further strengthened by adequate facilities and resources that support the continuous fulfillment of information needs, including the presence of trained professional staff. In digital environments, librarians and information scientists must organize and repackage information so that it can be used in electronic publishing. This process helps ensure that the information can serve as a reliable reference and assists users in understanding how to identify credible electronic information sources (Wimmer,

2022; S, 2022). Digital libraries offer services that allow users to access a wide range of digital collections more easily, efficiently, and accurately. These collections are not limited to electronic documents that replace traditional printed materials, but also include unique digital artifacts, digitized versions of rare archival materials, and audio recordings such as interviews with historical figures (Aliyyah et al., 2024; Mani, 2023b).

According to (Yani Ahmad, 2024), Artificial Intelligence (AI) is a machine-learning-based computational technology capable of thinking in ways similar to humans, yet possessing a far superior memory capacity that enables it to assist in solving a wide range of human problems. Meanwhile, according to DeLone and McLean as cited in (Gede et al., 2022), several modifications have been made to the Information System Success Model, including the following.

The existing quality dimensions system quality and information quality were expanded by adding the dimension of service quality. The dimension of user intention was included as an alternative to system use. The concepts of process and causality are different and difficult to combine; user intention represents an attitude, while system use reflects actual behavior. The dimensions of individual impact and organizational impact were

merged into a single variable called net benefits (Franque et al., 2020; Söllner et al., 2022).

Each element in the DeLone and McLean success model still requires further elaboration to enhance its usability as a measurement tool for assessing the level of success of an information system. These elements are categorized as follows: System Quality, Information Quality, Service Quality, Use, User Satisfaction, and Net Benefits.

According to (Ibrahim et al., 2024), visitor interest refers to a sense of attraction toward something that brings pleasure, such as the desire to attend, participate, or engage in an activity. Every individual who visits a library has a different frequency of visitation. The success of a library can be observed through how frequently people come. To attract visitors, libraries should provide diverse, engaging, and up-to-date collections.

According to (Rizkika, 2023), an individual's perception can be influenced by several factors, including: (1) Cognition, which relates to how a person recognizes an object, event, or relationship after receiving a stimulus. This aspect involves expectations, ways of seeking knowledge, patterns of thinking, and past experiences. When perceiving something, a person may be influenced by cognitive

aspects rooted in what they have heard or seen in their daily lives. (2) Affect, which relates to emotions and feelings. This aspect concerns how a person organizes stimuli, meaning that the stimuli received are distinguished and grouped according to one's emotional state. Individuals may perceive something based on their emotions, shaped by moral education and ethical values instilled since childhood, which ultimately form the basis of how they view something. (3) Conation refers to an individual's will or desire. This aspect relates to how a person organizes and interprets a stimulus, which subsequently leads them to adopt certain attitudes and behaviors based on how the stimulus is perceived.

According to (Maharani, 2022), the factors that influence a person's interest are as follows: Internal Factors (Motivation, Perception, Attitude, Personality) and External Factors (Education, Culture, Environment and Social and Economic Conditions).

According to (Fatimah & Mufid, 2023), a public library is an institution intended for the wider community as a lifelong learning facility without discrimination based on age, gender, ethnicity, race, religion, or social status. In addition, public libraries also play a role in preserving and promoting cultural heritage. Besides serving as a place for reading and

seeking references, the Solok City Public Library functions as a space for social interaction and a community activity center focused on the development of knowledge and local culture.

A public library is an institution established and funded by the government, either at the central or regional level, whose primary roles and functions are to provide collections and facilities that serve the information needs of the general public, whether in print or electronic form, and to ensure they are managed by professional personnel (Fadhli, 2022).

With a comfortable atmosphere and continuously improving facilities, the Solok City Public Library strives to create an enjoyable reading experience for its users while fostering reading interest among community members who require access to information. Through various literacy programs, training sessions, and other educational activities, the library actively contributes to building a society that values learning and is information-literate, thereby supporting the development of individuals who are literate and committed to lifelong learning.

Externally, visiting interest is also influenced by the convenience of using Artificial Intelligence services, as well as the condition of the physical facilities available. Artificial Intelligence provides fast, personalized information access that

can be used at any time, making it a competitor to libraries with limited operating hours. In addition, physical facilities such as comfortable reading rooms, fast internet access, and adequate technological devices can encourage visitors to continue coming even as Artificial Intelligence grows. Therefore, the influence of Artificial Intelligence on visiting interest is not absolute, but rather the result of interactions between internal factors of visitors and external factors such as technological developments and the library's readiness to adapt.

Changes in the way people search for information are inseparable from the ease of access provided by digital technology. Today, users have many options for obtaining information, either through personal devices or online services. This situation forces libraries to understand the shift in public preferences and to identify factors that cause users to continue needing library services even though technologies such as Artificial Intelligence have become highly dominant.

The presence of AI has changed the way people interact with information. Many library users use AI to obtain initial explanations or brief summaries before continuing with deeper information searches. This shows that AI does not replace the role of libraries, but serves as an initial step in the information-seeking

process. This raises an important issue about how libraries can remain relevant and continue to serve as the final destination in the information literacy process (Cox et al., 2019a; Gajbhiye, 2024a).

On the other hand, technological developments have increased library users' expectations toward the quality of library services. They expect a faster, more effective, and efficient process of information retrieval. Since AI can provide instant answers, libraries need to improve the quality of their services. Users still need benefits such as human interaction and stronger validation of information, which cannot be provided by technology alone (Sayekti et al., 2022; Zhang et al., 2025).

As an information-providing institution, the library does not only offer collections but also helps users filter accurate information. With the increasing use of AI, information literacy skills become increasingly important. Users must be aware that not all answers generated by AI can be used as absolute references. Therefore, libraries have an important role in providing education on how to use technology wisely and critically (Halaburagi & Mukarambi, 2024a; Panda & Chakravarty, 2022).

In addition, changes in information-seeking patterns through AI

encourage libraries to continue adapting. Adaptation does not always require complex technological innovation, but can be done through improving existing services, providing more comfortable spaces, or offering literacy programs that better fit users' needs. Simple yet well-targeted efforts can help maintain visitors' interest even with the growing competition from technology. This research aims to analyze the impact of Artificial Intelligence on the visiting interest at the Solok City Public Library.

## **METHOD**

The type of research used in this study is qualitative research with field observation. This study aims to analyze the impact of Artificial Intelligence on visiting interest. According to Sugiyono in (Sugiyono, 2013), qualitative research is a research method used to examine natural conditions in which the researcher acts as the key instrument; data collection techniques are carried out through triangulation (combined techniques), data analysis is inductive, and the results of qualitative research emphasize meaning rather than generalization.

The type of research applied in this study is descriptive qualitative, which is conducted by obtaining information directly through observation, documentation, and interviews at the Solok

City Public Library. This research was conducted at the Solok City Public Library, located on Jl. Simpang Rumbio, Lubuk Sikarah District, Solok City, West Sumatra Province. The key instrument in this study is the researcher. The researcher obtained access to research instruments in the form of an observation sheet containing indicators to be used during the observation process. These indicators serve as guidelines and provide boundaries to ensure the observations remain structured and focused so that the data collected are accurate. The observation sheet consists of a list of structured questions and other documents considered necessary for the research process.

A research instrument is a tool used to collect data in a study. Research instruments are developed based on the measurement objectives and the theoretical framework adopted by the researcher. These instruments are designed for specific research purposes and therefore cannot be applied to different studies, which makes it necessary for researchers to develop their own instruments (Komang Sukendra, 2023).

Primary data sources are information obtained directly by the researcher from the first source. These data are collected directly from informants; therefore, they can provide a clear and accurate description of the phenomena being studied. The technique for selecting

informants uses snowball sampling. Secondary data sources are data obtained from documents, government reports, online platforms, and websites, including visitor statistics and the library's profile. The data collection techniques used in this study include observation, interviews, and documentation: (1) Observation: a data collection method involving direct observation of the research subject. Direct observation at the library was conducted to examine the impact of Artificial Intelligence on visiting interest at the Solok City Public Library. (2) Interviews: a method involving direct question-and-answer sessions with informants, including library users and librarians at the Solok City Public Library. (3) Documentation: efforts to capture and organize information through written materials, photos, and images, including organizational structure and annual visitor statistics.

After the data were collected, the researcher conducted data analysis, which included data collection, data reduction, data presentation, and drawing conclusions/verification to elaborate the research finding (Agama et al., 2022). The validity test used in this study is source triangulation, which examines the validity of field data by comparing and analyzing information from different informants; technique triangulation, which helps verify data accuracy; and time triangulation,

which involves collecting information at different times to check consistency

## RESULT AND DISCUSSION

Construction of the library building began in March 2024 with financial support amounting to Rp10 billion sourced from the Special Allocation Fund (DAK) through the National Library of the Republic of Indonesia. The chosen location is the Bareh Solok Terminal area, a strategic point that is easily accessible to the public from various parts of Solok City. The building is designed as a three-story structure equipped with complete and modern facilities to support various informational, literacy, and socio-educational activities for the community.

Figure 1.1 Solok City Public Library



Based on the researcher's initial findings in the field, data obtained over the last three years show that the number of library visitors has fluctuated. From the interviews conducted with one of the library service staff members, the interviewee stated that "Artificial Intelligence affects visiting interest

because the majority of visitors are university students, so with the presence of Artificial Intelligence, they tend to access academic materials through these AI tools." Below is the annual visitor data for the Solok City Public Library over the past three years, followed by an explanation of the findings:

Table 1.1  
Number of Visitors to the Solok City Public Library

No	Year	Location	Number of Visitors
1	2022	Library Location	251 Visitors
2	2023	Library Location	6.705 Visitors
3	2024	Library Location	5.040 Visitors

### The Impact of Artificial Intelligence on Visiting Interest at the Solok City Public Library

#### System Quality

Artificial Intelligence is considered easy to use and helpful in searching for information, but the results still need to be verified. Therefore, AI is viewed only as a supporting tool for users, not a substitute for the library. This aligns with the DeLone and McLean Information System Success Model, which states that system quality depends on ease of use and accuracy of results.

#### Information Quality

Information obtained from AI still requires verification and cannot replace the more reliable information sources available in libraries. This is consistent with the DeLone and McLean model, where information quality relates to the relevance and accuracy of the information produced.

### ***Service Quality***

The service provided by librarians is perceived as better than the service quality offered by AI tools used by visitors. Libraries provide more accurate and reliable information. However, librarians still need to improve their skills in collection management to bring in new materials and ensure adequate facilities. This corresponds with the Information System Success Model, which states that service quality depends on how well the system supports user needs.

### ***Use***

AI is currently utilized only for specific needs and has not become the main tool in library services. Therefore, the role of librarians remains essential as guides and facilitators in the information-seeking process. This aligns with the DeLone and McLean model, which views usage as the extent to which a system is used in user activities.

### ***User Satisfaction***

AI helps improve service efficiency and supports user satisfaction when utilizing the system, although its use is still

regulated according to library policies and requires verification from more valid sources. This is in accordance with the DeLone and McLean model, which states that user satisfaction is determined by how well a system meets user needs.

### ***Net Benefits***

AI facilitates information retrieval and provides new ideas for services, but it does not directly improve service quality because interactions and work procedures continue as usual. This supports the DeLone and McLean model, in which net benefits reflect the impact of a system on individuals and organizations.

Figure 1.2  
Utilization of the Technology and Information  
Corner by Library Users



## **The Role of Artificial Intelligence (AI) in Shaping Library Users' Thinking, Feelings, and Actions Toward Visiting the Solok City Public Library**

### ***Cognition (Knowledge and Understanding)***

Library users have varying levels of knowledge and understanding of

Artificial Intelligence (AI), influenced by age, education level, and information-access skills. AI is considered a tool that simplifies and accelerates the process of obtaining preliminary information, but it does not replace the library as an official and credible source of information. This reflects the cognitive aspect of Walgito's perception theory, which states that a person's perception is formed by their knowledge and understanding of an object. The interviewed librarian stated that the use of AI depends highly on users' education and age, which indicates their level of information literacy. Users generally know how to operate AI because of its easy-access features. Therefore, their knowledge of AI does not significantly influence their interest in visiting the library.

#### ***Affection (Feelings and Attitudes)***

Users generally feel happy and helped by AI because it makes information searching faster and more efficient. However, they still understand the importance of verifying information accuracy and appreciate the experience and services provided directly by the library. This reflects the affective aspect in Walgito's theory, which relates to one's feelings and attitudes toward what they perceive. The interviewed librarian stated that although the use of AI among users has increased, the information obtained

must always be re-checked, and users' attitudes toward AI do not reduce their visits because they still come to the library for more valid information.

#### ***Conation (Intentions and Actions)***

The use of AI encourages users to be more active in seeking information from trustworthy sources. AI is used as an initial step to understand information and prepare what they need before visiting the library. However, the decision to visit the library is still based on the need for more complete and credible sources. This reflects the conative aspect of Walgito's theory, which describes behavioral tendencies that arise from a person's knowledge and attitudes. The interviewed librarian explained that the use of AI does not reduce the frequency of library visits because users still require the library for information needs or simply utilize it as a recreational, study, or work space.

### **CONCLUSION**

The Impact of Artificial Intelligence on Visiting Interest at the Solok City Public Library Based on the findings of this study, it can be concluded that the use of Artificial Intelligence (AI) has not shown a direct influence on the visiting interest of library users at the Solok City Public Library, but functions as a supporting tool in the initial information-searching process. The Role of Artificial

Intelligence (AI) in Shaping Library Users' Thinking, Feelings, and Actions Toward Visits to the Solok City Public Library AI plays a role in shaping the way users think, feel, and act. AI assists the information-searching process, but users continue to rely on the library.

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