

ACCESSIBILITY OF UIN SUNAN KALIJAGA LIBRARY FOR STUDENTS WITH DISABILITIES: AN EVALUATION

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Introduction



▶ Indonesia: 933,893 people with disabilities (Central Bureau of Statistics, 2022)

▶ People with disabilities often face various challenges: difficulties in daily activities, higher health risks, and social exclusion

▶ People with disabilities tend to have a lower quality of life (Vankova & Mancheva, 2015)

▶ The Constitution Number 8 Year 2016: people with disabilities are protected to live under the same law and human right as other Indonesian citizens

▶ Libraries play a crucial role in providing inclusive information and services for all users, including people with disabilities: Public Library Manifesto

Library and disabilities

- The accessibility for disabled users is even stated more clearly in a service standard for disabled users developed by IFLA (Irvall & Nielsen, 2005)
- The Library of Sunan Kalijaga State Islamic University (UIN Sunan Kalijaga), under its inclusive campus parent institution, provides services accessible to students with disabilities

Number	Sort of disability	Amount
1	Blind	35
2	Deaf	35
3	Slow learner	6
4	Down syndrome	2
5	Mentally disabled	3
6	Autism	1
7	Mental disorder	1
8	Physical impairment	13
Total amount		96



Source: Center for Disabilities Services, 2023

Questions:

To what extent does the library at Sunan Kalijaga State Islamic University meet the accessibility standards set by IFLA



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The Purposes of the Research

1. To uncover the extent to which the library at Sunan Kalijaga State Islamic University has met the accessibility standards set by IFLA
2. To identify areas for improvement

METHODS

- This is a qualitative research
- Data collecting: observation and interview to identify the accessibility of the library for users with disabilities using the IFLA guideline covering 3 main areas

Number	Aspect	Standard
1	PHYSICAL ACCESS	1. Outside the library
		2. Getting into the library
		3. Access to materials and services
2	MEDIA FORMATS	1. Special media formats for persons with disabilities
		2. Computers
3	SERVICE AND COMMUNICATION	1. How to train staff
		2. Special services to patrons with disabilities
		3. How to provide information to patrons with disabilities
		4. How do you make information easy to understand?
		5. Website
		6. How to cooperate with disability organizations and individuals



RESULT AND DISCUSSION



PHYSICAL ACCESS

SERVICE AND
COMMUNICATION

MEDIA FORMATS

1. Physical Access

Concerning the library physical access, there
3 items to note:

the outside area of the
library

the entrance to the
library

the access to the
library services and
collections.



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Outside Area of the Library

- The Library has a big enough parking area for bikes, motorcycles, and cars
- no sign with the international symbol for the disabled.
- The distance from the parking lot to the front door of the library is 6 meters, it is safe for disabled users to get into the library.
- However, there are free areas around the front door, that can be used as a parking space for the disabled.
- easy to get at the front door as the access to it is spacy, with no barrier around it, and with a very good lighting system.





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- The library building is also completed with ramps, which are not steep and are not slippery (as they are made from cement), and are accessible for wheelchairs.
- The stairs are not steep either and are completed with hand holdings on both sides.



Results: The Outside Area of the Library

ELEMENT	STANDARD	AVAILABILITY
Outside area of the library	1. Sufficient parking spaces marked with the international symbol for the disabled	X
	2. Parking close to the library entrance	V
	3. Clear and easy-to-read signposting	V
	4. Unobstructed and well-lighted access paths to the entrance	V
	5. Smooth and non-slip surface at the entrance	V
	6. If needed, a non-slip and not-too-steep ramp with railings next to the stairs	V
	7. Railings at both sides of the ramp	X
	8. Entry phone accessible for deaf users	X

Getting into the library

- Accessible for all users with wheelchairs.
- The library does not have an automatic front door, but the front door is open widely during service hours which enables users with wheelchairs can easily get in and turn around.
- Safe for users with low vision (blind users) from crushing a glass door
- No doorstep around the front door, which is good for blind users and users with wheelchairs.
- There is no security checkpoint at this front door, and all users can get in unquestioned.
- Security checkpoint is done only for those entering the second floor to the fourth floor for collection services, circulation services, and reference services.





- There is no elevator in this library building, and users with disabilities can only access the library services on the first floor.
- On this floor, they are specifically served in a special room called Diffable Corner.
- The second floor – fourth floor are not accessible for most disabled users, still they are made good and accessible for users with low vision.
- The tips of the stairs are painted bright color, which is in contrast to the color of the stairs, this way the users with low vision will risk less (stay safe, being able not to slip).

Results: The Access Getting Into the Library for Users with

ELEMENT	STANDARD	AVAILABILITY
Getting in to the library	1. Sufficient space in front of the door to allow a wheelchair to turn around	✓
	2. Entrance door wide enough to allow a wheelchair to enter	✓
	3. Automatic door opener reachable by a person in a wheelchair	✓
	4. No doorsteps -- for easy wheelchair access	✓
	5. Glass doors marked to warn visually impaired persons	✓
	6. Security checkpoints possible to pass through with a wheelchair/walker or other mobility aides	✓
	7. Stairs and steps marked with a contrasting color	✓
	8. Pictogram signs leading to elevators	✗
	9. Well lighted elevators with buttons and signs in Braille and synthetic speech	✗
	10. Elevator buttons reachable from a wheelchair	✗

Access to Materials and Services



Space between book shelves
and a wheelchair



Sign language and braille:
Toilet door



Difabel Corner

Result: Access to Services and Collections for Users with Disabilities

Element	Standard	Availability
1. The physical space	Clear and easy-to-read signs with pictograms	✓
	Shelves reachable from a wheelchair	✓
	Reading and computer tables of varying heights throughout the library	✓
	Chairs with sturdy armrests	✓
	Unobstructed aisles between bookcases	✓
	Visible and audible fire alarm	✗
	Staff trained to assist patrons in case of emergency	✗
2. Toilets	Clear signs with pictogram indicating the location of the toilets	✓
	Door wide enough for a wheelchair to enter and sufficient space for a wheelchair to turn around	✓
	Room enough for a wheelchair to pull up next to the toilet seat	✓
	Alarm button is reachable for persons in wheelchairs	✗
	Washbasin, mirror at the appropriate height	✓
3. Circulation desk	Adjustable desk	✗
	Induction loop system for hearing-impaired persons	✗
	Chairs for elderly and disabled customers	✗
	Accessible self-service circulation stations	✓

Access to Services and Collections for Users with Disabilities

ELEMENTS	STANDARD	Availability
4. Reference/ information desk	Adjustable desk	X
	Organized “queue system” in the waiting area	X
	Chairs suitable for elderly and disabled patrons	X
	Induction loop system for hearing-impaired persons	X
5. Department for persons with reading, hearing, and other disabilities	A centrally located department with talking books and other materials for persons with reading disabilities	V
	A coloured (yellow for visibility) tactile line leads to this special department	V
	Clear signs	V
	Comfortable seating area with bright reading light	V
	A tape recorder, CD player, DAISY (Digital Audio Information System) player 1) and other equipment to complement the audiovisual collection	V
	Magnifying glass, illuminated magnifier, electronic reader or closed-circuit television (CCTV)	V
Computers with screen adapters and software designed for persons with reading and cognitive disabilities	V	

2. Media Format



Digital talking books accessible online at <https://difarepositories.uin-suka.ac.id/> (229 titles in various subjects) → only users with visual impairment



Braille books (63 copies): of Al Quran and several books in other subjects



- A computer with screen reader software (JAWS) for blind users to access electronic collections.
- The computer is also supported with an adaptive keyboard, which produces sounds helpful for blind users to type

Result: Media Formats Provided by the Library

Element	Standard	Availability
1. Special media formats for persons with disabilities	Talking books, talking newspapers, and talking periodicals	v
	Large print books	x
	Easy-to-read books	x
	Braille books	v
	Video/DVD books with subtitles and/or sign language	x
	E-books	v
	Tactile picture books	x
2. Computers	Designated computer workstations adapted for patrons in wheelchairs	v
	Adaptive keyboards or keyboard overlays for users with motor impairments	v
	Designated computers equipped with screen reading programs, enlargement, and synthetic speech	v
	Designated computers equipped with spelling, and other instructional software suitable for persons with dyslexia	x
	Technical support for computers (on-site, if possible)	x
	Staff capable of instructing customers in the use of computers	v



3 Service and communication

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Service and Communication

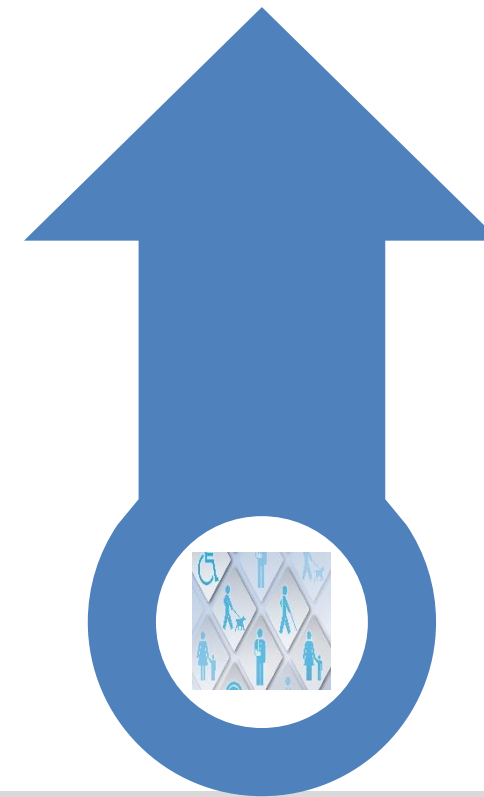
ELEMENT	STANDARD	Availability
1. How to train staff	1. A designated employee should act as a liaison person with disability groups and support organizations	v
	2. Staff be knowledgeable about various types of disabilities and how to assist the patron best	x
	3. Staff should also communicate directly with the patron and not through a caregiver	x
2. Special services to patrons with disabilities	1. Home delivery service to persons who are not able to come to the library	x
	2. Outreach services to persons in institutions and care facilities	x
	3. Reading service for patrons with reading difficulties (e.g., short texts, letters, instructions, articles on tape or CD) or scanning texts to make them accessible on a computer with the screen reader	v
	4. Regularly scheduled consultations for persons with reading disabilities	x
3. How to provide information to patrons with disabilities	1. The library should offer guided tours of the library for both individuals and groups of persons with special needs	v
	2. Provide a list of resources for all types disabilities	x

Cont'd... Service and Communication

ELEMENT	STANDARD	Availability
4. How do you make information easy to understand?	1. Write clear and concise short sentences	v
	2. Avoid foreign words	v
	3. Insert ample white space between paragraphs and text blocks	v
	4. Include illustrations on same page as accompanying text	v
	5. Use dark text on white or light coloured background – never light text on a dark background	v
5. Website	1. Make the design logical and easy to navigate	v
	2. Provide software to enlarge text, change font and contrast, length of lines, and space between lines	v
	3. Give alternative formats to .pdf and .doc -- preferably unformatted text (.txt)	v
	4. Separate contents from design – use style sheets to guide presentation and layout	v
	5. Include search capability on your website	v
	6. Avoid frames and tables, moving figures and texts	v
	7. Use relative measurements for text	v
	8. Accompany audio with text	v
6. How to cooperate with disability organizations and individuals	Cooperation with representatives of disability organizations and individuals is important in order to reach all citizens and establish credibility for the library's services and programs	v

Gap between the IFLA Checklist and the Condition of the UIN Sunan Kalijaga Library

1. Physical aspect



- The library building is not completed with an elevator
- The existence of Diffable Corner, however, has been a big help so far.
- Deaf users, numbering 35 persons, should also be provided with some other facilities, like video collections with subtitles.
- The library does not have an automatic door opener

2. Service aspect



- Reference service is not met with the standard but for disabled users, the service is performed through social media, like WhatsApp and Instagram.
- The library does not have a large print collection but provides assistive technology instead
- The library staffs need to improve their ability to communicate with deaf users for a better understanding of their needs

Conclusion



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- Under its inclusive parent institution, UIN Library is required to provide accessible collections and services for all users, including users with disabilities.
- The library has met some IFLA standards, particularly those concerning services for users with visual impairment and users with physical impairment



- Two things need to be improved to enhance accessibility further
1. The availability of elevators is important to support the services performed on the upper floors, like collection services, circulation services, and reference services.
 2. The need to train the librarian who is in charge of the Diffable Corner to give maximum benefits to disabled users

Question? Contact us



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THANK YOU