

The Role of the Braille Corner Service in Creating Social Inclusion Services in the Malang City Public Library

Inawati¹, & Rista Tanaya Pawestri²

^{1,2}Universitas Negeri Malang
Correspondence Email: inawati.fs@um.ac.id

Abstrak

This research aims to determine the role of the Braille Corner service in creating social inclusion services in the Malang City Public Library. Social inclusion services in this research were measured using three aspects, namely connectivity, content, and community. According to Miles and Huberman, this type of descriptive research uses a qualitative approach, and data analysis techniques go through three stages: data reduction, data presentation, and drawing conclusions. The research results based on three aspects are (1) the Braille Corner service has adequate facilities and infrastructure to create inclusive services, apart from that the connectivity indicators also have various efforts to reach blind users such as by collaborating with various disability social communities, (2) aspects content by providing and developing library collections, extraordinary collections for the blind such as audiobooks, braille books, guiding blocks and so on. and (3) the human aspect, namely that librarians are equipped with special competencies that will help blind users in utilizing braille reading corner services in Malang city public libraries. From these three aspects, the Braille Corner service creates social inclusion services for the community, especially for blind users at the Malang City Public Library.

Kata Kunci: Social Inclusion Services; Braille Corner Service; Library Services; Public Library

A. Introduction

A library is one information institution that has the aim of managing and collecting information, helping users search for and explore sources of information, making use of the facilities provided by the library to increase literacy community, etc., so that to achieve these goals a library needs to improve various aspect without exception service. The information service aspect of a library involves interaction between librarians and users.

Services at the library are experiencing a lot of change along with the development of technology. Initially, the library was only managed conventionally,

then later it became available. Development library technology started to utilize technology in services in libraries. Service is one of the rejected measures of whether it is good or not in a library because in library services are products in the form of services offered to the user.

Libraries serve all over layer public without differentiation, this is the concept of service-based social inclusion. Social inclusion is a given platform to the community so that library functions can be utilized by all layers of society is good at meeting resource needs information and as a forum for developing skills in the hope of improving the welfare public. Social inclusion is also defined as a space that can provide the widest possible services without differentiating good users in terms of gender, special needs, ethnicity, race, culture, and religion so that everyone has the same right to access information in the library. Several this opinion can be concluded that library social inclusion services are services that provide the chance to all over layer public without differentiating between gender, group, ethnicity, race, culture, religion, and limitations physical education to increase literacy and *skills so that* they can increase prosperity society.

Implementation of based services social inclusion in libraries can answer users' needs for an empowered society. Empowerment of the public in line with the concept of transformation-based library services and social. Associated with based services and social inclusion in libraries, one group that needs special attention is the group of people with disabilities. As an Indonesian citizen, person people with disabilities have the same rights in fulfilling their needs. Accessibility is rights inherent in the holder's disability. This right includes the ability to use the facility public and accept suitable accommodation, including getting accessibility regarding library services on an equal footing with non-disabled users. All members of society, no exception disabled persons with disabilities, have the same information needs and rights in obtaining information services. Therefore, the role of the library as an information institution for disabled persons with disabilities becomes very important in ensuring equal access and information services for all.

Incumbent disability refers to individuals who experience or suffer disorders or limitations whether physical, cognitive, mental, sensory, developmental, or combined from a number of these factors. Consequently, from these conditions, someone experiences obstacles or limitations in participating, playing a role, or carrying out activities that are considered normal in the environment surroundings, as would be done by non-disabled people with disabilities. Therefore, that's important to ensure equality in fulfilment rights between disabled persons disabled and non-disabled disability. Thus, the holders of people with disabilities also have the right to undergo normal life and are included in access to library services just like people without disabilities.

As one of the libraries in Malang City, the Malang City Public Library provides several services that can be used by users including circulation services, reference services, mobile library services, reading services child, service Corner *Braille*, BI *corner services*, corner services digital reading (POCADI), library services at the Public Service Mall (MPP), *drive-thru services* and book delivery services (DRAB).

Corner Service *Braille* is a service that the Malang City Public Library provides sources of information specifically for people with disabilities. Currently, the Corner service *Braille* is limited to special services for people with disabilities, blind or visually impaired. Corner Service *Braille* at the Malang City Public Library provides collections that are appropriate to the needs of people with disabilities blind.

In creating based services social inclusion cannot be separated from various aspects that are rejected measure service. The intended aspect or dimension covers the aspect *connectivity* (connectivity), *content* (content), and *human* (source Power humans). Apart from this research, similar research has been carried out at the Library and Archives Service Maluku Province which acts as a library supervisor for every library in Maluku Province, they have not implemented the library- based - transformation program optimally for social inclusion, That seen from some obstacles to each component in the aspects of connectivity, Content and Human (Ruhukail & Koerniawati, 2021).

Similar research has been carried out by several researchers namely by M. Noor in 2019 with the title, with still results This shows the minimal use of internet-based information service applications by the public that a more appropriate promotional strategy is needed target. Hopefully, more and more Lots users who experience information services expect society is become more aware will the existence of libraries and can create something public information, apart from Research has also been carried out at the District Public Library Magelang, where various activities have been carried out involving the community in realizing it social inclusion in the environment approx. The library also pays attention to all public specifically disabled people, women, and students so that the concept of social inclusion has been implemented.

Various activities are carried out by each library to support the transformation of library-based services and social inclusion to increase literacy for prosperity, then from The researcher intends to conduct a service role analysis of *Braille Corner* in creating social inclusion services in the Malang City Public Library with the aim of equity accessibility based on fulfilment right the basis of every human being so that increasing literacy for prosperity can be realized as one of the goals of transformation of library services.

B. Methods

This type of research is descriptive research with a qualitative data approach. Descriptive research is a type of research that aims to present systematically and accurately symptoms, facts, or events that occur in a situation population, or area. Data collection techniques are observation, interviews, and documentation using Miles and Huberman's data analysis techniques which include three stages that is data reduction, data presentation, and withdrawal conclusion. The research was conducted at the Braille Corner Service of the Malang City Public Library in May - July 2023. Determination informants in this research with techniques of *purposive sampling* (selection based on objectives). The researcher's sample takes as many as two librarians on duty at the Corner service *Braille* as informant key, with consideration that Informants have experience, knowledge, or perspectives that are relevant to the research objectives, so they can help understand current issue or phenomenon _ researched. Apart from that, there were two informants' supporters from user blind people who visit and utilize *Braille* Corner services.

C. Results and Discussion

Service-based social inclusion is one of the library services that can be utilized by all layer's public without differentiating between gender, disability, ethnicity, race, culture, and religion, to improve *skills*, so that it is hoped that it can improve the welfare of society. Service-based social inclusion in this study was measured using three aspects. Third These aspects are *connectivity* (connectivity), *content* (content), and *human* (source Power humans). In realizing inclusive services, the role of the Malang City Public Library, especially in corner services, is based on three aspects.

Connectivity

Aspect Connectivity is not the only thing that building library building, provides collections, and has competent staff, but connectivity is a step strategic in the transformation of conventional libraries which are only limited to providing conventional information services to become a wider source of information, functioning as a centre for knowledge development knowledge and skills. Indicators to pay attention to from *Connectivity* are facilities and infrastructure as well as library outreach efforts user.

Facilities and infrastructure are facilities and infrastructure needed to support _ various activities in running library services. From that Lots The services at the Malang City Public Library have sufficient facilities and infrastructure complete including Corner services *Braille*. As a service specifically for users with Visual disabilities, Corner Services Braille needs to have facilities and infrastructure according to the needs of its users from tools that help access information audio

visually *which* can make it easier for the disabled blind to access information. The tools in question are *talking books* and computers.

The talking book is a tool for playing CD collections containing recordings of the human voice so that it can produce sound and serves to help disability. The blind can access information that has been packaged on a CD as an information storage medium. The Malang City Public Library has a talking book which are stored in the corner Braille service and are intended for users' disability blind. This is one of the collections that can support the role of Braille Corner Services in creating social inclusion services.



Figure 4.1 *Talking book*

Computer talk is a computer capable of changing text becomes sound that can be heard by humans using special *software*, namely NVDA (Non-*Visual Desktop Access*), so users. The blind can access information and digital content through computer-generated sound.



Figure 4.2 *Computer talk*

Talking books and computer talk are special facilities and infrastructure for users blind to make it easier to access sources of information needed. Corner Service

Malang City Public Library Service *Braille* is equipped with facilities and infrastructure from *talking books* and computer talk as a supportive facility user blind in accessing information effectively, besides That's for facilities to make things easier access user blind access Information sources on the Braille Corner Service are also equipped with *guiding blocks* so that user The blind can move independently. This is under the facilities and infrastructure in library services including facilities that can support users in accessing information effectively. The use of *talking books* possible user blind to access the collection in sound form, that way user The blind can access various collections such as library users in general, meanwhile computer Users can use a speech blind to browse websites or read documents through the sound produced.

It is important to understand the needs and interests of users and use various media and strategies to ensure that the efforts made are effective in increasing participation and interest in literacy. Regarding efforts to reach out library services at the Malang City Public Library are carried out with effort promotion. One of the services that tries to reach out to users in a way is promotions on Braille Corner Services.

Efforts to reach out library have been applied to the Braille Corner Services, namely carrying out promotions to the public widely via social media Instagram, and *YouTube*. Promotion on Instagram is done by uploading *feeds* and *stories* regarding Corner Services *Braille*, while on *YouTube* this is done by uploading videos about Braille Corner Services. Promotions can increase reach as well as interest users. This is under the Braille Corner Services is promoting to increase reach to the public wide. The more Lots Of people who are aware of, and support Braille Corner Services expects will benefit user blind and society.

Various good efforts in fulfilment facilities and infrastructure at the Braille Corner Service and by doing so promotions on various social media and websites, this service has demonstrated the form of *connectivity* that has been carried out to present its role in creating social inclusion services in libraries. With these services, the community disabled people have disabilities The blind can access the information they need.

Content

The content in the library is a way to complete a variety of information that suits people's needs, including improving the quality of information through books, computers, and the Internet. As time goes by, the availability of information in various media has increased. Libraries collect information in the form of print and digital collections so that it can be adapted to community needs. Indicators to pay attention to from *content* are the library collection, procurement, and processing of materials library, as well as library.

Collections in the library include printed books, journals, articles scientific, magazines, letters, news, electronic media, and special collections. All services at the Malang City Public Library provide various types of collection under the user's needs because without adequate collection the library will not be able to run its role as a providing institution access to information, supporting learning, and increasing literacy in society.

Corner Service *Braille* requires a special collection for user's blind such as *braille* books and *talk book CDs*. *Braille* book is a type of book specifically designed for people with disabilities Netra, this book uses a system tactile consisting _ of Suite points that can be felt with the fingers. Meanwhile, *the talking book CD* is a talking *book* presented in CD format. On CD talking book the contents of the book have been converted into audio text recorded on a CD so that it can be listened to by listeners. According to the results of the documentation on the Corner service the *braille collection of braille books and talking book CDs* can be seen in the picture:



Figure 4.3 CD talking books



Figure 4.4 Braille books

Collection on Braille Corner Services has been implemented with braille books and *talking book* CDs. The library must have or ensure collections are relevant, up-to-date, and following user needs. Braille Corner Services has collections that are relevant and suit the needs of users blind namely *braille books* and *talking book* CDs, on and on updating relevant collections, Braille Corner Services can continue to improve the literacy skills and knowledge of users blind.

Procurement and processing of materials References is the process of obtaining, managing, and compiling a collection of materials for librarians at libraries and other information institutions. Every service at the Malang City Public Library requires a process of procuring and processing collection materials so that the collection is then ready for use by users. Apart from that, with procurement and processing of materials, References will give easy and efficient access _ to information, as well as support education, research, and community learning activities.

Procurement and processing of collection materials at the Braille Corner Services is carried out in collaboration with the preservation sector of the Malang City Public Library and the Abiyoso Foundation. Corner Services Braille collaborates with the preservation sector of the Malang City Public Library for collection processing, while Braille Corner Services with the Abiyoso Foundation to procure collections, the procurement is carried out employing purchases from the foundation.

Procurement and processing at Braille Corner Services has been implemented by collaborating with the Abiyoso Foundation in the procurement and preservation sector of the Malang City Public Library processing. Material procurement and processing processes References are an important part of maintaining the

sustainability and accessibility of library collections to meet library information needs. Under this, *Braille Corner Services* procures and processes materials library through cooperation, to maintain sustainability and accessibility of library collections to meet library information needs blind. This ensures user The blind have the same opportunities to access information and knowledge, as the blind users.

Socializing services in libraries is an effort to introduce or give understanding to the public or users regarding the services provided by the library. Service outreach can be applied to all services in the Malang City Public Library. Providing outreach on every service at the Malang City Public Library can help increase awareness and participation in society to use source library power. Corner Service *Braille* carries out socialization by visiting enabling institutions _ existing users are blind as if coming to the health centre or place others.

Socialization has been adapted to the Braille Corner Services, namely by visiting community health centres in Malang City. Socialization can increase awareness public about the benefits and functions of each service in the library, as well as push participation active in using it to source optimal library. This applies to the Braille Corner Services which carries out outreach to increase awareness public will benefit from these services, as well as motivate the community to become participants actively utilizing Braille Corner Services and contribute to increasing equality access to information for society.

Source Power Man

There are two types of education for librarians, formal and non-formal education. Formal education for librarians includes educational programs level college degrees such as bachelor's and master's degrees, meanwhile, non-formal education for librarians covers training, workshops, and certification, non-formal education held by organizations or institutions training that focuses on developing specific. Braille Corner Services has done education librarian withheld training, which is one category of education.

Braille Corner Services has implemented education for librarians by conducting training. Librarian education is aimed at improving the skills of librarians in presenting information according to their needs. This is under the education librarian applied to the Braille Corner Services to improve the skills of librarians in presenting information according to library needs blind. Through education namely in a way training, service Corner *Braille* can continue to be a relevant, responsive, and helpful service that realizes equal access to information for all over user blind.

In planning library collaboration, it is important to identify common needs and goals as well as arrange clear agreements and agreements so that cooperation runs successfully. The Malang City Public Library has several many services

operated. However, only a few services have collaborated to improve the competency of librarians. Likewise, librarians in charge of Braille Corner Services. Librarian in Braille Corner Services has collaborated with the Ministry of Social Affairs to improve its ability to serve the blind.

Braille Corner Services has collaborated with the Ministry of Social Affairs to improve handling capabilities user blind. Collaboration with librarians can improve service quality and optimize its source of available power. This applies to Braille Corner Services which has collaborated with the Ministry of Social Affairs to improve service capabilities user net which is expected to optimize source available power. This collaboration shows Corner Service's commitment to *Braille* in support of equality access for all over community society, including the blind.

D. Conclusion

Based on the research that has been carried out, it is obtained the conclusion that Braille Corner Services in the Malang City Public Library can be categorized as a service-based service social inclusion that has attempted to notice aspects of *connectivity* (connectivity), *content* (content), and *human* (source Power human). Corner Service *Braille* has facilities and infrastructure as well as outreach efforts _ user the net which is aspect connectivity. There is a library collection, procurement, and processing of materials is carried out References and carry out third socialization is content aspect. The existence of competencies for librarians and collaboration between librarians who are aspect source of Power human. Thus, the Braille Corner Services played a role in creating social inclusion for user blind at the Malang City Public Library. It is hoped that this research can be one of the material considerations of the Braille Corner service in the Malang City Public Library in developing based services for social inclusion as well as a reference for further research.

References

- East Java Province KOMINFO Service. (2022). *PM Distra Visits Malang City Public Library and Archives - East Java Province Communication and Information Service*. <https://kominform.jatimprov.go.id/berita/pm-distra-kunjungi-perpustakaan-umum-dan-arsip-kota-malang>
- Fadhlya, D., Suprayogi, Y., & Imanudin. (2017). Quality of Library Services at the Regional Library and Archives Agency of West Java Province. *JANE (Journal of Public Administration)*, 2 (1). <https://doi.org/10.24198/JANE.V2I1.13679>
- Feetham, M. (2016). The subject specialist in higher education—a review of the literature. *Subject Librarians*, 3–17.
- Handari, B. (2019). Accessibility of Library Services for Persons with Disabilities in Banjarnegara Regency: Performance Evaluation Study of the Banjarnegara

- Regency Archives and Library Service, Central Java Province. *Media Librarian*, 26 (2), 91–97. <https://doi.org/10.37014/MEDPUS.V26I2.180>
- Hardani, H. (2020). *Qualitative and Quantitative Research Methods*. Student Library.
- Haryanti, WT (2019). Social Inclusion Based Libraries. *Talenta Conference Series: Local Wisdom, Social, and Arts (LWSA)*, 2 (2). <https://doi.org/10.32734/LWSA.V2I2.728>
- Humairo, A. (2014). *Utilization of the Digital Talking Book Collection at the Mitra Netra Jakarta Foundation Library*.
- Ibrahim, A. (2014). Basic Concepts of Library Management in Realizing Excellent Service Quality with a Digital-Based Information Retrieval System. *Khizanah Al-Hikmah: Journal of Library, Information and Archives Science*, 2 (2), 120–129. <https://journal3.uin-alauddin.ac.id/index.php/khizanah-al-hikmah/article/view/147>
- Inawati, I., Dewi, AN, Martutik, M., & Setiawan, S. (2022). Implementation Analysis of Services Based on Social Inclusion in the Community of the Republik Gubuk. *Journal of Islamic Discourse*, 10 (1), 1–12. <https://doi.org/10.24252/JDI.V10I1.24538>
- Inawati, I., Setiawan, S., & Prasetyawan, A. (2023). Information literacy skills of Malang State University librarians in implementing social inclusion-based services. *Periodicals of Library and Information Science*, 19 (1), 83–95. <https://doi.org/10.22146/BIP.V19I1.5816>
- Mahdi, R., & Asari, A. (2020). Community Empowerment Activities in Realizing Social Inclusion-Based Library Services: Case Study at the Magelang Regency Public Library. *Journal of Social Welfare Research*, 19 (3). <https://doi.org/10.31105/JPKS.V19I3.2046>
- Nashihuddin, W. (2016). Promotion of special library services through social media and outreach activities: Overview of promotional activities at PDII-LIPI. Conference Papers. At <https://www.researchgate.net/publication/313312786> (Accessed 25 October 2018).
- Noor, M U. (2019). Internet-based information service application to foster social inclusion in regional libraries. *JUPI (Journal of Library and Information Science)*. <http://jurnal.uinsu.ac.id/index.php/jupi/article/view/4122>
- Noor, Muhammad Usman. (2019). Internet-Based Information Service Application to Foster Social Inclusion in Regional Libraries. *JUPI (Journal of Library and Information Science)*, 4 (1), 84–95. <https://doi.org/10.30829/jupi.v4i1.4122>
- Malang City Government. (2022). *Library-Malang City Government*. <https://malangkota.go.id/jasa-publik/perpustakaan/>
- National Library. (2017). *Regulation of the Head of the National Library of the Republic of Indonesia Number 21 of 2017 concerning Guidelines for Social Inclusion-Based Librarian Education and Training*. <https://press.perpusnas.go.id/ProdukDetail.aspx?id=162>
- Prasetya, AFP (2021). *Library Collaboration*.
- Rijali, A. (2019). Qualitative Data Analysis. Alhadharah: *Journal of Da'wah Science*, 17 (33), 81–95.

- Ruhukail, CJ, & Koerniawati, T. (2021). Librarians' Perceptions of Library Transformation Based on Social Inclusion at the Maluku Province Library and Archives Service. *Journal of Information Science, Libraries and Archives*.
- Sarosa, S. (2021). *Qualitative Research Data Analysis*. PT Kanisius.
- Setyaningtyas, E., & Nurislaminingsih, R. (2019). *Satisfaction of Librarians with Mild Intellectual Disabilities at the Kartini Bina Grabita Social Rehabilitation Center (BBRSBG) Library Services in Temanggung*.
- Stilwell, C. (2016). *The public library as institutional capital: Towards measures for addressing social inclusion and combating poverty*.
<https://doi.org/10.1177/0266666914525063>
- Sugiyono, S. (2013). *Qualitative Research Methods*. Alfabet.
- Sugiyono, S. (2021). The evaluation of facilities and infrastructure standards achievement of vocational high schools in the Special Region of Yogyakarta. *Journal of Educational Research and Evaluation*, 25 (2), 207–217.
- Ulinafiah, D., Novan, D., & Wiyani, A. (2019). Creating Excellent Services Through the Implementation of Management Information Systems at the IAIN Purwokerto Library. *Re-JIEM (Research Journal of Islamic Education Management)*, 2 (2), 223–239. <https://doi.org/10.19105/RE-JIEM.V2I2.2663>
- Wicaksono, H. (2018). Utilization of E-Journals by Students in Higher Education Libraries in Jakarta. *Pustaka: Journal of Library Science Studies*.
<https://ejournal.undip.ac.id/index.php/lpustaka/article/view/19676>