The Strategy of Provincial Library on Managing Disability Service: Case Study of Modern Regional Library South East Sulawesi

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Abstrak

Disability services in libraries at the provincial level are critical for promoting equal access, fostering inclusivity, and ensuring that libraries are welcoming spaces for everyone in the community, regardless of their abilities or disabilities. This study aims to identify the strategy of Modern Regional Library South East Sulawesi Province Library on Managing Disability Service. Thus, this study used a qualitative method. For qualitative data collection techniques, conducting interviews with librarians of Modern Regional South East Province and five librarians in that library. In conclusion, The first, the financial strategy carried out is good but currently Modern libraries have not focused on disability services which should also need attention. The second, the facility management strategy is also not optimal because the facilities provided are still very lacking while there are many visitors for disability services, especially from the Special School (Disability School) in Kendari city often send official letterss to the library to make visits. Libraries need to create an inclusive and welcoming space for all members of the community. The third, libraries in charge of disability services are still lacking and there are no special librarians who can speak sign language. This indicates that libraries also need to maximize their Human Resources management strategies. Finally, the library organization development strategy actually has plans for disability services in the future and partners with the national library of Indonesia, and companies in the city of Kendari to improve disability services, but still needs careful planning so that in the future library services can be accessed by people with special needs with adequate facilities.

Kata Kunci: Library Management; Library Service; Disability Service

A. Introduction

A provincial library is a type of library establishment that is housed inside a nation's provincial government system. The people living in the province, are in charge of offering library services as well as access to a variety of resources and information. handicap services are crucial in the context of provincial libraries in

order to guarantee that all members of the community, regardless of ability or handicap, have equal access to and are welcomed in these inviting spaces. Naturally, a strong library management plan is required to enhance management. planning for the budget, facilities, human resources, and library needs to come first. As stated by Suzanne Heaven (2004) Library and information services lie at the heart of learning at every higher education institution and have both moral and legal obligations to ensure equitable access to both the building and its resources for all users. Adjustments to the physical premises alone are not enough, but with advancements in information and communication technology (ICT), equitable access must include Web-based materials, electronic journals, books and databases.

The Modern Regional Library of Southeast Sulawesi Province is one of the Provincial Libraries in Sulawesi which is a favorite library, has a design that is no less interesting, and has quite complete library facilities and collections. However, the current obstacle is that disability and elderly services are still combined in one room. Then collections for disability have not been served. The facilities provided are still very lacking. To answer all these problems, of course, a good management strategy is needed, starting from financial management, facilities and infrastructure, human resources, and organizational or library management. The purpose of this paper is to find out the management strategy of the Modern Regional Library Library, especially the Management Strategy on Disability services in the library.

B. Methods

The type of research used in this study is qualitative. Qualitative research is research shown to describe research results using theoretical foundations as a reference in analyzing research results. While the type of research used is a case study or case study. The case study formulated by Robert K. Yin, is a method that refers to research that has elements of how and why, on the main question of his research examining contemporary problems (present) in real life. The type of research used is the appropriate case study method delivered by Robert K Yin (2008). Case studies are used as a comprehensive explanation related to various aspects of a person, group, organization, program, or a community situation under study, to be pursued and examined as deeply as possible. Case studies also have the meaning of relating to detailed research of a person or a social unit within a certain period of time.

According to Yin (2008: 18) is an empirical inquiry that identifies phenomena in a real-life context. As the boundaries between phenomena and contexts are not clearly visible, and multiple sources of evidence are utilized. As an inquiry, case studies do not have to be conducted for a long time nor should they depend on ethnographic data or participant observations. The research subject provides research limitations such as objects, objects or people, which are added to

the research variable data discussed (Suharsimi Arikunto, 2016). In accordance with the title of this study, the target of this research is library study program students who have programmed their thesis.

In this study, informants are people who know well the problem under study and are willing to provide information to the researcher. According to Sutopo (2006: 179), qualitative research is research that leads to a detailed and in-depth description of both conditions and processes, and also the relationship or interrelation of the main things found in the research target So the informant chosen in this study is a librarian at a modern regional library.

Data collection techniques were used in the form of interviews, observations, and documentation studies. The three techniques are described as follows. The first, interview, interview technique conducted in qualitative research is known as in-depth interview. This in-depth interview is intended to obtain more in-depth findings in a study because qualitative research is emic (based on informants). Then observation, Direct observation or direct observation is a phenomenon recording activity carried out systematically on the activities being observed to obtain results in accordance with the target. The third, Documentation studies or literature studies carried out by the author are through textbooks, scientific articles and so on that are relevant to the problem of collection availability and information needs.

Operational design includes things that require explanation. Operational definitions are specific, detailed, firm, and definitely describe the characteristics of research variables in important terms.

Table 1 Research Operational Design

Unit Analysis	Structure of the Analytical Framework	Data Collection Techniques
The strategy of provincial library on managing disability service: case study of modern regional library south east sulawesi	Library Management Strategy 1. Financial Management Strategy 2 Facility Management Strategy 3 HR Management Strategy 4. Organization / Library Management Strategy	Interview Observation Documentation

Source: Author, 2023

C. Results and Discussion

The construction of the Southeast Sulawesi Modern Regional Library located on Jalan Sao-Sao, Kadia District, Kendari City can be enjoyed by the public in 2022. This international standard library has seven floors and is one of the strategic projects of the Southeast Sulawesi Provincial Government under the leadership of the Governor of Southeast Sulawesi, Ali Mazi and the Deputy Governor of Southeast Sulawesi, Lukman Abunawas. This library is designed not only to be a literacy center for the people of Southeast Sulawesi, especially for the residents of Kendari City. But it is projected to be an educational tour.

There are many services in the Modern library, but the author's focus here is the library management strategy on disability and elderly services in the Modern Regional Library Kendari including; Financial Management Strategy, Facilities and Infrastructure management strategy, HR management strategy, and organizational management strategy.

Financial Management Strategy

Library Financial Management is crucial. The following is an interview with Mrs. Herlina regarding financial planning at the Modern Regional Library, which is about how the Modern Regional Kendari library allocates budget to improve and support services for users with disabilities

> The financial plan for 2014 is to focus on the development of the collection, Braile letters then the procurement of hearing aids, we also have a new how many seeds so, then that was the completeness of facilities and infrastructure, the vine handle then access to the 2nd floor there must be someone guarding below starting to get off from this, from what from the vehicle eee the door behind him so different from the general entrance room, Human resource development, librarians who serve disability services must be sign language courses, the second must know the use of tools, as well as special services for the disabled, we must provide capacity building for the disabled.(Herlina)

Discussion

The function of the provincial library is as a library cooperation center in the area concerned and as a supervisor of all types of libraries in the province, as a regional deposit center, regional research center, and providing information, education, and science services to the wider community (Sutarno NS, 2006). According to One of the duties of the Ibrahim (2015) head of the library is to make plans. A plan is an action that is planned or projected in the future. Planning

requires extensive knowledge as well as experience. The results will be seen in what decisions will be made and implementation methods to achieve the target.

Library management is a discipline concerned with planning, organizing, coordinating, controlling, and supervising various aspects of a library. This includes collecting, organizing, maintaining, and providing access to a collection of information resources, as well as services to library users. The goal is to ensure that library users can efficiently access and utilize available resources.

Library financial management involves planning, controlling, and managing library budgets and financial resources. This includes monitoring expenditures, planning collection procurement, budget allocation for library programs, and fulfilling financial obligations. Good financial management is important to maintain the sustainability of the library.

Library facility management is concerned with the maintenance, repair, and management of library buildings and their physical infrastructure. This includes building maintenance, reading room management, furniture arrangement, and ensuring safe and comfortable facilities for users. Good facilities can enhance the user experience in the library.

Library management involves recruitment, training, development, and management of library staff. It also includes performance appraisal, conflict management, and policy and procedure development. Competent and skilled human resources are essential in running a library efficiently.

Library management in general includes the management of the overall library operations, including the aspects mentioned above. This includes strategic planning, collection development, service to users, implementation of information technology, continuous evaluation and improvement, and fulfillment of the library's mission and vision.

D. Conclusion

In conclusion, the first, the financial strategy carried out is good but currently Modern libraries have not focused on disability services which should also need attention. The second, the facility management strategy is also not optimal because the facilities provided are still very lacking while there are many visitors for disability services, especially from the Special School (Disability School) in Kendari city often send official letterss to the library to

make visits. Libraries need to create an inclusive and welcoming space for all members of the community. The third, libraries in charge of disability services are still lacking and there are no special librarians who can speak sign language.

This indicates that libraries also need to maximize their Human Resources management strategies. Finally, the library organization development strategy actually has plans for disability services in the future and partners with the national library of Indonesia, and companies in the city of Kendari to improve disability services, but still needs careful planning so that in the future library services can be accessed by people with special needs with adequate facilities.

Acknowledgment

I would like to thank to all authors whose submissions enabled us to compile my paper The strategy of provincial library on managing disability service: case study of modern regional library south east sulawesi. Afterwards, I also wish to thank to all the Committees of International Conference on Library and Information Science State Islamic University of Makassar since all the committees facilitate and remind me to submit this paper.

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