A study of user’s preferences of public library in Jakarta, Indonesia

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Abstract. This paper represents the study of public library to accommodate the user’s activity in library. The study is aimed to investigate the standards of public library and how to accommodate user’s activity by providing the space based on user needs. This study was done with descriptive method. The result showed the most thing users do in public library that useful for designing a children’s library and public library base on user’s needs and their preferences.

Keywords: library, public library, preference, user, Jakarta.

1. Introduction

This study was raised based on one of Indonesia’s problems in education, focuses on how to raise the level of education of Indonesians. According to Badan Pusat Statistik (BPS) in 2018, the illiteracy rate in Indonesia remains 1.93 percent or equal to 3,290,490 people, the habit of reading books among the people is still low compared to the population in several other Asian countries. The United Nations Educational, Scientific and Cultural Organization (UNESCO) survey in 2012 said only 1 in 1,000 Indonesians had a serious reading interest [1].

The low interest of the public to come to the library is caused by several aspects such as increasingly rapid technological advances, the atmosphere of the library that seems stiff, difficult access, and less flexible operating hours. Nevertheless, people are stating that they are interested in visiting library. Designing a public library where users can be provided with spaces and facilities with such comfort for them to use can be an option to raise the urge to visit the library as well as raising the education quality in Indonesia [2, 3].

According to the National Standardization Agency for Indonesia (2009), a library is an institution that manages library materials organized systematically with standardized rules, served for the purposes of education, research, preservation, information, and recreation for its users [4]. Then for a public library it can be interpreted as a company organized by the district / city government which has the main task of carrying out library development in the district / city area and carrying out library services to the public who do not differentiate between age, race, religion, socioeconomic status, and gender.

A library is an effort to maintain and increase the efficiency and effectiveness of the teaching-learning process. Libraries that are well organized and systematic, directly, or indirectly, can facilitate
the teaching and learning process in the school where the library is located. This is related to advances in education and improvements in teaching and learning methods which are felt to be inseparable from the problem of providing educational facilities and facilities.

Behavioral architecture is an architecture whose application always includes behavioral considerations in the design. Behavioral architecture is an architecture that discusses the relationship between human behavior and their environment. This of course cannot be separated from the psychological discussion which is generally defined as the science that studies human behavior with its environment.

The principles in behavior architecture that need to be considered in its application according to Carol Simon Weisten and Thomas G David, include: 1. Able to communicate with humans and the environment. The design should be understood by the user through sensing or imagining the building user. The form presented by the designer can be fully understood by building users; 2. To accommodate the activities of its residents in a comfortable and fun way. Comfort is meant by physical and psychological comfort, where physical comfort means comfort that directly affects the state of the human body such as thermal comfort. Meanwhile, psychological comfort can be achieved by creating a sense of calm and pleasure in the user; 3. Meet the aesthetic and composition values.

2. The methodology
The research method used in this study is a descriptive method, a research that intends to understand the phenomena experienced by the research subjects. The types of data collected in this study are divided into two, namely primary data and secondary data. Primary data is data obtained directly from the field, such as observations, field surveys, and the distribution of questionnaires to respondents through google forms and public library visitors.

The questionnaire is a method of data collection which is done by giving written questions to respondents. The question given is a variable that has been measured and based on existing standards. Based on the form of the questions provided, the questionnaire was divided into two, namely open and closed questions. For closed questions, respondents are required to answer from the choices that have been given, while in open questions, in addition to give the choice of answers, respondents are also given the choice to answer based on their own perceptions.

3. Result and discussion
The questionnaire was collected from 75 respondents with average age of children, teenagers, and those in early 20s. Dominated by women in gender and almost half of the respondents are students. These respondents were asked to fill out questionnaire about library.
Figure 1. Interest in visiting library diagram.

As many as 65% of respondents said they were quite interested in visiting the public library, 28% said they were very interested, and 7% were not interested in visiting the library. This proves that most respondents have a sense of interest in visiting the library, and based on age data, those who answered were quite interested and very interested were those who were in their teens to their 20s. Besides that, respondents’ answers regarding the intensity of visiting the library were dominated by those who answered rarely visit library, which was 76%. Whereas 14.7% had never been to a library, and 9.3% stated that they quite often visit library. Although most respondents expressed interest in visiting library, the intensity of their frequency in visiting library was not high (see figure 1).

Figure 2. Purposes in visiting library diagram.

Of respondents came to the library with the aim of finding book references (51%), to do the work/studying (29%), came to participate in certain activities/events held in the library (12%), and 8% did other activities such as reading books or just to enjoy the atmosphere in the library. Dominant, respondents come to the library with the aim of looking for book references or just doing work. This proves that respondents have a strong purpose to meet their educational needs (see figure 2).

Figure 3. Activities in library diagram.

Reading books is the most activity carried out by respondents (57%), then 35% work on assignments in the library, 7% gather with friends, and 1% look around the library collection. Most respondents stated
that what they used to do in the library was reading books in the library collection and using their quiet environment to do their work (see figure 3).

As many as 65% of respondents said that their library was quite comfortable, 24% said it was very comfortable, while another 11% said it was uncomfortable. For the level of comfort felt by respondents, the majority stated neutral or quite comfortable, it proves there are aspects related to comfort that still do not meet standards (see figure 4).

Respondents said that 40% want additional facilities in the form of community lounges in the library, 34% choose the reading area, 24% choose the computer area, and 2% choose the playground as an additional facility. Community lounge is the facility that is most sought after by respondents. Based on the data of the age who chose the community lounge, it can be concluded that those in their 20s need a shared space or area that gives the impression of being more casual than formal like a library in general (see figure 5).
Figure 6. Satisfaction in library facilities diagram.

Respondents said they were quite satisfied with the facilities in the public library (68%), 17% said they were not satisfied, and 15% were still very satisfied. With the number of respondents who chose neutral or quite satisfied with the facilities available at the library, it was proven that there was a need to improve the quality of existing facilities and add facilities needed by users as well as the community lounge which was the number one choice of respondents in the previous question (see figure 6).
With several library design options provided, both for the children's and adult library categories, options 2 and 3 became the top choices, with each 28% of respondents, option 1 (23%), option 4 (10%), option 6 (8%), and option 7 (3%). The percentage figures in choices 1, 2, and 3 do not have significant differences, but based on the results it can be concluded that option 3 which is an example of an adult library design being the most popular choice, while for the category of children's library the most popular is option 2.

4. Conclusion
The study of user’s preferences in public library in Central Jakarta has been carried out and can be concluded as follows: Based on the results of the existing questionnaires, most of the respondents stated that they had an interest in visiting the library although most also said that the intensity of visiting the library was not high, this could be due to their statement stating that the level of comfort and satisfaction with quality and library facilities are only sufficient or neutral. With that, it can be concluded that public libraries must improve the quality and other aspects that can invite the public to come and carry out activities as they should. This can be assisted by providing or providing the facilities needed by visitors as well as considering the designs that are more desirable or in demand by society today. Creating ideal library by meeting and paying attention to aspects of standard guidelines regarding libraries both for facilities and quality. Additional functions or facilities needed by visitors in the form of a community lounge. Providing complete and well-maintained facilities. Creating a library that has a design that is more desirable or desirable to the community, especially children, so that it can attract them to visit.

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