EDULIB

Journal of Library and Information Science

Journal homepage: http://ejournal.upi.edu/index.php/edulib/index

Analysis of Library Services for Person with Disabilities at the Department of Library and Archives of the Province of North Sumatra

Eva Rabita*, Afryna Veronica, Nur Aini

Universitas Sumatera Utara
*Correspondence: E-mail: evarabita56@gmil.com

A B S T R A C T		**A R T I C L E I N F O**

Persons with disabilities have a legal position and the same human rights as Indonesian citizens, including obtaining and utilizing public services. Library and archive services of Sumatera Utara as a public institution that is useful in meeting the needs of education, research, preservation, information, and recreation for visitors regardless of disabilities. This research was conducted to determine the library in facilitating persons with disabilities in physically accessing the library and special services for information sources on disabilities. Based on the objectives and form of the problem in this study, the research design uses mixed methods. The instrument used in this study was the itemS of the International Federation Library Association and Institution (IFLA) standard and supported by the interview questions to the informants. The results of this study explain that accessibility for persons with disabilities in the library has not fully met the criteria, with an average gain of 0.37 (almost inappropriate).

1. INTRODUCTION

Law Number 8 of 2016 concerning Persons with Disabilities affirms that the Unitary State of the Republic of Indonesia guarantees the survival of every citizen, including persons with disabilities. Persons with disabilities have legal standing and have the same human rights as Indonesian citizens, and they are also an inseparable part of Indonesian citizens and society. The equal status of law and human rights also applies to public services. This is in line with Law No. 39/1999 on Human Rights: Article 41(2) states that every person with a disability has the right to exceptional facilities and treatment. The law understands that every person with a disability has equal rights in utilizing all public facilities. This is also supported by Law Number 25 of 2009 concerning public services, which states that public services must provide exceptional services to persons with disabilities following regulations. Law No. 28 of 2002 concerning Building Construction stipulates that facilities must be accessible to persons with disabilities. Article 27 states that facilities must be accessible, safe, and enjoyable, especially for persons with disabilities. Furthermore, according to the Law of the Republic of Indonesia Number 43 of 2007 concerning Libraries, it is explained that the library is an institution that manages the collection of written works, printed works, and recorded works professionally with a standard system to meet educational, research, conservation, information and recreational needs of visitors. He further explained that a public library is a library that is intended for the broader community as a means of lifelong learning regardless of age, gender, ethnicity, race, religion, and even the physical condition of the users.

Information to the One Data Indonesia Portal (https://data.go.id/), the number of people with disabilities in Indonesia in 2018 was 6,008,661 people, or 2.45% of the total population of Indonesia. Consists of 1.78- 0.200 people (visually impaired people), 616,387 people (physical disabilities), 472,855 people (hearing disabilities), 164,690 people (speech disabled people), 402,817 (people with mental disabilities), 170,120 (persons with disabilities find it challenging to take care of themselves) and 2.401.5-92 (persons with multiple disabilities). Data on the number of people with disabilities in North Sumatra in 2018 based on the number of disabled voters in KPU data amounted to 11,882 people, consisting of 3,869 people (disabled people), 1,863 people (blind people), 1,714 people (mentally disabled people), and 2,147 people (other persons with disabilities). This number is spread across 33 regencies/cities of North Sumatra Province. Based on data from the Department of Library and Archives (DPA) of North Sumatra Province (Provsu), the number of people with disabilities who became members of the library in 2019 was 60 users.

The results of an initial survey conducted by researchers in early September 2020 during the COVID-19 pandemic, the collections of people with disabilities were very diverse, including 30 copies of the Braille Quran, 66 copies of Braille Magazine, and 24 copies of the Braille Magazine. Braille lenders, 54 copies of Braille reflexology, 42 dictionaries, 30 books on law, 50 copies of Braille novels, 50 copies of Braille food recipe books, and other types of Braille books. Through this research, researchers are interested in knowing the accessibility and library services for blind people in DPA Provsu based on IFLA standards. This research needs to be carried out as policy material for the Provincial Library and Archives Service to support persons with disabilities following Article 29 of Law no. 25/2009 on public services, also Article 41 paragraph 2 of Law no. 39/1999 on Human Rights which states that every person with a disability has the right to exceptional facilities and treatment. Furthermore, research on accessibility and services for disability in Provincial and City District Libraries in North Sumatra is minimal, so applying a policy concept approach is necessary for libraries per government programs.

Librarians are library users registered as members and have the right to use libraries, both library collections, and facilities available in the library. The concept of user service for persons with disabilities is the same as user satisfaction in general, namely wanting a safe place to continue learning and improve their intellectual life for their lives. This desire is included in their hope that users wish for a safe and comfortable library condition for them (Nord, 2014). Safaruddin (2010:7) states that the blind library service is a technology-based service for blind people with disabilities that are expected to help blind people to be able to access information. Various tools developed by multiple parties interested in service technology for the blind produce tools that are manual, mechanical, to sophisticated electronic devices, such as computers with the Job Access With Speech program. (JAWS), Braille Printer (Impact Printer), Open Book scanner, DAISY Player (Digital Accessible System Player), Talking Book (Digital Talking Book), Thermoform, and telesensory. Library services for persons with disabilities differ from those for non-disabled users. Libraries that serve persons with disabilities must have special collections, facilities, and infrastructure, librarians who understand the conditions of persons with disabilities, and special services to meet the needs of disabled users.

The International Federation of Libraries and Institutes (IFLA) is a federation organisation formed from various library agencies of international scope. One of the standards issued by IFLA is standard 89 concerning Access to libraries for persons with disabilities. Birgitta Irvall and Gyda Skat Nielsen (2015) prepared this standard. Twenty definable eligibility standards are divided into three categories: (i) physical access standards, (ii) media formats and (iii) services, and communications.

- Physical Access Standards, consisting of standards outside the library, the entrance area to the library, access to physical space materials and services, toilets, circulation desks, reference desks, children's sites, and buildings;
- Media Format Standards, consisting of material and computer formats;
- Service and Communication Standards, consisting of services and communications, special services for disabled users, information services for blind users, services for deaf and hard of hearing users, services for users with reading difficulties, services for disabled users physical education, services for eliminating cognitive limitations, presenting easy-to-understand information, web sites, and cooperating with organisations of persons with disabilities.

2. METHODS

Based on the purpose and form of the problem in this study, the research design used a mixed method. According to Creswell (2010), mixed methods research is a combination of two approaches in research, namely qualitative and quantitative. To answer the problem of accessibility of persons with disabilities, the approach used is quantitative descriptive, while to answer the issue of the concept of disability services, qualitative descriptive is used. The instruments used in this research are e-element items in the IFLA standard and are supported by interview questions to informants. All persons with disabilities registered as members of the library at the Provincial DPA will be the population in this study. From the latest data in December 2019, active members with disabilities were 60 people, consisting of people with physical, mental, and sensory disabilities. The sample selection used in this research is all disabled members registered as library members. Meanwhile, to answer the problems of the concept of disability services, the researchers determined the informants as follows: (1) Head

of Service and Information Technology (2) Librarians who specialize in dealing with persons with disabilities Data collection techniques in this research were conducted using interviews, documentation, and questionnaires. Data analysis in this study was conducted based on quantitative data from distributing questionnaires and qualitative data obtained from interviews. Quantitative data, a measurement index of data analysis based on the IFLA standard, includes the determination of data sources, data collection techniques, and data analysis. Data analysis was carried out using the tabulation method, scoring the indicators on the IFLA standard. The scoring of the suitability of accessibility in the Provincial DPA with IFLA standards uses the Guttman Scale, a score of 1 for each "available" element and a value of 0 for each "unavailable" part, or with the formula 0 X = 1.

3. RESULTS AND DISCUSSION
3.1. Respondent Identity

The number of respondents with disabilities in this study was 53 respondents from 60 people with disabilities who were active members of the Provincial DPA. Considering that at the time of data collection, it was still in a COVID-19 pandemic atmosphere, physical access to library services was limited, and library service opening hours were limited, respondent data collection was carried out online using a google form, link address https://forms.gle/NRQHEoxpGHsuPKr59. Respondents' data was obtained from librarians who serve persons with disabilities at the reference service on the 1st floor of the DPA Prov-us through telephone numbers and emails registered at the disability service.
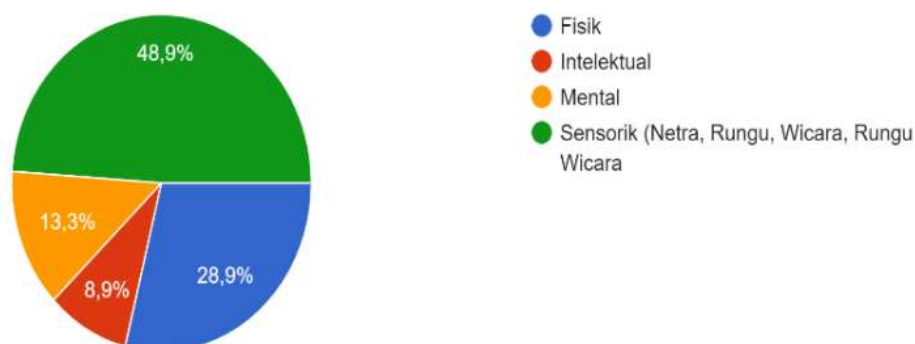
Figure 1. Types of Persons with Disabilities Diagram Diagram

Respondents for the types of people with disabilities, from 53 respondents, only 45 gave responses. Types of sensory persons (blind, deaf, speechless, deaf) 48.9%, physical persons 28.9%, mental persons 13.3%, and intellectual persons 8.9%.

3.2. Accessibility for persons with disabilities DPA Provsu

Researchers used the standards that IFLA has applied to analyse and measure the level of library accessibility for disabled users at the Provincial DPA. The IFLA standard consists of 3 (three) leading indicators, 19 (nineteen) sub-indicators, and 102 question items, as shown in the following table:

Table 1. IFLA standards for accessibility of libraries for persons with disabilities

No	Indicators	Sub-indicators	Number of questions
1	Physical Access	Access outside the library	8
		Access within the library	10
		Access library collections and services	7
		Toilet	7
		Circulation table	4
		Reference table	4
		Children's area	6
		Building	7
2	Media Formats	Material Format	7
		Computer	6
3	Service and Communication	Service and Communication	3
		Special services for people with disabilities	4
		Blind user information service	4
		Deaf user information service	4
		Dyslexia user information service	3
		Physical limitations library information service	2
		Cognitive disability library information service	3
		Disabled website	7
		Individual/organizational collaboration of persons with disabilities	7
	Amount		**102**

Respondents chose the answers "Available" and "Not yet available" from each question item on the questionnaire sheet via a google form. Data obtained through google Forms from 53 respondents were analysed based on the Guttman scale, the answer "Available" was given a value of 1, and the solution "Not yet available" was given a value of 0.

3.3. Physical Access

3.3.1. Outside Library

Table 2 Interpretation Results Outside the library

Standard IFLA	Respondents answered Available	Average	Interpretation
Parking area near the entrance to the library	35	0,66	
There is no barrier to the library entrance			Almost fit
The road surface leading to the entrance is not slippery and is suitable for disabilities	31	0,58	
	34	0,64	
There is a non-steep path and a fence next to the stairs	26	0,49	Almost doesn't fit
Parking space has a symbol of disability	13	0,25	
The entrance has a sign for disability	17	0,32	
There are fences (Ramps) on both sides of the road	0	0,00	It is not in accordance
Phone available for deaf users	0	0,00	with
Amount	**156**	**0,37**	**Almost doesn't fit**

The table above shows that for areas outside the Prov-su DPA library, 3 (three) questions from the IFLA standard are almost appropriate, 3 (three) questions are almost not relevant, and 2 (two) questions are not suitable or not yet available in the library. The average Guttman scale for out-of-library access for persons with disabilities is 0.37, which means that the average is almost not appropriate. These results show that external access to the library for people with disabilities from the Provincial DPA needs to be provided, especially ramp facilities for users who use wheelchairs, signs at entrances, fences on both sides of the hall, as well as communication tools in the form of telephones for people with disabilities deaf library.

3.3.2. Areas within Library

Table 3. Interpretation of Are Results in the library

Standard IFLA	Respondents answered Available	Average	Interpretation
The entrance is wide enough for wheelchair access	31	0,58	Almost Fit
Automatic door opener provided	40	0.75	
The examination door is wheelchair accessible	39	0,74	
Area for wheelchairs to turn around	15	0,28	Almost doesn't fit
The ramp is easy for wheelchair users to reach	16	0,30	
The glass door is marked as a sign for the visually impaired	16	0,30	
There are stairs with striking colors on the stairs	11	0,21	
Elevator button reachable from wheelchair	16	0,30	
There is an illustrated sign leading to the elevator	0	0,00	It is not in accordance with
Elevator can be started with Braille	0	0,00	
Amount	**184**	**0,35**	**Almost doesn't fit**

The table above shows that for areas in the DPA Provsu library, 3 questions from the IFLA standard are almost suitable, 5 (five) questions are almost not appropriate and 2 (two) questions are not relevant or not yet available in the library. On the average Guttman scale for access to libraries for people with disabilities, 0.35 means that the average is almost not appropriate. These results show that entry in the library for people with disabilities in the Provincial DPA needs to be provided, especially facilities for signage to the elevator, lifts with Braille buttons for people with visual impairments, ramps that are easily accessible for wheelchair users, buttons lifts are easy to reach from wheelchairs, signs for the visually impaired and areas for wheelchairs to turn around

3.3.3. Collection and Services Area

Table 4. Results Interpretation of Collection and Service areas

Standard IFLA	Respondents answered Available	Average	Interpretation
Available punctuation marks that are easy, clear, and use pictures	32	0,60	
Collection shelf accessible by wheelchair	30	0,57	Almost fit
There are chairs with sturdy armrests	35	0,66	

Standard IFLA	Respondents answered Available	Average	Interpretation
There is an aisle between the collection shelves	42	0,79	
There is a fire alarm that can be seen and heard	39	0,74	
Library staff is trained to assist disabled users in emergencies.	35	0,66	
Between reader and computer desk have varying heights	23	0,43	Almost doesn't fit
Amount	**236**	**0,64**	**Almost fit**

The table above shows that for the area in the collection and services section of the Provincial DPA, 6 (six) questions from the IFLA standard are almost appropriate, and 1 (one) question is almost not. The average Guttman scale for the collection area and library services for people with disabilities is 0.64, which means that the average is almost appropriate. These results show that the collection area and library services for persons with disabilities in the Provincial DPA are almost under IFLA standards.

3.3.4. Toilet

Table 4. Toilet Result

Standard IFLA	Respondents answered Available	Average	Interpretation
There is a clear sign with pictures showing the location of the toilet	24	0,45	
There is a door wide enough for a wheelchair to go to the toilet	15	0,28	
Space allows the wheelchair to turn around close to the toilet	16	0,30	
There is a handle that is easy for wheelchair users to reach	15	0,28	Almost doesn't fit
There is an alarm button that is easy for wheelchair users to reach	17	0,32	
There is a sink and mirror with a height suitable for wheelchair users	15	0,28	
Amount	**102**	**0,32**	**Almost doesn't fit**

The table above shows that for the DPA Provsu toilet facilities, the 6 (six) questions from the IFLA standard are almost entirely inappropriate. The average Guttman scale for the collection area and library services for people with disabilities is 0.32, which means that the average is almost not appropriate. These results show that all of the toilet facilities for persons with disabilities in the Provsu DPA need attention from the library, especially access to the entrance to the toilet area and clear signs leading to the toilet area.

3.3.5. Circulation Table

Table 6. Interpretation Results for library circulation desk

Standard IFLA	Respondents answered Available	Average	Interpretation
There is an area to turn around for wheelchair users	30	0,57	Almost fit
Organized queuing system in the waiting room	15	0,28	
Seats are available for elderly or disabled users	16	0,30	Almost doesn't fit
Available Induction loop system for deaf readers	15	0,28	
Amount	**76**	**0,36**	**Almost doesn't fit**

The table above shows that for the DPA Provsu circulation table, 1 (one) question from the IFLA standard is almost in agreement, and 3 (three) questions are almost not. The average Guttman scale for the library circulation desk section for people with disabilities is 0.36, which means that the average is almost inappropriate. This result shows that DPA Provsu needs to provide circulation desks tailored to the needs of persons with disabilities and access to self-service.

3.3.6. Reference Table

Table 7. Interpretation Results for library reference table

Standard IFLA	Respondents answered Available	Average	Interpretation
There is a reference desk that is tailored to the needs of disabled users	15	0,28	
Organized queuing system in the waiting room	16	0,30	Almost doesn't fit
Seats are available for elderly or disabled users	15	0,28	
Available Induction loop system for deaf readers	14	0,26	
Amount		**0,28**	**Almost doesn't fit**

The table above shows that for the DPA Provincial Provsu reference table, 4 (four) questions from the IFLA standard are almost entirely inappropriate. The average on the Guttman scale for the reference table of libraries for people with disabilities is 0.28, which means that the average is almost not appropriate. These results show that the DPA Provsu needs to provide a reference table, chairs, and induction loop system that is adjusted to the needs of persons with disabilities.

3.3.7. Children Area

Table 8. Interpretation results for children's area

Standard IFLA	Respondents answered Available	Average	Interpretation
1. There is a clear sign in the child service area	38	0,72	Almost fit

Standard IFLA	Respondents answered Available	Average	Interpretation
2. There are picture books and shelves that wheelchair users can reach	37	0,70	
1. There is a colored A sign (yellow for visibility) to the child service area	14	0,26	
2. There is a barrier aisle between the children's collection shelves	16	0,30	Almost doesn't fit
3. Talking books and other special media are available	15	0,28	
4. There are computers for children with disabilities	0	0,00	It is not in accordance with
Amount	**120**	**0,32**	**Almost doesn't fit**

The table above shows that for the DPA Provsu children's area, there are 6 (six) questions, 2 (two) almost appropriate questions, 3 (three) almost inappropriate questions, and 1 (one) inappropriate question. The average Guttman scale for the children's area for persons with disabilities was 0.38, which means that the mean is barely appropriate. This result shows that DPA Provsu needs to provide computers for children with disabilities and talking books.

3.3.8. Building

Table 9. Interpretation Results for the library building

Standard IFLA	Respondents answered Available	Average	Interpretation
The Library Building is in the City Center	44	0,83	
There is a comfortable seating area and a brightly lit reading area	44	0,83	Almost fit
There is a color sign (yellow for visibility) on the path leading to the library building	15	0,28	
There are clear signs	16	0,30	
Recording devices, DVD players, DAISY (digital audio information system), and other audio-visual collections are available.	18	0,34	
			Almost doesn't fit
Magnifying glass, electronic reader, or CCTV available	15	0,28	
Available computers with adapter layers and software for reading or cognitive limitations	15	0,28	
Amount	**120**	**0,32**	**Almost doesn't fit**

The table above shows that for the area of the Provsu DPA building, there are 7 (seven) questions, 2 (two) questions are close to appropriate, and 5 (five) questions are almost inappropriate. The average Guttman scale for the children's area for persons with disabilities was 0.32, which means that the average is almost indecent. These results show that DPA Provsu needs to provide a yellow logo for visibility in libraries, recording equipment, audiovisual collections, DAISY, magnifying glasses, and computers with software for people with reading and cognitive disabilities.

3.4. Media Format
3.4.1. Material Format

Table 10. Interpretation Results for library material format

Standard IFLA	Respondents answered Available	Average	Interpretation
Easy-to-read books available	31	0,58	
Braille books available	38	0,72	Almost fit
E-book available	32	0,60	
Picture books available	28	0,53	
Available talking books, talking newspapers, and talking periodical	12	0,23	
Large print book available	15	0,28	Almost doesn't fit
DVD book available with sign language subtitles	14	0,26	
Amount	**170**	**0,46**	**Almost doesn't fit**

The table above presents that for the format of the Provsu DPA material from 7 (seven) questions, 4 (four) questions are almost appropriate, and 3 (three) questions are practically inappropriate. The average Guttman scale for the children's area for persons with disabilities is 0.46, which means that the average is almost not appropriate. This result shows that the Provincial DPA needs to provide sources of information in audio formats, such as talking books, talking newspapers, or journals for users with disabilities. Besides that, DPA Provsu can also complete the collection in DVD format with subtitles using sign language.

3.4.2. Computer

Table 11. Interpretation Results for library computers

Standard IFLA	Respondents answered Available	Average	Interpretation
There is a computer adapted for wheelchair users	14	0,26	
Keyboard layer available for motor users	14	0,26	
Computers with screen readers, magnifiers, and synthetic speech are available.	11	0,21	
There are computers equipped with spelling and instructional software for people with disabilities	14	0,26	Almost doesn't fit
Technical support available for computers	16	0,30	
There is library staff who can instruct people with disabilities in the use of computers	14	0,26	
Amount	**82**	**0,26**	**Almost doesn't fit**

The table above shows that all respondents stated that they were almost unsuitable for the DPA Provsu computer from 6 (en-am) questions. The average Guttman scale for the children's area for people with disabilities is 0.26, which means that the average is almost not appropriate. These results show that DPA Provsu needs to provide computers that are adaptive to library users with disabilities, such as computer media equipped with screen reader programs, spelling, and instructional software, and librarians who are also proficient use of computer equipment for persons with disabilities.

3.5. Service and Cammunication
3.5.1. Library Service

Table 12 Interpretation Results for library services

Standard IFLA	Respondents answered Available	Average	Interpretation
Libraries facilitate meetings with persons with disabilities to communicate their needs as users	17	0,32	
Regular distribution of information about library services to persons with disabilities	15	0,28	Almost doesn't fit
Creation of information about library services for certain groups of persons with disabilities	16	0,30	
Amount	**48**	**0,30**	**Almost doesn't fit**

The table above shows that all respondents answered almost incorrectly for library services at DPA Provsu 3 (three) questions. The mean of the Guttman scale for the children's area for persons with disabilities was 0.30, which means that the average is almost not appropriate. These results show that the Provsu DPA needs to adapt library services to users with disabilities, such as socializing library services for people with disabilities and certain groups of people with disabilities.

3.5.2. Disabled Special Services

Table 13 Interpretation results for special services with disabilities

Standard IFLA	Respondents answered Available	Average	Interpretation
Collection delivery service to homes of persons with disabilities who cannot go to the library	14	0,26	
Service for sending collections outside the region to public disability care institutions	16	0,30	
I am reading services with difficulty reading or scanning text to access the computer with a screen reader.	12	0,23	Almost doesn't fit
Consulting services for users who have reading limitations	15	0,28	
Amount	**57**	**0,27**	**Almost doesn't fit**

The table above shows that all respondents answered almost incorrectly for special services with disabilities in DPA Provsu from 4 (four) questions. The average Guttman scale for the children's area for persons with disabilities was 0.27, which means that the average is almost inappropriate. These results show that DPA Provsu needs to adjust library services for users with particular disabilities, such as consulting services for users with reading limitations and computer access facilities with screen readers.

3.5.3. Blind User Service

Table 14 Interpretation Results for blind user services

Standard IFLA	Respondents answered Available	Average	Interpretation
Braille information available	30	0,57	
Considerable printed information is available	21	0,40	
Audio recording information available, CD/DVD or in Digital Accessible Information System (DAISY) format	15	0,28	Almost doesn't fit
Information about the library is available through the website.	12	0,23	
Amount	**57**	**0,27**	**Almost doesn't fit**

The table above presents that for the blind user service at the Provincial DPA of 4 (four) questions, 1 (one) question is almost appropriate, and 3 (three) questions are practically inappropriate. The average Guttman scale for blind-blind user services is 0.37, which means the average is virtually unsuitable. These results show that the new Provincial DPA provides Braile collection services for blind users. DPA Provsu needs to provide other sources of information, including audio recordings, CD/DVDs in DAISY format, and information services through the library's website.

3.5.4. Deaf User Service

Tabel 15 Interpretation Results for deaf library service

Standard IFLA	Respondents answered Available	Average	Interpretation
Information is available which can be accessed through the library website	30	0,57	Almost fit
Information in subtitles and or subtitles of language videos	14	0,26	
Information by e-mail	13	0,25	Almost doesn't fit
Text reading facility is available for deaf readers from birth.	12	0,23	
Amount	69	0,33	Almost doesn't fit

The table above shows that for the deaf user service at DPA Provsu, of 4 (four) questions, 1 (one) question is almost appropriate, and 3 (three) questions are practically inappropriate. The average Guttman scale for blind-blind user services is 0.33, which means the average is virtually unsuitable. These results indicate that some deaf users obtain information through the library's website. DPA Provsu is expected to provide data sources with subtitles or language video tags and text reading facilities for deaf readers.

3.5.5. Dyslexia Reader Service

Table 16 Interpretation results for dyslexia user services

Standard IFLA	Respondents answered Available	Average	Interpretation
Information is available which can be accessed through the library website	30	0,57	Almost fit
General information is written in easy-to-read text	17	0,32	
The information available in audio tape and CD/DVD formats	13	0,25	Almost doesn't fit
Amount	**60**	**0,38**	**Almost doesn't fit**

The table above presents that for the dyslexia user service at DPA Provsu of 3 (three) questions, 1 (one) question is almost appropriate, and 2 (two) questions are practically inappropriate. The average Guttman scale for blind-blind user services is 0.38, which means the average is virtually inconsistent. These results show that some dyslexic users obtain information through the library's website. DPA Provsu is expected to be able to provide easy-to-read sources of information, as well as information in audio and CD/DVD formats.

3.5.6. Physical Restriction Reader Service

Table 17 Interpretation results for physical limitations library services

Standard IFLA	Respondents answered Available	Average	Interpretation
Information is available which can be accessed through the library website	32	0,60	Almost fit
Available information written in easy-to-read text	16	0,30	Almost doesn't fit
Average	**48**	**0,45**	**Almost doesn't fit**

The table above shows that for the library service with physical limitations in DPA Provsu of 2 (two) questions, 1 (one) question is almost appropriate, and 1 (one) question is practically inappropriate. The mean of the Guttman scale for the service of blind users is 0.45, which means that the average is almost unsuitable. These results show that the physical limitations of the library users obtain information through the library website. DPA Provsu is expected to provide sources of info written in easy-to-read text.

3.5.7. User Service with Cognitive Limitations

Table 18 Interpretation results for cognitive disability library services

Standard IFLA	Respondents answered Available	Average	Interpretation
Information is available that can be accessed through the library's website	32	0,60	Almost fit
Information is available in an easy-to-read	14	0,26	Almost doesn't fit

Standard IFLA	Respondents answered Available	Average	Interpretation
format			
The information available in audio/video or CD/DVD format	12	0,23	
Amount	**58**	**0,36**	**Almost doesn't fit**

The table above shows that for the cognitive disability library service at DPA Provsu, there are 3 (three) questions, 1 (one) question is almost appropriate, and 2 (two) questions are practically inappropriate. The average Guttman scale for the service of blind users is 0.36, which means that the average is almost unacceptable. These results show that some users with cognitive limitations obtain information through the library's website. DPA Provsu is expected to be able to provide easy-to-read sources of information, as well as information in audio and CD/DVD formats.

3.5.8. Disabled Web Services

Table 19 Interpretation Results for web services for persons with disabilities

Standard IFLA	Respondents answered Available	Average	Interpretation
Logical design and easy to understand	22	0,43	Almost fit
There is a search field on the library website	24	0,57	
Children can access the web page	21	0,40	
Software available for enlarging text, changing fonts and contrast and space between lines	14	0,26	
Alternative formats available for electronic file extensions pdf, doc, preferably unformatted (.txt)	13	0,25	Almost doesn't fit
Separate content from design using style sheets to guide presentation and layout	12	0,23	
Audio with subtitles available	12	0,23	
Amount	**125**	**0,34**	**Almost doesn't fit**

The table above presents that for web services for persons with disabilities in DPA Provsu of 7 (seven) questions, 2 (two) questions are almost appropriate, 5 (five) questions are almost not. The mean of the Guttman scale for the service of blind users is 0.34, which means that the average is virtually unsuitable. These results show that the web design and search fields on the library website are almost under the needs of persons with disabilities, furthermore, DPA Provsu is expected to provide web access services according to the needs of persons with disabilities, such as the availability of audio text on the website, the availability of software to enlarge the text.

3.5.9. Cooperation with Disabled Persons Organizations

Table 20 Interpretation Results for collaboration with organizations of persons with disabilities

Standard IFLA	Respondents answered Available	Average	Interpretation
The library's official invitation for collaboration in various library activities	22	0,42	
The library has media contacts with other disability organizations	24	0,45	Almost fit
Hold meetings with the library to share knowledge	18	0,35	
There is a regular schedule of meetings with the library	12	0,32	
There is technical training on the use of library facilities for persons with disabilities	17	0,36	Almost doesn't fit
The library holds group discussions	18	0,28	
Libraries create joint development projects	16	0,30	
Amount	**127**	**0,34**	**Almost doesn't fit**

The table above shows that for collaboration with organizations with disabilities in DPA Provsu, from 7 (seven) questions, 2 (two) questions are almost appropriate, and 5 (five) questions are practically inappropriate. The average Guttman scale for blind library service users is 0.34, which means the average is almost unsuitable. These results indicate that organizational collaboration needs to be improved, mainly technical training on using library facilities for people with disabilities and holding group discussions for people with disabilities.

3.6. Result Analysis
3.6.1. Physical Access Analysis

Table 21 Interpretation Results for Provsu . DPA Physical Access

Standard IFLA	Respondents answered Available	Average	Interpretation
Material Format	236	0,64	Almost fit
Outside of the library	156	0,37	
Area within the library	184	0,35	
Toilet	102	0,32	
Circulation Table	76	0,36	Almost doesn't fit
Reference Desk	60	0,28	
Children's Area	120	0,38	
Building	120	0,32	
Amount	**1054**	**0,38**	Almost doesn't fit

The table above shows that of the 8 (eight) indicators of physical access for persons with disabilities, 7 (seven) arrows have an almost inappropriate average. This indicates that physical access for persons with disabilities at the Provincial DPA has not met the IFLA standard by obtaining an average Gutt-man scale of 0.38. Physical access for people with disabilities needs attention because it is significant for people with disabilities to access buildings and library spaces. The planning for the construction of the library building has also not paid attention to facilities and facilities for people with disabilities, for example, there are

no ramps, signs, or symbols for disabilities at library entrances, picture signs leading to the elevator, elevator buttons not yet equipped with Braille characters. , special computers for people with disabilities, color markings on the path to the library building, recording equipment, fonts, and DAISY facilities. The right of physical access for persons with disabilities needs the attention of DPA Provsu as a form of service for persons with disabilities in North Sumatra.

3.6.2. Media Format Analysis

Table 22 Interpretation Results for DPA Provsu Media Format

Standard IFLA	Respondents answered Available	Average	Interpretation
Material Format	170	0,46	Almost fit
Computer	82	0,26	Almost doesn't fit
Amount	**252**	**0,36**	**Almost doesn't fit**

The table above shows that from 2 (two) indicators of media format for persons with disabilities, the average is almost not appropriate. This indicates that the media format for persons with disabilities in the Provincial DPA has not met the IFLA standard by obtaining an average Guttman scale of 0.36. Media formats, especially computers for people with disabilities, need attention because they are facilities to make it easier for people with disabilities to understand and utilize the required information sources. The provision of computer formats is also one of the library's efforts to introduce the use of technology for persons with disabilities. DPA Provsu can provide computer facilities adapted to wheelchair users, computer keyboard layers for motor users, computers with screen reader programs, reading magnifiers, instructional software for people with dyslexia, and the provision of librarians. Capable of instructing persons with disabilities in computer technology, so that knowledge and information regarding persons with disabilities in North Sumatra continues to develop.

3.6.3. Service Analysis and Communication

Table 23 Interpretation Results for DPA Provsu Services and Communications

Standard IFLA	Respondents answered Available	Average	Interpretation
1. Service and communication	48	0,30	
2. Special services for persons with disabilities	57	0,27	
3. Special services for the blind	78	0,37	
4. Information service for deaf users	69	0,33	
5. Information service for dyslexia users	60	0,38	
6. Information services for users of physical limitations	48	0,45	Almost doesn't fit
7. Information Services for cognitive limitations	58	0,36	
8. Websites for people with disabilities	125	0,34	
Individual/organizational collaboration of persons with disabilities	127		
Amount	**670**	**0,34**	**Almost doesn't fit**

The table above shows that out of 9 (nine) service and communication indicators for persons with disabilities, the average is almost not appropriate. This shows that services and communication for persons with disabilities in the Provincial DPA have not met the IFLA standard by obtaining an average Guttman scale of 0.34. Services and communication for people with disabilities need to get DPA Provsu's attention because they are a liaison and socialization media between libraries and people with disabilities in North Sumatra. Provincial DPA can facilitate meetings with people with disabilities to find out the information needs to be needed, distribute information on the latest library collections for people with disabilities, facilitate the formation of library groups for people with disabilities, reading services and also screen readers, as well as providing information that can be accessed through the library's website. Providing services and communication for persons with disabilities is the best effort for DPA Provsu in actively supporting the right to obtain information for persons with disabilities in North Sumatra.

3.6.4. Accessibility summary for persons with disabilities

Table 24 Results Summary of accessibility of persons with disabilities in DPA Provsu

Standard IFLA	Respondents answered Available	Average	Interpretation
Physical Access	1054	0,38	
Media Formats	252	0,36	Almost doesn't fit
Service and Communication	670	0,34	
Amount	**1976**	**0,37**	**Almost doesn't fit**

From the results of data analysis for accessibility for persons with disabilities based on IFLA standards in DPA Provsu, the average Guttman scale for physical access is 0.36 on average, media formats are 0.36 on average, and services and services. Communication average of 0.34 means that from 3 (three) leading indicators of IFLA standard for accessibility in DPA Provsu obtained an average of 0.37 (almost not suitable). The results of this analysis indicate that accessibility for persons with disabilities in the Provincial DPA has not fully met the criteria set by IFLA. An average score of 0.37 on the Guttman scale shows that the Provincial DPA has made efforts to provide access to information services for persons with disabilities.

5. CONCLUSION

Be that as it may, in the examination of the effectiveness of legal practitioners, no shortcoming appears more conspicuously and unmistakably other than that of deficiencies in the law libraries. Upon examining and considering the use of law libraries by legal practitioners in Kwara State, the researchers are stock by the verdict that the law library as it may remain essential for legal scholarship. More so, the potentiality in the much greater use of the law library stood as an effective, and, in fact, an indispensable educational instrument for legal practitioners. Based on the findings of the study, there is no doubt whatsoever, that intelligently utilized library services by legal practitioners will contribute something of value in preparation for the effective conduct of litigation and public life.

5. AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

6. REFERENCES

Creswell, J. W. (2010). *Research design: pendekatan kualitatif, kuantitatif, dan mixed*. Pustaka Pelajar.

Efendi, M. 2006. *Psikopedagogik Anak Berkelainan*. Bumi Aksara.

Handari, B. (2019). Aksesibilitas layanan perpustakaan bagi penyandang disabilitas di Kabupaten Banjarnegara: Studi evaluasi kinerja Dinas Kearsipan dan Perpustakaan Kabupaten Banjarnegara Provinsi Jawa Tengah. *Media Pustakawan, 26*(2).

Irvall, B., & Nielsen, G. S. (2015). *Access to Libraries for person with Disabilities Checklist*. IFLA Professional Report. http://www.ifla.org

Nord, L. L. (2014). Library Services to the Developmentally Disabled. *Jurnal Public Libraries, 53*(5).

Portal Satu Data Indonesia. (2018). *Jumlah penyandang disabilitas di Indonesia tahun 2018*. https://data.go.id/

Undang-undang Republik Indonesia Nomor 25 Tahun 2009 tentang layanan publik

Undang-Undang Republik Indonesia Nomor 43 Tahun 2007 Tentang Perpustakaan

Organization. (2020). Disabilities. (https://www.who.int/topics/disabilities/en/)