

# Strategi Perpustakaan Umum dalam Memberikan Pelayanan kepada Pemustaka Disabilitas: Studi Kasus Perpustakaan Cikini = Public Library Strategy in Providing Services to Users With Disabilities: Case Study of The Cikini Library

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## Abstrak

Penelitian ini bertujuan untuk mendeskripsikan strategi Perpustakaan Cikini dalam memberikan pelayanan kepada pemustaka disabilitas serta strategi dalam mengatasi hambatan. Metode penelitian yang digunakan adalah kualitatif dengan pendekatan studi kasus. Pengumpulan data dilakukan melalui wawancara, observasi sejak bulan Maret hingga Mei 2023, analisis dokumen, dan menggunakan analisis coding. Hasil penelitian menunjukkan ketersediaan fasilitas ruang inklusi, toilet disabilitas, jalur kursi roda, parkir khusus, dan lift aksesibel. Memiliki layanan khusus seperti layanan peminjaman, layanan prioritas, dan layanan kunjung serta koleksi khusus berupa buku braille, audiobook, dan komputer bicara. Staf perpustakaan telah diberikan pelatihan pelayanan umum, penanganan pemustaka dengan gangguan jiwa, serta pengoperasian alat-alat di ruang inklusi. Perpustakaan juga memiliki kerja sama dengan organisasi disabilitas. Meskipun demikian, hambatan yang ditemukan adalah minimnya ketertarikan pemustaka disabilitas terhadap literasi dan aksesibilitas yang belum sepenuhnya terpenuhi, dan staf perpustakaan menghadapi kesulitan dalam berkomunikasi dengan pemustaka tunarungu. Kesimpulan penelitian ini adalah Perpustakaan Cikini memiliki komitmen untuk mewujudkan pelayanan yang inklusif dan aksesibel bagi pemustaka disabilitas berdasarkan fasilitas, layanan dan koleksi, kemampuan staf, dan kerja sama perpustakaan yang dimiliki. Rekomendasi penelitian ini meliputi peningkatan aksesibilitas fasilitas perpustakaan, pelatihan bahasa isyarat bagi staf perpustakaan, meminjamkan koleksi kepada individu, dan peningkatan kerja sama dengan organisasi disabilitas guna meningkatkan minat literasi.

.....This study aims to describe the Cikini Library's strategy in providing services for disabled users and strategies in overcoming obstacles. The research method used is qualitative with a case study approach. Data collection was carried out through interviews, observations from March to May 2023, document analysis, and using coding analysis. The result showed the availability of inclusion room facilities, disabled toilets, wheelchair ramps, special parking, and accessible lifts. The library have special services including loan services, priority services, and visiting services, also special collections such as braille books, audiobooks, and talking computers. Library staff have received training in public services, mental disorders handling, and operating tools in the inclusion rooms. The library collaborates with disability organizations. However, the obstacles identified including the lack of interest among disabled users in literacy and unfulfilled accessibility, and library staff face difficulties in communicating with deaf users. The study concludes that the Cikini library is strongly committed to inclusive and accessible services for disabled users through facilities, services, collections, staff capabilities, and collaboration. Recommendations from this research include improving the accessibility of library facilities, training staff in sign language, providing individual loan, and increasing collaboration with disability organizations to promote literacy among disabled users.