

Social Inclusion for Person with Disabilities in DKI Jakarta Public Library

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Abstract: Public library service is universal and can be enjoyed by everyone without any exception, including person with disabilities. In this way, library can be a medium and tool for person with disabilities. This study attempts to discuss whether or not the public libraries in DKI Jakarta have applied the concept of social inclusion for person with disabilities. This study uses qualitative approach with observation and documentation study as data collection techniques. The result obtained from this study is that public libraries in DKI Jakarta do not have a sufficient facilities, collections, services and human resources to support the concept of social inclusion for person with disabilities. Public libraries in DKI Jakarta need to improve in order to promote the concept of social inclusion and introduce the library as a place with social inclusion concept to wider community.

Key words: Social inclusion, public library, person with disabilities, DKI Jakarta public library, support

INTRODUCTION

Library service especially public library service is universal. Such services can be enjoyed freely by anyone without any exception. Public library services should be able to accommodate the information needs of all users, including person with disabilities. In Indonesia, many public services including library service for person with disabilities are often forgotten, meanwhile person with disabilities have the same information needs as other Indonesian citizens.

The concept of social exclusion in Indonesia can be felt in every aspect of life. Indonesian society's stigma against persons with disabilities is still strongly felt. In some Indonesian communities perceptions, person with disabilities are often underestimated and considered unable to perform any activity. Meanwhile, if person with disabilities are given the opportunity that is supported by infrastructure adjustments, it is not impossible that they can work and be productive as most other Indonesian citizens.

As stated by Jurgen Habermas about Public Space, Libraries especially public libraries as a public space for everybody should be able to become an institution that supports social inclusion for minor communities sector. In accordance with the Act of the Republic of Indonesia No. 43 of the year of 2007 about Library in Article 5, 3rd clause which reads "People who have a physical and/or

emotional, mental, intellectual, disabilities have the rights to receive library service adapted to their capabilities and limitations".

In accordance with the legislation, public library should be able to provide library service adapted to the abilities of person with disabilities in order to supports social inclusion concept. As public libraries seek to serve all members of society, automatically they have a vital role in facilitating social inclusion (McMenemy, 2009). How about the real condition of public libraries in Indonesia itself especially in DKI Jakarta? Has the public libraries in DKI Jakarta applied the social inclusion concept?

Literature review

Social exclusion and social inclusion: The concept of social exclusion and social inclusion can create a varied context that depends on the environment in which these concepts are applied. The term social exclusion was first used by French sociologist in the 1970s. The concept of social exclusion in the West Country itself is influenced by the views of some figures such as Karl Marx, Anthony Giddens, Joseph Murray, Duncan Gallie and Walter Runciman (Lawang, 2015). From the views of these figures, it was concluded that: politic, economic and social life are controlled by a certain social group who has the power and is not easily accessed by lower social groups. Under these circumstances, several communities suffer from discrimination in various fields, like social,

economic and political field. Social exclusion is not only the consequence of poverty and low income but also the impact of several other factors such as: discrimination, low education levels, low quality of the environment. According to the World Bank, the identity of a particular group of people can lead to social exclusion, especially a group of people related to gender, race, social class, ethnicity, religion, age and disability. Social exclusion also relates to other barriers to accessing public services such as geographical or physical barriers (McMenemy, 2009). In the other words, getting services to the people in rural communities and to person with disabilities is a major challenge for public service. They have to overcome all of barriers in order to getting rid of social exclusion and support social inclusion concept.

The concept of social exclusion was followed by the concept of social inclusion and social cohesion. Miller as cited in Muddiman found that these three concepts can be placed in the following order: from solving the social exclusion problem of certain groups through social inclusion and then build a full cohesive society interaction. It is important for the government or institution to take an integrated approach related to social exclusion, social inclusion and social cohesion. This approach will guide the planning of policies, strategies, action plans and public service that will be held by the government or a particular institution.

The concept of social exclusion is always followed by the concept of social inclusion. According to the Coordinating Ministry of Human Development and Culture of the Republic of Indonesia, social inclusion is an attempt to put the dignity and self-reliance as the primary capital to achieve ideal quality of life. According to the World Bank, social inclusion is a process of building social relationships for individuals and communities that aims to enable them to participate fully in decision-making process in the economic, social, political and cultural aspect as well as allow the community to have the same access rights to the resources in order to meet their basic needs. Social inclusion itself leads to freedom, equality, democracy and social recognition.

Social inclusion is the core of social development, which is expected to produce similar social life and to be included in the welfare of all communities. Every citizen is entitled to acquire their rights and basic needs such as physical, social status, power as well as basic rights as human beings to be able to participate in life as normal citizens. Similarly, person with disabilities have the same rights as any Indonesian citizens and it stated in the Act of the Republic Indonesia No. 39 of the year of 1999 about Human Rights, Articles 13 and 14 clause 2nd which states about the chance of every Indonesian citizen to obtain information and develop themselves. In addition, there is

also the Act of the Republic Indonesia No. 8 year of 2016 about person with disabilities, Article 5 which explains that each person with disabilities has equal rights and equal opportunities in all aspects of life and livelihoods, which are: expression, communication and information. In Article 24, it is explained further that the right of expression, communication and information for person with disabilities include the rights to:

- Have freedom of expression and opinion
- Get information and communicate through the media that can be accessed easily
- Use and gain special facilities related with the form of information and communication such as language cue, braille and other augmentative communication

On July 5th, 2014, President of Indonesia Joko Widodo signed a "Charter of Struggle Prof. Suharso" (Piagam Perjuangan Prof. Suharso) which is one of the nine Charters of People's Struggle. President Joko Widodo's signature on this charter is a form of recognition related to social inclusion in Indonesia. The Charter consists of 3 articles which contain about social inclusion efforts in Indonesia which are:

- The struggle for recognition, protection and rights fulfillment of persons with disabilities in the form of legislation that provides assurance for person with disabilities to obtain the economic, social, politics, employment, culture, education and social security guarantees, in accordance with the 1945 constitution and the UN convention on the rights of person with disabilities
- Run the government according to constitutional mandate and to uphold justice and human rights for person with disabilities as well as human beings
- Establish the perception about existence of person with disabilities as assets of state

Public library and social inclusion for persons with disabilities: UNESCO as cited in Aziz (2014) stated that public library has four main objectives which are:

- Give the opportunity to all of the citizens and communities to use library collections that can help them increasing their life quality
- Providing a fast, precise and cheap information source for all citizens and communities
- Support citizen in developing their ability so that they will be helpful for their communities and their surrounding environment
- Library is the center of community's cultural life (Aziz, 2014)

As an open space, public libraries have potential part to accommodate various users who have their own different needs. Public library is an institution that is open to everyone, from children to elderly, the Sundanese or Javanese, from the rich to the poor, etc. In other words, public library has a very broad range of users that consists of all members of society.

According to the Act of Republic Indonesia No. 39 of the year of 1999 about Human Rights Articles 13 and 14, 2nd clause and the Act of Republic Indonesia No. 8 of the year of 2016 about Disabilities Article 5, 1st clause, library especially public libraries had a significant role in fulfilling the information needs of person with disabilities. In addition to the information needs, the recreational and educational needs also a part of task for library to cover. Library as a place for lifelong learning should be able to embrace the educational needs of person with disabilities. When a library is provided to be used by public, then the library contents will be the source for a reference and an inspiration for all people, furthermore it can be a motivation for civilization advancement. Public libraries can encourage social inclusion and increase life quality for everyone, including person with disabilities.

Train *et al.* (2000) emphasized the important role of library service in the community of person with disabilities and expressed two main tasks related to library service for person with disabilities which are:

- Determine an effective way for person with disabilities in utilizing existing resources in the library
- Make it easier for person with disabilities to overcome barrier that cause them the hardship to participated in society

Moreover, based on the documents published by the library and information commission titled libraries. The Essence of Inclusion to support a social inclusion library should be functioned as:

- A space that protects all citizen and communities
- A space that supports community interaction without any single interference of discrimination and prioritizing equality
- The place where there are no discrimination, stigma and competition
- Meeting space for every member of community to exchange their minds and ideas

Gaur and Bhatt (2016) also stated that an inclusive library provides facilities for everyone to participate in the program that held by library, each community can get benefit from the services provided for them. An

inclusive library must remove or overcome physical and non-physical barrier that would prevent users with disabilities from using the library. One of the main objectives of inclusive library is to protect the honor and user privacy by encouraging them to be independent and promote the rights of every community to be able to access the information in order to develop their knowledge (Gaur and Bhatt, 2016).

MATERIALS AND METHODS

The method used in this study is qualitative approach with observation, brief interview and documentation study as data collection techniques. The interviewees consist of librarians of DKI Jakarta Regional Library and Archives Council (BPAD/Badan Perpustakaan dan Arsip Daerah DKI Jakarta), South Jakarta Library and Archives Office (KPAK/Kantor Perpustakaan dan Arsip Kota Jakarta Selatan) and Library of the Ministry of Education and Culture (Kemendikbud).

RESULTS AND DISCUSSION

The observations were held in three public libraries in DKI Jakarta which are: DKI Jakarta Regional Library and Archives Council located in Cikini (BPAD DKI Jakarta, Cikini), South Jakarta Library and Archives Office (KPAK Jakarta Selatan) and Library of the Ministry of Education and Culture (Kemendikbud). The results from observations revealed that the libraries listed above are not yet supported social inclusion concept for person with disabilities. The observation conducted is based on elements of library services that consist of four elements which are: library facilities, collections, services provided and human resources in the library.

From Table 1, it can be described that BPAD Cikini did not have an adequate facilities and accessibility. This is indicated by the structure of the building that is not friendly for person with disabilities such as unavailability of ramp, impassable entrance for wheelchair users and the elevator that is not equipped by braille writing. As for toilets, BPAD Cikini has already started to provide the facility specifically for person with disabilities. Special collections owned by BPAD Cikini are braille collection with no digital collections such as talking book or other assistive technology for person with disabilities. Based

Table 1: Library service for person with disabilities in dki jakarta public libraries

Library	Facilities	Collection	Service	Human resources
BPAD Cikini	x	v	v	x
KPAK South Jakarta	x	x	x	x
Kemendikbud	x	x	x	x

on interviews that were conducted with librarians, nobody used the braille collection. There were no visually impaired users who came to library to use the braille collection. One of the advantages of BPAD Cikini lies in the services provided. BPAD Cikini lends Braille collection to several foundations and Disability School (SLB) in DKI Jakarta and Kepulauan Seribu region. The goal is that the braille collection can be used by those who require it as well as reach out to people who have difficulties to come and access the library. As for human resources, librarians of BPAD Cikini are still not ready to serve users with disabilities. They realize that it requires a special skills and soft skills in serving person with disabilities so that they can comfortably use the resources that available in the library. Moreover, library also has to introduce the disability awareness program to staff and librarians as well as introduce social inclusion in the library as a part of training course so that the staff and librarian can understand how to fulfill the information needs of person with disabilities.

South Jakarta Library and Archives Office (KPAK Jakarta Selatan) did not have the facilities, collections, services and human resources that are sufficient for library services related to social inclusion for person with disabilities in library. Facilities and the accessibility are still inadequate. Based on an interview with a librarian, KPAK Jakarta Selatan is still not ready to accept user with disabilities. The existing facilities for library user cannot accommodate person with disabilities to be able to use the library. Parallel with the problems of facilities, collections owned by KPAK Jakarta Selatan cannot accommodate person with disabilities to fulfill their information needs. So did the services and human resources in the library that are unable to provide adequate service for person with disabilities.

Turning to the Library of the Ministry of Education and Culture, on one of Indonesian reference website for library that serves visually impaired person (<http://perpustakaan.kemsos.go.id/?news/read/Berita/17/Perpustakaan%20Ramah%20Disabilitas%20Netra>) stated that Library of National Education, now renamed the Library of the Ministry of Education and Culture has the facilities that can accommodate the information needs of person with disabilities. But in fact, based on an interview with one of the librarians, the service was already closed. The reason behind the closing of library services for visually impaired person is the contract expiration between the library with one of the disability foundations in Jakarta. Facilities and accessibility of the building also inadequate.

From the observations results that have been obtained, the existing public libraries in DKI Jakarta do not have the concept of social inclusion yet for person with disabilities. Facilities and accessibility that libraries

had are not able to facilitate persons with disabilities. Only BPAD Cikini which has a braille collection for visually impaired users but other existing facilities are still inadequate. If we look back into point one and point two related to main purpose of public libraries according to UNESCO which are: give the opportunity to all citizens and communities to use library collections that can help them increasing their life quality and provide a fast, precise and cheap information source for all citizens and communities, public libraries should automatically be able to provide library materials useful for the readers. If the deaf and quadriplegic can read a book like any other normal individuals, then the visually impaired people must be given a similar opportunity. Libraries can provide braille collection or digital books or talking book collections for visually impaired people. Special collections must be provided and must be varied so that visually impaired people can get the same information as any other communities.

The other purpose of public libraries is helping people to develop their skills that will give benefit to the community and the surrounding environment. Not only is public library providing collection that can be a source to encourage individual people to develop themselves but also public library is encouraging communities to develop their skills in order to be useful for the others. The public library should be able to become a facilitator for person with disabilities in order to develop their potential. In order to support this program, library can incite collaboration and cooperation with disability foundations or institutions and hold workshops for person with disabilities. Potential development program held by library for person with disabilities is the first fundamental step towards the formation of social capital that can make person with disabilities valuable asset for the country as well as getting rid of the negative stigma of person with disabilities. By using various sources of information in libraries, person with disabilities are expected to become lifelong learners so that they can be useful for themselves and society. Ferguson (2012) states three main strategies that public libraries can use in order to develop social capital. One of the strategies are libraries can create social capital in their role as providers of universal services to the public (Ferguson, 2012; Varheim, 2008).

The latter purpose of public libraries according to UNESCO is library as the center of community's cultural life. It can be interpreted from two aspects, the first aspect is the cultural process where interaction takes place in library and the second aspect is that the library as a home for information in various forms created by human and can be used by anyone. In the first term, we can see that the public library is a public facility that can be used by public. In the process of library usage by users there always be social interaction such as interaction between

users and librarians, librarians and librarians as well as between users themselves. The concept of social inclusion involves interaction between individuals, in this case person with disabilities and other communities. Public participation is also needed in social inclusion, how society accepts person with disabilities as a part of Indonesian society without negative stigma. This kind of interaction is also expected to be the promotion of disability awareness for wider community. Moreover, it is important for person with disabilities to participate in the interaction and also engage in library program and community activities. Libraries can be a starting point for person with disabilities to participate actively in community and society activities.

As a matter of fact, the existing situation is still far from expectations related to social inclusion. Most public libraries in Jakarta still do not realize the importance of social inclusion in social life. Equity and equal rights to obtain information and to use the library is still far from reality although these rights are clearly stated in various laws, starting from the Act 39 of the year of 1999 about Human Rights, Act 43 of the year of 2007 about Library and Act 8 of the year of 2016 about Person with Disabilities. The concept of social inclusion cannot be embodied if there is no cooperation from the related parties such as government, society, disability institution and others. Social inclusion for person with disabilities requires deep and holistic understanding about disabilities itself. Therefore, it takes a campaign or promotion about information related to disabilities for public to create a holistic collaboration between local communities, disability foundations or institutions, various lines of government, the media as well as private organizations. There are many institutions and public or private organizations which do not understand about the concept of public service for person with disabilities. Social inclusion for person with disabilities also requires comprehensive cooperation between various lines of the wider society and it can be accomplished by promoting disability awareness to give explanation about the different characteristics of the disability to the public.

CONCLUSION

Public libraries in Indonesia, especially those in DKI Jakarta are still not able to promote the concept of social inclusion for person with disabilities. The situation is seen from the unavailability of facilities, services as well as a special collection and human resources in libraries. Though braille collections are available in one public library (BPAD Jakarta), library users have not yet made a good use of the collection to the fullest capacity. The absence of disability awareness program and lack of socialization related to laws supporting the rights of

information fulfillment for person with disabilities are the factors that cause the social inclusion process is obstructed. There are many improvements that public libraries have to conduct. The improvements include the development of library infrastructure, facilities, collections and human resources. By cooperating with relevant parties, it is expected that the library can carry and introduce the concept of social inclusion for person with disabilities.

RECOMMENDATIONS

Then, what should be done by public libraries in order to support social inclusion for person with disabilities? Of course, besides providing facilities and accessibility support to library service, public libraries have to be more proactive to incite collaboration with community or disability foundation. The important notion in social inclusion for person with disabilities is the involvement or participation of person with disabilities themselves. The library serves a bridge for them to obtain information and education as well as a space for social interaction between person with disabilities with other communities. Libraries do not only serve as place to store and borrow books but also serves as a provider of social space for the whole society.

The concept of social inclusion for person with disabilities in Indonesia is not an easy task to do. Although, Indonesia has ratified the UN Convention on The Rights Of Person With Disabilities as well as has arranged its own legislation for person with disabilities, social inclusion for person with disabilities remains a tough chore for Indonesian government. Social inclusion for person with disabilities requires further insight into disability itself. Moreover, there is a need to disseminate information about disability to create more comprehensive cooperation between local communities, disability foundations/organizations/institutions with all levels of government, the media and the public sector. There are still many public facilities which do not accommodate the needs of person with disabilities because of the lack of thorough understanding of person with disabilities, its limitations as well as their needs.

It is better for public library to study about person with disabilities as well as their needs related to library service. Such studies can be the first step for library to support social inclusion for person with disabilities. In addition, the study also can be used as a primary basis to determine the library policies related to person with disabilities. Social inclusion concept also should be mainstreamed as a policy priority within all library and information services (McMenemy, 2009).

Libraries also should be able to convince person with disabilities that they can easily and comfortably access

existing facilities and use them with overcomes physical barriers and provides accessible facilities. A socialization program for social inclusion must also be disseminate in the internal organization of the library itself. The library staff should be given a thorough understanding that public library service is a universal service and does not discriminate people. Socialization also should be equipped by a training and cooperation with person with disabilities in order to have a deep understanding about how to serve person with disabilities with a variety of different characteristics.

Library staff also must be equipped with interpersonal communication approach skill that can be very useful in order to know what person with disabilities needed. With interpersonal communication approach, the library staff can find out what person with disabilities require and then library staff and librarians along with person with disabilities can plan what kind of services that can be held by library based on personal interactions (Gehner, 2010).

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