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## The Urgency of Disability Services in the Library with Literature Review

**Widha Rosyani**

Universitas Airlangga, Indonesia  
Email: widha.rosyani-2022@fisip.unair.ac.id

**Syafira Dila Rifa**

Universitas Airlangga, Indonesia  
Email: syafira.dila.rifa-2022@fisip.inair.ac.id

**Hendro Margono**

Universitas Airlangga, Indonesia  
Email: hendro.margono@fisip.unair.ac.id

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**Abstract:** *Individuals with disabilities face limitations that make access to various services, including those in libraries, challenging. Therefore, specialized library services are needed to facilitate their access to information. Government Regulation No. 23 of 2014 governs the implementation of Law No. 43 of 2007 on libraries, emphasizing the importance of non-discriminatory services for people with disabilities. This research addresses the lack of journal articles on disability services in libraries by employing a Literature Review method, which involves searching for related journals on Google Scholar. Data from these journals reveal that some libraries still have inadequate disability services, while others have begun to recognize the importance of safety and comfort for users with disabilities. This article discusses identifying the needs of disabled users, training for library staff, accessibility of facilities, and digital innovations for universal accessibility in the digital age for people with disabilities.*

**Keywords:** *disability, services, libraries*

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Corresponding Author:

Widha Rosyani

Universitas Airlangga, Indonesia; widha.rosyani-2022@fisip.unair.ac.id



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**Abstrak:** Penyandang disabilitas mengalami keterbatasan yang membuat akses ke berbagai layanan, termasuk di perpustakaan menjadi sulit. Untuk itu, diperlukan layanan khusus di perpustakaan agar mereka dapat mengakses informasi dengan lebih mudah. Peraturan Pemerintah Nomor 23 Tahun 2014 mengatur pelaksanaan Undang-Undang Nomor 43 Tahun 2007 tentang perpustakaan, yang menekankan pentingnya layanan non-diskriminatif bagi penyandang disabilitas. Penelitian ini bertujuan mengatasi kurangnya artikel jurnal mengenai layanan disabilitas di perpustakaan dengan menggunakan metode *literature review*, yang melibatkan pencarian jurnal terkait di *Google Scholar*. Data dari jurnal-jurnal tersebut menunjukkan bahwa beberapa perpustakaan masih memiliki layanan disabilitas yang kurang memadai, sementara yang lain sudah mulai memperhatikan pentingnya keamanan dan kenyamanan bagi penyandang disabilitas. Artikel ini membahas pengenalan kebutuhan pengguna disabilitas, pelatihan petugas perpustakaan, aksesibilitas fasilitas, dan inovasi digital untuk aksesibilitas universal di era digital bagi penyandang disabilitas.

**Kata Kunci :** disabilitas, pelayanan, perpustakaan

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## INTRODUCTION

People with disabilities experience deficiencies or limitations in themselves to do something. Based on the Ministry of Health, as stated in Law Number 4 of 1997 concerning people with disabilities, this is divided into several categories of people with disabilities, namely physical and mental. In these conditions, people with disabilities have physical and mental limitations. People with disabilities, with all their shortcomings, create limitations in adapting to society. So, people with disabilities experience difficulties in society because they have obstacles in accessing several services that are sometimes not easily accessible for people with disabilities.<sup>1</sup>

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<sup>1</sup> Patricia Gray, "Disclosure of Disability in the Australian Public Service: What the Statistics Tell Us," *Australian Journal of Career Development* 29, no. 1 (2020): 3–11, <https://doi.org/10.1177/1038416219843620>.

The provision of disability services in libraries is used to provide convenience for users who have limitations. The convenience of services in the library is aimed at people with disabilities to obtain equality in accessing the services provided. Libraries have their own guidelines for providing services with high accessibility for people with disabilities, such as the International Federation of Library Associations and Institutions (IFLA) creating guidelines that can be recommended to provide accessible library services for people with disabilities. It is necessary to pay attention to small elements in providing services for people with disabilities and the need for extra effort so that library transformation can adapt to needs and make it easier for all users to use the library.<sup>2</sup>

Even though many libraries have provided disability services that help their users access the library, not all of them provide disability services or are even less than optimal in providing disability services. From survey data presented by the Coordinating Ministry for Human Development and Culture, currently, the number of people with disabilities in Indonesia has reached 22.97 million people, or around 8.5% of the total population of Indonesia.<sup>3</sup> Meanwhile, the 2020 National Economic Survey (Susenas) recorded 28.05 million people with disabilities. The World Health Organization (WHO) states that the percentage of people with disabilities in Indonesia is 10 percent of the total population or around 27.3 million people. Even the Commissioner of the National Commission on Disabilities (KND), Deka Kurniawan, said that data collection on people with disabilities carried out by several agencies has not been integrated. As a result, the data becomes out of sync. as shown in the new.<sup>4</sup>

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<sup>2</sup> Budi Handari, "Accessibility of Library Services for Persons with Disabilities in Banjarnegara Regency: Performance Evaluation Study of the Archives and Library Service of Banjarnegara Regency, Central Java Province," *Media Librarian* 26, no. 2 (2019): 91–97.

<sup>3</sup>Tratama Helmi Supanji, "Pemerintah Penuhi Hak Penyandang Disabilitas Di Indonesia," *KEMNKO PMK*, 2023, <https://www.kemenkopmk.go.id/pemerintah-penuhi-hak-penyandang-disabilitas-di-indonesia>.

<sup>4</sup>Aloysius Budi Kurniawan and Sekar Gandhawangi, "Pemberdayaan Penyandang Disabilitas Dimulai Dari Pendataan," *Kompas.Id*, 2023,

Regarding the data on persons with disabilities that has been shown above, it is clear that the importance of disability services in each agency is not comparable to the disability services provided by the library. Libraries must also provide disability services for users who need them. However, many libraries in Indonesia are still not optimal or do not even provide disability services. According to Hesty, in her research, there is a lack of provision of disability services in public facilities, including libraries, which, as public facilities, should provide services to users who need them by the 1945 Constitution, article 34 paragraph 3, which states that the state has the responsibility to provide various the facilities are good and decent.<sup>5</sup>

Providing disability services in libraries is the awareness and responsibility of every library to help provide accessibility for every user, especially for users who need it. A library should be fair and non-discriminatory as a service provider that provides information services to all its users. However, many libraries are not optimal in providing services to their users because there are incomplete facilities or services for users with disabilities, like several libraries in Indonesia.<sup>6</sup>

For example, several libraries in Banjarnegara Regency are still not optimal in providing disability services because most respondents feel unsafe in the library building. Where the services provided by the library do not have safety equipment for users with disabilities, and officers are irresponsible in providing a sense of security to users with disabilities who are in the building.<sup>7</sup> In 2020, Moh. Rosyid stated in his article that one of the university libraries is still inaccessible for students with disabilities regarding availability (man, material, method,

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<https://www.kompas.id/baca/humaniora/2023/01/03/pemberdayaan-penyandang-disabilitas-dimulai-dari-pendataan>.

<sup>5</sup> Hesty Putri Agustini, "Quality of Service for Visually Disabled Librarians in the Braille Corner of the Malang City Public Library," *Repository.Unair.Co.Id* 53, no. 9 (2017): 1–13, <http://repository.unair.ac.id/68365/3/Fis.IIP.70.17> . Aug.k - JURNAL.pdf.

<sup>6</sup> Randa Adelson and Elva Rahmah, "Library Management Services in Serving Disabled Users in the Special School Library (SLB) Batusangkar City," *Library and Archives Information Science* 5, no. 2 (2017): 44–55, <http://ejournal.unp.ac.id/index.php/iipk/article/view/8425>.

<sup>7</sup> Budi Handari, "Accessibility of Library Services for Persons with Disabilities in Banjarnegara Regency: Performance Evaluation Study of the Archives and Library Service of Banjarnegara Regency, Central Java Province."

machine) and accessibility. This case occurs because of the lack of budget spent to provide optimal, excellent, and safe disability services for disabled users.<sup>8</sup> Apart from that, in the report entitled "Analysis of Library Accessibility for Disabled People Based on IFLA Standards in the South Sumatra Provincial Library Service" in 2019, the research conducted resulted in an analysis that the level of accessibility suitability was 42 out of 102 items or 41.17%, while there are 60 items out of 102 items or 58% that do not match, so it can be said that libraries in South Sumatra province are still not optimal.<sup>9</sup> Even though there are special school libraries whose services must be adapted to students with disabilities, they are still not optimal in providing disability services in their libraries.<sup>10</sup>

Much research has been conducted to contribute to understanding and awareness of the importance of library disability services. Firstly, many researchers tend to provide an overview of library disability services. However, there are still many libraries that are less than optimal in providing disability services. Second, there is a need to examine how to provide disability services following the standards set by law. Lastly, the importance of providing disability services in libraries for users with disabilities. From what has been explained above, as an intuition, library information providers must pay attention to the importance of special services for people with disabilities. As stated by researchers Chaputula & Mapulangga in their work, libraries must take necessary steps towards the accessibility of people with disabilities when using

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<sup>8</sup> Moh Rosyid, "The Urgency of Establishing a National Commission on Disabilities in Supervising Library Facilities for Disabled People," *Bookstore* 12, no. 1 (2020): 50–71, <https://doi.org/10.21154/pustakaloka.v12i1.1979>.

<sup>9</sup> Mustika Diana, Santi Dewiki, and Miftahunnisa' Igiriza, "Analysis of Library Accessibility for Disabled People Based on IFLA Standards in the South Sumatra Provincial Library Service," *Pustabilia: Journal of Library and Information Science* 4, no. 1 (2020): 1–18, <https://doi.org/10.18326/pustabilia.v4i1.1-18>.

<sup>10</sup> Supriyatna and Athanasia O.P Dewi, "Analysis of Accessibility of Library Services at Pembina Yogyakarta State Special School for Students with Disabilities," *Journal of Library Science* 7, no. 1 (2019): 191–200, <https://ejournal3.undip.ac.id/index.php/jip/article/view/22830>.

library services.<sup>11</sup> By exploring the availability of disability services in this library, it is hoped that future research can expand the understanding and awareness of disability service providers in each library. It must also be maximal and complete responsibility in providing for the needs of disabled users who come to the library.

This literature study examines library awareness in providing disability services to users needing them. The basis for this review is related to literature that examines disability service providers in libraries that have been indexed in Google Scholar, with the search keywords used, namely: "Disability Services in Libraries."

## **RESEARCH METHODS**

The methodology used in compiling this article is the literature review method. The literature review is a research methodology that aims to extract and extract the essence of previous research and analyze several expert overviews in writing.<sup>12</sup> This article uses a semi-systematic approach to conducting a literature review. In preparing a literature review regarding the importance of disability services in libraries, the picture below carried out several research stages.

The first stage method is looking for the topic we will choose. The topic in this article is "disability services in libraries". Next, the second stage continued with reading previous research journals regarding disability services in libraries, with journal articles published in the last 5 years, from 2019 to 2023, obtained from Google Scholar. This step is followed by filtering the information from the journals obtained by reviewing whether our sources are relevant to the topic discussed in the article. The research journal is a journal regarding various disability services in libraries, various disability services in schools, universities, and general and special libraries. Then also use the library law and journals about people with disabilities for support, and look for data on the number of

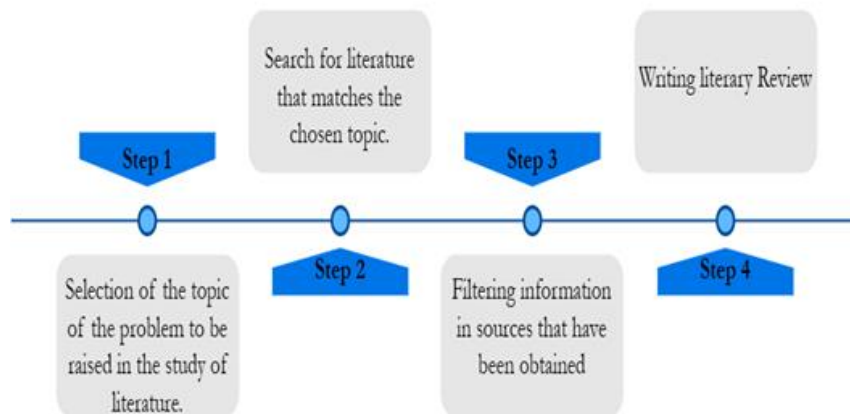
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<sup>11</sup> Aubrey Harvey Chaputula and Patrick Mapulanga, "Provision of Library Services to People with Disabilities in Malawi," *South African Journal of Libraries and Information Science* 82, no. 2 (2017), <https://doi.org/10.7553/82-2-1619>.

<sup>12</sup> Hannah Snyder, "Literature Review as a Research Methodology: An Overview and Guidelines," *Journal of Business Research* 104, no. August (2019): 333–39, <https://doi.org/10.1016/j.jbusres.2019.07.039>.

people with disabilities in Indonesia. In this way, you can continue by writing a literature review and summarizing the results of the analysis of journal information sources from previous research articles. This literature review compares disability-friendly library services in several types of libraries. We compared previous researchers' journals to see what disability services were provided in a library.

*Figure 1. Workflow for the research stage*



*Source (s): Created by authors*

## **RESEARCH RESULTS AND DISCUSSION**

Provision of disability services in libraries, one of the places that provide information for users, especially for users with disabilities. The existence of disability services in libraries is fundamental for libraries to meet the needs of their users who have disabilities. In addition to the library's obligation to be fair and non-discriminatory, it must provide services to make it easier for users with disabilities. Libraries must be able to take the necessary steps to overcome the accessibility faced by their users with disabilities. They were seeing a library that non-disabled users dominate. In this case, it is possible that users with disabilities do not feel comfortable or may have difficulty finding information.

Therefore, libraries must improve services for users with disabilities by providing excellent and maximum services to users with disabilities, such as providing special facilities for them. Special facilities that need to be provided

include a room containing braille books, books or journals that can talk, and equipped with VCDs and various other facilities per the legal standards for providing disability services.

Based on the analysis process, you will compile this research using the literature study method to obtain the results of previous research related to disability services in several libraries. We took several studies related to disability services in libraries with four different types of libraries as sources of information that we used, which will be explained in more detail in Table 1.

**Table 1.**  
**Analysis of library services with Literature Review**

No	Journal Title & Author	Year	Library Type	Disability Services Research Results
1.	Development of Services for Persons with Disabilities in School Libraries <sup>13</sup> Faradhilla Ayu Ghaisani	2020	School	This article discusses the SMA N 1 JetisBantul library, which provides disability services. These services include innovations and breakthroughs to meet the needs of individuals with disabilities, such as assistance for visually impaired students. Librarians are continuously enhancing their skills and expertise to improve service quality.
2.	Library Transformation Based on Social	2020	University	This article analyzes disability services at the SunanKalijaga State Islamic University

<sup>13</sup> Faradhilla Ayu Ghaisani, "Development of Services for Persons with Disabilities in School Libraries," *UNILIB: Library Journal* 11, no. 2 (2020): 150–55, <https://doi.org/10.20885/unilib.vol11.iss2.art8>.



<p>Inclusion Case Study: State Islamic University Library Sunan Kalijaga<sup>14</sup></p>	<p>Gede R. Hridyananda (1) Richard T. Ginting(2) Grandson Titah R. Kawitri (3)</p>	<p>Yogyakarta library. The library follows IFLA standards and offers special toilets, computers with scanners, JAWS software, and a disability corner. While services for the visually impaired are well-developed, the library continues to enhance services for other individuals with disabilities.</p>
<p>3.</p>	<p>Accessibility of Physical Services for Persons with Disabilities in the Jember Regency Regional Public Library<sup>15</sup>      2021      General</p> <p>Sari Dewi Poerwanti (1) Yudi Harianto Cipta Utama (2)</p>	<p>This article reviews research from the Jember Regency Regional Public Library on physical access for disabled users, including:</p> <ul style="list-style-type: none"> <li>• Pedestrian paths and guide blocks for access in and out of the library.</li> <li>• Particular parking areas near the library entrance.</li> <li>• Ramps with specific slopes for users who</li> </ul>

<sup>14</sup> Gede Rai Hridyananda, Richard Togaranta Ginting, and Putu Titah Resen Kawitri, "Library Transformation Based on Social Inclusion Case Study: Sunan Kalijaga State Islamic University Library," *Scientific Journal of Library and Information Science* 1, no. 2 (2020): 1–8.

<sup>15</sup> Sari Dewi Poerwanti and Yudi Harianto Cipta Utama, "Accessibility of Physical Services for Persons with Disabilities in the Regional Public Library of Jember Regency," *Tibannbaru: Journal of Library and Information Science* 5, no. 2 (2021), <https://doi.org/10.30742/tb.v5i2.1693>.

cannot climb stairs.

- Signs or symbols to indicate locations easily.
- The circulation desk is strategically placed and is accessible to wheelchair users.

However, some services are inadequate, such as the single-door entrance and narrow bathrooms that are difficult for disabled users to access.

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4. Analysis of Accessibility of Library Services at Pembina Yogyakarta State Special School for Students with Disabilities<sup>16</sup> 2019 Special  
Supriyatna (1)  
Athanasia O. P.  
Dewi (2)

Analysis of the Yogyakarta Pembina State Special School library shows disability services, including a large parking area, wide doors, ramps for stair-free access, a strategically located circulation desk, accessible bookshelves, and adequate disability toilets. JAWS screen reader software is also available. Librarian training is ongoing, with assistance services, verbal information for disabled users, and collaborative efforts to expand services.

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*Source (s): Created by authors*

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<sup>16</sup> Supriyatna and Dewi, "Analysis of Accessibility of Library Services at Pembina Yogyakarta State Special School for Students with Disabilities."

#### **A. Accessibility of Disability Service Facilities in the Library**

According to Prajalani in 2017, the definition of accessibility is providing facilities for people with disabilities with optimal implementation. So that equal opportunities in accessing various activities can be realized.<sup>17</sup> For measuring accessibility, standard standards issued by the American Disability Act 1990 (ADA) and the International Federation of Libraries and Institutions (IFLA) can be used. However, the accessibility standards issued by IFLA are much friendlier to people with disabilities because the standards set by IFLA have been adapted to the needs of libraries to be utilized optimally. One of the IFLA standards is the IFLA checklist standard.<sup>18</sup>

The checklist is a standard developed by the IFLA Standing Committee of Libraries Serving Disadvantage Persons (LSDP), namely library staff who serve disadvantaged users, in this case requiring special services or disabled users. IFLA checklist standards are divided into 3 types, namely:

1. Physical Access
2. Media Format
3. Service and communication.

A library that can be said to be disability friendly is when the user people with disabilities can access the library comfortably, safely, and independently, in the sense that the library is accessible for all disability classifications. In general, the prioritized accessibility is physical access, such as area parking areas surroundings, and all library areas must be accessible by people who use walkers, wheelchairs, or devices to help others.<sup>19</sup>

#### **B. Optimizing Disability Services in Libraries**

Optimizing disability services in libraries is a crucial step toward creating an inclusive and equitable environment for all visitors. From a personal perspective, it is vital for libraries to continually adapt and update

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<sup>17</sup>Yuniviana Nur Hari Prajalani, "Aksesibilitas Bagi Anak Berkebutuhan Khusus Di SLB Negeri Sukoharjo," *IJDS Indonesian Journal of Disability Studies* 4, no. 2 (2017): 87–95, <https://doi.org/10.21776/ub.ijds.2017.4.2.1>.

<sup>18</sup> Diana, Dewiki, and Igiriza, "Analysis of Library Accessibility for Disabled People Based on IFLA Standards in the South Sumatra Provincial Library Service."

<sup>19</sup> Pinky, "Fulfillment of Accessibility Rights and Public Services for People with Disabilities Based on Law Number 8 of 2016 in Batam City," *UIB Repository*, 2018, 9–10.

their facilities and services to be more disability friendly. This service not only enhances accessibility and comfort for individuals with disabilities but also reflects the library's commitment to principles of equality and human rights. Such efforts should be a priority in library planning and management, ensuring that all users can benefit equally from the available information and resources.

Optimization is an effort to improve the performance of a unit or individual related to the public interest to achieve satisfaction and success from carrying out these activities.<sup>20</sup> From what was conveyed according to Nurrohman, it can be concluded that providing safe, comfortable, and easy-to-use service facilities for disabled users is included as a form of optimizing the provision of disability services in libraries to facilitate accessibility for disabled users.<sup>21</sup>

Disability-friendly libraries are inclusive and can create equality for everyone. Therefore, adequate adjustments to library management for users with disabilities are essential, so there is a need for optimization in providing disability services.<sup>22</sup> The results of researchers R. Niswaty, M. Darwis, D. Andriani, M. Nasrullah, & R. Salam show that several libraries are less than optimal in providing disability services. So there is a need for optimization in providing excellent and maximum disability services to facilitate

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<sup>20</sup> Yolanda Amalia Hidayat, Tine Silvana R., and Elnova Lusiana, "Optimizing Services for Readers with Visual Impairments at the National Library of the Republic of Indonesia," *NAUTICAL: Multidisciplinary Scientific Journal* 1, no. 5 (2022): 367–78.

<sup>21</sup> Suhartini Alimuddin and Muhammad Ahsan, "Queue System Analysis and Service Optimization at UPTD Lakessi Parepare Public Health Center," *Journal of Mathematics Learning Innovation (Jmli)* 1, no. 2 (2023): 163–75, <https://doi.org/10.35905/jmlipare.v1i2.4298>.

<sup>22</sup> A R Saputra, "Accessibility of Library Services for Disabled Users in the Klaten Regency Library," 2021, <https://digilib.uns.ac.id/document/detail/89118/%0Ahttps://digilib.uns.ac.id/document/download/89118/NTA1Njc2/Accessibility-of-Library-Services-For-Library-Disabled-in-Klaten-Regency-Libraries-abstract.pdf>.

accessibility for people with disabilities in searching for information in the library.<sup>23</sup>

### C. The Urgency of Providing Disability Services in Libraries

According to Waytt Leorke, McQuire, George Micle, Rami Muthanna, and Sang Yoon in the article by researchers R. Niswaty, M. Darwis, D. Andriani, M. Nasrullah, & R. Stated that library facilities are a crucial component in a library because having facilities in a library can make it easier and provide smoothness in carrying out activities in the library. Besides that, Meeting needs is also one of the factors in the need to provide disability services in libraries because people with disabilities need particular accessibility to make them comfortable or access the library easily.<sup>24</sup>

A library should meet all its users' needs reasonably and non-discriminately. This fair is also related to the rights of users with disabilities, so libraries must be able to provide services that help make it easier to access the library, especially for users with disabilities. Therefore, libraries must strive to provide excellent and maximum services, such as providing special facilities for users with disabilities, to make it easier for users with disabilities to search for information.<sup>25</sup>

In our view, the importance of library facilities is not merely supplementary. Instead, library facilities are crucial in creating an inclusive environment. Furthermore, we believe that without adequate adjustments, libraries will not be able to meet the needs of all their users, especially those with disabilities. Special attention is required in the design and management of library facilities to ensure they are disability-friendly, thus guaranteeing that all users can access services easily.

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<sup>23</sup> Risma Niswaty et al., "Library Facilities as a Media in Increasing Students' Interest in Reading," *Khizanah Al-Hikmah: Journal of Library, Information and Archives Science* 8, no. 1 (2020): 66, <https://doi.org/10.24252/kah.v8i1a7>.

<sup>24</sup> Niswaty et al.

<sup>25</sup> Adi Prasetyawan, "Libraries as a Place of Access to Information for Readers with Disabilities," *BIBLIOTIKA: Journal of Library and Information Studies* 4, no. 2 (2020): 253–58, <http://journal2.um.ac.id/index.php/bibliotika>.

We believe that optimizing library services, particularly for individuals with disabilities, will enhance the quality of library services and reflect the library's commitment to equality and human rights. Creating a comfortable and safe environment for all users is also a library's responsibility. By doing so, libraries can provide better and more inclusive access for all their users.

## **CLOSING**

From the results of this research using the literature review method, it can be concluded that several studies of disability services in several libraries show that services in libraries in several areas are still not optimal in providing safe library services and easy accessibility for users with disabilities. However, some researchers find libraries that comply with library service standards regulated by law, such as the Yogyakarta Pembina State Special School library. As one of the special libraries, Pembina Yogyakarta State Special School has provided services for students with disabilities, such as facilities and assistance services from library users for students who need them.

Continuing to improve and develop disability services also needs to be supported by library collaboration with other agencies that understand or have librarians or staff with competence in the field of disability. This collaboration aims for libraries to be better managed and developed in line with current developments, making it easier for users with disabilities to utilize all the services available in the library. Apart from that, this research aims to show the small number of libraries that have met standards in providing disability services and libraries that are less than optimal in providing disability services. So that libraries can continue to develop and transform to become more disability friendly according to their users' times and needs.

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