

Social media Prevalence: information anxiety among the librarians: Survey study

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Abstract: Library and information professionals also use social media platforms through computers, laptops, tablets, and mobile phones due to the excessive use of social media and health issues faced by library professionals.

The primary purpose of this paper is to bring up the issue of information overload and its impact on the professional lives of librarians. It is a quantitative study, and survey methodology is used as the data collection source. A total of 162 library professionals participated in this study.

The findings of this study showed that excessive use of social media anxiety has effects on the health of library and information professionals, such as eyesight weakness, mental stress, and sleeping disorders. Librarians can control information anxiety and create appropriate usage of social media. This study also provides implications for other professional domains to create a balanced use of social media.

Keywords: Information Anxiety, Information Overload, Health Information, social media, Health issues.

Introduction:

Technology has reshaped the ways libraries serve their patrons. Many traditional library tasks have shifted to digital devices such as computers, laptops, tablets, iPads, and mobile phones, making it easier for both librarians and library users to access information. Social media platforms have become a popular forum for libraries and information professionals. In Pakistan, there are 7 billion mobile users who use social media through cell phones (Kazi et al., 2021). Librarians and libraries use various social media platforms to share news, promote activities, market new services, and enhance the visibility of library offerings. However, the excessive use of social media and screen reading can lead to

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information anxiety. Before delving into the term "information anxiety," it's important to understand anxiety itself. According to the National Health Service in the UK, anxiety is defined as "a feeling of unease, such as worry or fear, that can range from mild to severe." Information anxiety, on the other hand, refers to "the pressure we feel to maintain some level of information awareness in the face of ever-increasing quantities of information." (Wurman, p. 34, 1989)

Web 2.0 tools offer exciting opportunities for enhancing information sharing and creating dynamic virtual platforms for both librarians and library users (Ali, 2014; Arif & Mahmood, 2012). Social media serves as an essential element of Web 2.0, generating a wealth of information that can be harnessed. Librarians, as information experts, play a crucial role in producing, sharing, and utilizing content from various social media platforms to benefit their communities. With library services increasingly in demand, librarians and staff are committed to providing around-the-clock support to their users. While the rapid pace of technological advancements can lead to information anxiety, as highlighted by Huang (2019), there is also immense potential for librarians to adapt and thrive. By leveraging social media effectively, they can transform this challenge into an opportunity, turning the vast amounts of information available into valuable resources for their patrons.

Information anxiety is defined as "the black hole between data and knowledge," which occurs when information fails to provide us with the insights we seek or require (Wurman, 1989; Wurman et al., 2001). Basic further elucidates this concept by stating that "information anxiety is produced by the ever-widening gap between what we understand and what we think we should understand. Information anxiety can afflict us at any level and is as likely to result from too much information as from too little information" (Wurman et al., 2001).

Information anxiety is closely associated with library anxiety and information seeking anxiety. However, library anxiety and information seeking anxiety are quite different as indicated ("an uncomfortable feeling or emotional disposition, experienced in a library setting, which has cognitive, affective, physiological, and behavioral ramifications." (Jiao & Onwuegbuzie, 2004).

In the context of social media information, either information is too short or sometimes so much information. Due to information anxiety, there are Some negative impacts of social media as suggested (Kuma & Agrawa, 2017).

- i. Too many social media tools to learn
- ii. Time consuming
- iii. Lack of Privacy, identity theft or Security and safety, Cyber fraud, hacking and virus attacks
- iv. Misuse of social media for selling products by the company
- v. Missing ethical issues on social media
- vi. Lack of Proper Knowledge about social media.
- vii. Fake Profile
- viii. Hate Speech by hate groups.

Literature Review

Anxiety uses in the different context Library Anxiety introduced in 1986 by Mellon, theory of library anxiety referred as “An uncomfortable feeling or emotional disposition that happens when students are utilizing the library or contemplating its use”. (Mellon, 1986)

There are different literateurs produced in the context of information anxiety and discussed various aspects. Information anxiety relationship with computer and internet anxiety it has negative relationship. Computer and internet skills are increased than information anxiety reduced (Jiao & Onwuegbuzie, 2004; Jerabek et al., 2001; Naveed & Ameen, 2017). Academic librarian concept about information anxiety highlighted and discussed and suggested ways to reduce the information anxiety (Eklof, 2013). In another empirical study, social media also affects job performance of the individual. The term “social media addiction” may undermine the severity of traditional psychiatric disorders and that it is premature in pathologizing (Carbonell & Panova, 2017). Social Networking sites (SNS) is most used and is defined as a maladaptive psychological dependency on SNS to the extent that behavioral addiction symptoms occur (Cao et al., 2020). Social media usage policies and for employees to control their social media usage behaviors to avoid negative outcomes of irrational use (Cao & Yu, 2019) impact on job performance. Medical University and Hospital librarians’ jobs are very challenging they are also managing their social media accounts like Facebook, X-platform (Twitter), Whatsapp etc. Besides the office work they also monitor these accounts in different capacity like moderator, admin and etc. Hospital libraries closely associated with the health sector and research scientific information, evidence-based practice, patient care related information required round the clock 24 x7 (Hanell, & Ahlryd, 2023). Librarian anxiety and stress evaluated due to social media usage determined (Hussain, 2018) finding revealed that frequently and excessive use of social media create addiction other disorder like stress, sleeping disorder, academic performance. Social media excessive used at workplace create three types of overload a. Information overload b. communication overload and c. social overload (Yu, et al., 2018) which ultimately effect on the job performance. Librarians often engage in screen reading either search engines, databases, or social media. In the patient’s education and awareness, social media and internet sources cannot be ignored because most patients follow the social media information (Brown Epstein, 2023). Social media’s continuous usage creates information overload, fatigue, and exhaustion among public library users, killing the users’ worthy time (Briana et al., 2021).

In Pakistani context information anxiety were discussed information anxiety theoretical and practical implication discussed on information retrieval (Naveed & Anwar, 2020). Information anxiety modeling discussed, library anxiety and information seeking anxiety come under the domain of information anxiety (Naveed & Anwar, 2019). Information anxiety scale designed and discussed six dimensions namely, a) ‘Task Anxiety’ b) ‘Need Recognition Anxiety c.)

'Finding Anxiety' d) 'Evaluation Anxiety' e.) 'Access Anxiety' and f.) 'Usage Anxiety' this empirical study developed valid information anxiety scale (Naveed & Anwar, 2022).

However, social media in the context of information Anxiety did not discuss yet in Pakistani context and this study is an attempt to fill the gap of the literature.

Objective of the Study

This study aims to highlight the impact of excessive usage of social media on information anxiety and health-related issues among librarians.

Research Questions

Following research questions answer are trying to find out in this study.

1. What is health-related anxiety due to excessive usage of social media?
2. What is the health-related issue faced by librarian due to usage of social media?

Methodology:

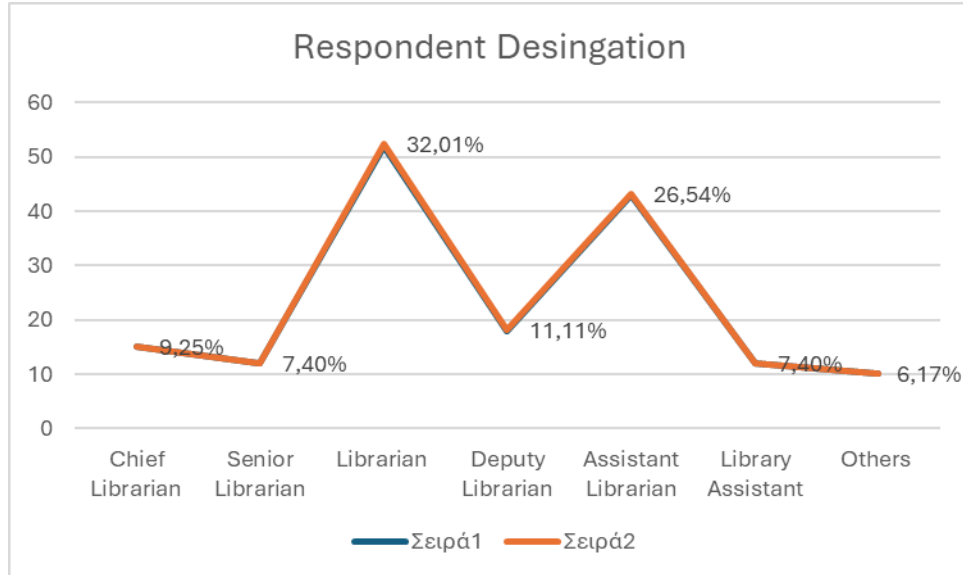
The survey designed methodology is used to carry out this study. This is a quantitative study. The questionnaire is the data collection tools. The online questionnaire has designed into two parts, first demographical information and second part questions about the use of social media anxiety. Working library professionals are the targeted population of this study. Convenience sampling methods are used for the collection of the data. Data are analysis in Microsoft excel and descriptive statistics are used.

Data Analysis

There are 200 questionnaires sent to online librarian on online platform and 162 response received form the librarians throughout Pakistan. Researching finding are tabulate. Librarian (32.01%) and Assistant librarian (26.54%) are key respondent of the study. 41.45% other library staff participate in this survey. In this study 87 (53.71%) male and 75 (46.29%) female participant response the survey questionnaire

[Insert Table No. 1 Here]

Gender	Responses	%
Male	87	53.71
Female	75	46.29
Designation	Responses	%
Chief Librarian	15	09.25%
Senior Librarian	12	07.40%
Librarian	52	32.01%
Deputy Librarian	18	11.11%
Assistant Librarian	43	26.54%
Library Assistant	12	07.40%
Others	10	06.17%
N	162	100.00%

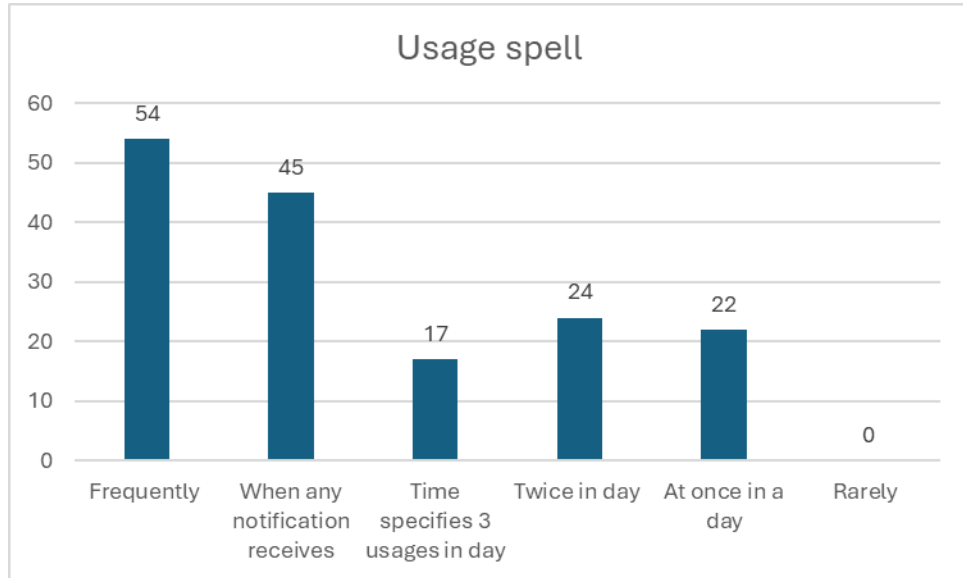


Social media Connectivity status

In second part of the questionnaire respondents were asked about how frequently use the social media response are tabulated as under

[Insert Table No. 2 Here]

Online Time Slots	Frequency	Usage spell
Daily	Frequently	54
	When any notification receives	45
	Time specifies 3 usages in day	17
	Twice in day	24
	At once in a day	22
	Rarely	Nil
	Not daily use	Nil



Social Media time interval/Session

Respondents were also asked about the time duration spent on social media usage on daily basis the summary of responses is added in Table No. 3

[Insert Table No. 3 Here]

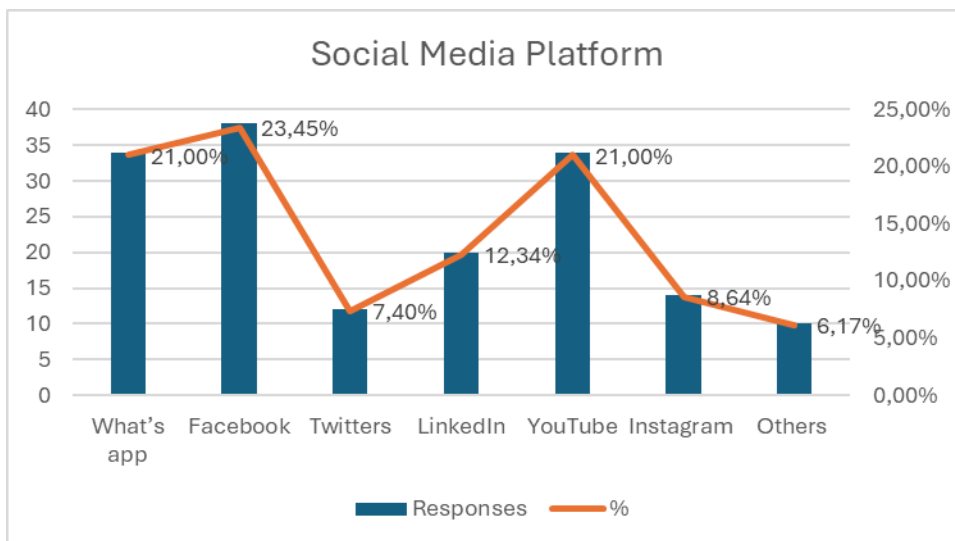
Frequency	Duration	%
1-15 minutes	0	0.00%
16-30 minutes	10	6.17%
31-45 minutes	18	11.1%
1-hour	40	24.7%
2-hours	79	48.8%
3-hours	09	05.5%
More than 3 hours	06	03.7%

The highest responses 79 (48.8%) that Librarian are mostly spends 2 hours on the daily basis. The second rank responses are 40 (24.7%). Overall, 83% plus responses that they spend an hour or more.

Respondents most frequently choice for the use of social media results and are tabulated in Table No. 2. Facebook is most frequently used by the librarians, 23.45% response. What’s app and YouTube are the second most popular social media tools with response of 21.00%. Other social media platform usage is (34.55%).

[Insert Table No. 4 Here]

Social Media Platform	Responses	%
What’s app	34	21.00%
Facebook	38	23.45%
Twitters	12	07.40%
LinkedIn	20	12.34%
YouTube	34	21.00%
Instagram	14	08.64%
Others	10	06.17%
N	162	100.00%



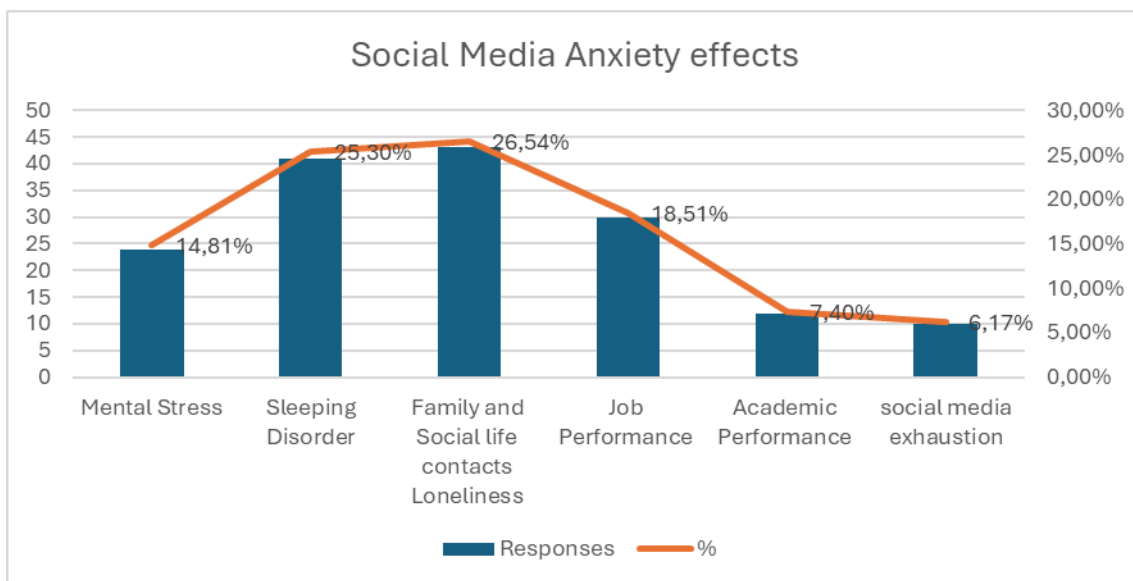
Excessive use of Social Media Anxiety

Librarian respondents say that excessive use of social media create different types of anxiety response are tabulated mental stress (14.81%), which directly affects the job performance of the librarian. Constant use of social media sleeping disorders their sleep lack of hours (25.30%). Family and social life issues (26.54%) are also disturbed when family did not give time, most of the time busy on-screen reading. Rather than face to face communication with family. Jobs performance has also affect on constant use of social media (18.51%). Academic performance has also affected those librarian who engage in study with (07.40%). Social media exhaustion is unable to do other work (07.40%).

[Insert Table No. 5 Here]

Social media Anxiety effects	Responses	%
Mental Stress	24	14.81%
Sleeping Disorder	41	25.30%
Family and Social life contacts Loneliness	43	26.54%
Job Performance	30	18.51%
Academic Performance	12	07.40%

social media exhaustion	12	07.40%
N	162	100.00%



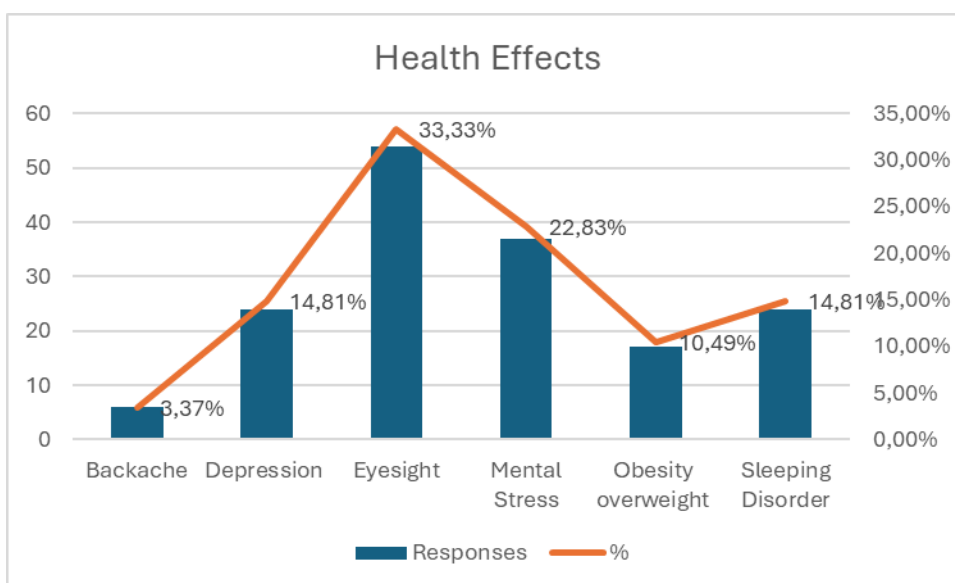
Excessive use of Social Media Effects on Librarian Health

Social media excessive use creates different health issues like eye-sight problem effects visibility issues and use glasses to use digital devices. Mental stress is another issue is second rank health effect of the librarian. Depression also causes excessive use of social media. Obesity and overweight are another problem cause for the social media sleeping disorder has also effect due to excessive use of social media.

[Insert Table No. 6 Here]

Health Effects	Responses	%
Eyesight	54	33.33%
Anxiety	37	22.83%
Depression	24	14.81%
Sleeping Disorder	24	14.81%

Obesity overweight	17	10.49%
Backache	06	03.37%
N	162	100.00%



The study finding reveals that library staff from different cadres are constantly using the social media platform frequently. Facebook, what's app and YouTube are one of the popular social media where librarians do different activities. Excessive use of social media creates information anxiety and health related issues. Sleeping disorder and family and social life issues are the top information anxiety. Excessive use of health-related issue librarians 33.33% eye sights or vision effected due to use of social media excessive use and 22.83 with mental stress and 14.81% feel depression and sleeping disorder.

Discussion:

RQ 1. What is health-related anxiety due to excessive usage of social media?

Workplace well-being of the librarian and information professionals is very important, but due to consecutive work and round the clock service to library users create different types of anxiety among the librarians this study results are match with (Naveed & Ameen, 2017) of postgraduate student's resource searching is the key anxiety. Social media use is associated with depression (Banjanin, et al., 2015). Family Loneliness and physical social contact also increased the social media excessive use to maintain the social life and physical connections are very important with family members and friends and peers. Another study described the limited usage of social media that decreases the anxiety and loneliness there should be limited (Hunt et al., 2018; O'Day, & Heimberg, 2021). The most common health related issue address due to excessive usage of social media are Information anxiety and stress among the librarian also discussed (Ali, et al. 2020).

Depression, Anxiety and Stress are associated with every professional's life, but social media excessive usage challenges make their life more difficult overall it becomes the psychological issue with individual.

RQ 2. What is the health-related issue faced by librarian due to usage of social media?

Health related issue is the common problem due the social media usage eye sights of the librarian and library staff are becoming weak due to constant screen reading of cell phone, laptop or desktop. Excessive use of social media also has invisible and potentially detrimental effects, such as poor sleep quality or sleeping disorder discussed (Liu & Ma, 2020). To maintain the quality life librarian required the work life balance formula to avoid the health-related issue and reduce the excessive social media for library.

Similarly, excessive social media usage, health, and anxiety are issued in other professions like social media analysis, YouTubers (Harris, 2019), Content creation, digital marketing, and electronic journalism (Althiabi, 2017).

Conclusion:

Social media is a key source of information sharing. As information providers, librarians are engaging in different social media platforms. Social media has positive effects as an effective source of information dissemination and the fastest reach to targeted audiences. However, Constant use of social media creates information anxiety among librarians. Sleeping disorders, mental health, and family and social life anxiety have been detected due to excessive use of social media. The health of librarians has also been affected by eyesight, mental stress, depression, and sleeping disorders.

Based on the findings, there is a specific time to specify social media usage and create a work-life balance for the librarian. Health is wealth, and saving this wealth will help avoid excessive social media usage. Library professionals should avoid the excessive use of social media either for their personal or professional use.

This study presents the general overview of the librarian social media anxiety and health related issues. However further study conducted on the separately each type of anxiety like mental health or Depression issue of the librarian due to use of social media.

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