

Accessibility of Library Building for People With Disabilities in Jakarta Library

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Abstract

The lack of accessibility for people with disabilities in public facilities makes it difficult for people with disabilities to carry out activities and mobility easily, safely, comfortably, and independently, especially in terms of meeting information needs and accessing information needed in libraries. This study aims to find out the implementation of accessibility of library buildings for people with disabilities in the Jakarta-Cikini Library. The research method used is a qualitative approach with a type of case study research. Data collection through observation, interviews, and documentation. The selection of informants in this study used purposive sampling. The results showed that the implementation of accessibility of library buildings for people with disabilities in the Jakarta-Cikini Library can be said to be quite good based on IFLA standard guidelines. There are only a few accessibility that have not been implemented thoroughly such as disability-only parking lots far from the entrance and symbol colors in parking lots that have faded, doors and walls that use glass there are no stickers or warning signs to watch out for glass, the unavailability of an induction loop system at the circulation and information desk, the unavailability of handles to help disabled people standing on the toilet and the absence of the application of guiding blocks Inside the library.

Keywords: Service accessibility, disabled users, public libraries

INTRODUCTION

People with disabilities are often still underestimated in society because of limitations and differences. People with disabilities still live in backward conditions due to obstacles and difficulties in carrying out life independently with adequate access such as in public spaces where there are no signs or warning signs that are not accessible (Salim, 2022). In Law No. 8 of 2016 concerning persons with disabilities article 1 paragraph 1 states that Persons with Disabilities are everyone with long-term physical, intellectual, mental, and/or sensory limitations who interact with the environment and may experience barriers and difficulties participating fully and effectively with other citizens on the basis of equal rights.

The World Health Organization (WHO) estimates that about 15% of the world's population has a disability. The ever-increasing number is due to population aging and the increasing prevalence of non-communicable diseases. Indonesia based on SUPAS data in 2020, 5% of Indonesia's population is disabled (Bps.go.id, 2020). Existing urban infrastructure, including the environment, buildings, and transportation, must be usable by all communities. However, places like this are still hard to find in Indonesia. Imperfect implementation results in difficulty for people with disabilities carrying out activities and mobility because access cannot be used easily, safely, comfortably, and independently (Ekowarni et al., 2015).

Library is one of the public facilities that can be used by everyone without exception, everyone has the right to get the same information rights without discrimination. Information is one of the human needs that is useful for personal development and social environment, everyone has the right to own, store, process, and transmit information through all available channels (Poerwanti & Cipta Utama, 2021). Everyone has different information needs according to their needs, as well as people with disabilities. They need information in their lives such as for learning or self-development.

Information needed by people with disabilities is available in special media such as braille books, audiobooks, and daisies, and so on tailored to their needs. Law of the Republic of Indonesia No.43 of 2007 concerning libraries, in article 2 it is stated that libraries are organized based on the principles of democracy and justice so that libraries can be accessed by anyone. Article 5 paragraph 3 reaffirms that people who have physical, emotional, mental, intellectual, and/or social disabilities and/or

disabilities are entitled to library services tailored to their respective abilities and limitations.

In addition to the right to information, persons with disabilities also have the right to easy, safe, and comfortable accessibility. To access the information they need, accessibility is needed so that people with disabilities can reach the information they need. The facilities and infrastructure available are still inaccessible to users with disabilities making limited access to the information they receive or want (Prasetyawan, 2020). Law No. 8 of 2016 article 1 paragraph 8 concerning persons with disabilities states that accessibility is a facility provided for persons with disabilities in order to realize equal opportunities.

There are standard guidelines for Access to libraries for persons with disabilities from IFLA (International Federation Association and Institution). IFLA created a *checklist*, as a guide for libraries to be able to provide services with accessibility for people with disabilities. IFLA recommends that library administrators pay attention to implementing accessibility of library services for persons with disabilities. The use of IFLA standards in this study is because the standards contain very detailed references to accessibility for people with disabilities that must be in a library.

Research on the accessibility of library services for people with disabilities continues to grow as awareness grows of the importance of inclusion and equality in society (Listyaningrum, 2022). Such as research conducted by Sari Dewi Poerwanti and Yudi Harianto Cipta Utama in 2021 which examined the accessibility of physical services for users with disabilities at the Jember Regency Public Library. Showing that, the Regional Public Library of Jember Regency has provided a guiding block outside the library building to the main entrance of the library building. However, after four years of inauguration, its current condition is abandoned. The guiding block pieces were mostly broken and unusable and there was no area plan/map in braille for blind users and no handrail was found on the circulation path which is very useful for disabled users. Similar research was also conducted by Ahra Mulidiya and Ardisal in 2018 which examined the physical accessibility of the library of the Faculty of Education, State University of Padang to students with disabilities. The results show that the corridor category to the library is not yet accessible, the stairs to the library are already accessible, the library entrance can be said to be accessible, and accessibility in the library that are not yet accessible.

Based on previous research, it can be seen that many libraries are still not fully disability-friendly, especially in terms of providing accessibility. Research on the

accessibility of library buildings for people with disabilities in Jakarta is still rarely done, so the author wants to conduct more in-depth research on the implementation of library building accessibility for people with disabilities, especially at the Jakarta-Cikini Library.

METHOD

This research uses a qualitative approach with a case study research type. The subjects in this research are users with disabilities who have visited and used physical accessibility at the Jakarta Library. The research object in this study is the application of accessibility for people with disabilities according to IFLA standards. Data collection techniques using interviews, observation, and documentation. Technical data analysis with data reduction, data presentation, and verification or conclusion. And data validity with expert triangulation.

RESULTS AND DISCUSSION

1. Outside The Library

Access outside the library is also very important, especially for people with disabilities to get to the library building. Accessibility outside the library includes a parking area available close to the library entrance, clear and easy-to-read road signs, stairs, and ramps that are not too steep and slippery and equipped with fences on both sides of the ramp.

At the Jakarta Library, a special parking lot for people with disabilities is already available. However, the existing parking lot cannot be said to be accessible because the color on the symbol of the special parking lot for people with disabilities has faded so that it is not visible, the car park is very dark because the existing lights are off and the parking lot is far from the library entrance so it is not flexible for people with disabilities.



Figure 1. Disability Parking
Source: Researcher, 2023

The disability parking lot is different from the general parking lot, this is because this parking lot is specifically for people with disabilities to make it easier for them so that the design of the parking lot needs to be considered, not only is there a special sign for the disability parking lot, it is also necessary that the disability parking lot is close to the entrance of the building (Sudarjat, 2022).

Directions to the outside of the library are available from the front steps leading into the library, from the parking lot, and also special lane instructions for people with disabilities who use wheelchairs and roads with guiding blocks for people with visual impairments.



Figure 2. Directional signs
Source: Researcher, 2023

Access outside the Jakarta Library to get inside the library has access using stairs at the front of the library building as well as elevator access and a special wheelchair-user path located on the side of the library building.



Figure 3. Stairway

Source: Researcher, 2023



Figure 4. Wheelchair-only lanes

Source: Researcher, 2023

The road outside the library has been equipped with a guiding block for visually impaired disabled users to get to the elevator and go inside the library. Guiding blocks in public spaces play an important role as guides for blind people, as if the sign were an eye for blind people and makes it easier for them to walk (Kahfi et al., 2020).



Figure 5. Guiding block outside the library

Source: Researcher, 2023

Accessibility outside the library can be said to be quite flexible at the entrance to the library. Such as the available wheelchair-user path, the even application of guiding blocks, stairs that are not steep, smooth and non-slip road surfaces, and clear directions. While the special parking lot for disabilities is still less flexible because the location is not near the entrance, the color of the symbol has faded, and the lack of lighting in the car parking area.

2. In the Library

The library entrance must be accessible to all users including people with disabilities, especially wheelchair users and the visually impaired. For this reason, access to the library entrance includes an entrance that is wide enough and uses automatic doors, glass doors marked to warn the visually impaired, ramps that are easily accessible to wheelchair users and not slippery, stairs that are not too high, elevators that are bright, wide and the elevator buttons are easily accessible to wheelchair users and available in braille.

The Jakarta Library has a wide, unobstructed space in front of the entrance to allow wheelchair users to turn around and pass through. The entrance is also wide and allows wheelchair users to enter. The doors used are glass doors that are not yet automatic, the doors used are still manual doors with doors that are always open so that users do not need to open the door themselves.



Figure 6. Entrance area inside the library

Source: Researcher, 2023

The thing that must be considered in the use of glass in public facilities is accessibility for people with disabilities, especially people with visual disabilities. The application of doors or wall dividers with glass should be given a sign, image, or color on the part so that people with visual disabilities, especially low vision, can distinguish it. Visual aspects such as contrasting color differences are also beneficial for low vision blind children who are still able to absorb visual information (Baktara & Setyawan, 2021). The low-vision blind are more sensitive to light stimuli than the totally blind so the use of contrasting colors helps to facilitate movement colors can also act as signals, such as some colors have an agreed sign function for example yellow is a turn sign for low vision, this type of blindness responds strongly to color (Lestari & Widarthara, 2012).

In addition to an accessible entrance, the elevator must also be accessible to people with disabilities. The Jakarta Library has a bright elevator, a size sufficient for wheelchair users to use, equipped with embossed elevator buttons and buttons with braille, but the braille buttons are incomplete and some are damaged. Elevators available in public facility buildings should be equipped with braille buttons to make it easier for visually impaired people to use the elevator. All control panel buttons should be equipped with braille displays installed in such a way that they do not interfere with the regular control panel (Jefri, 2016).



Figure 7. Lift

Source: Researcher, 2023

Accessibility in the library has been said to be quite accessible, such as the entrance, wide security checkpoints for wheelchairs, and wide enough elevators with buttons that are easy to reach. However, for glass doors, the application of warning stickers or signs is not yet available. Glass doors and walls should be marked with pictures or writing so that blind low vision users can distinguish them. In addition, the application of guiding blocks in the inner area of the library has not been applied, the application of guiding blocks only exists in the outer area of the library. The braille buttons on the elevator are still lacking attention because many of the braille buttons on the elevator have been damaged and have not been justified, although the buttons are embossed the existence of braille buttons should also be considered.

3. Physical Space

A disability-friendly library should have easy-to-use accessibility such as bookshelves that are easily accessible to wheelchair users, reading tables and computers with appropriate heights, hallways that are not narrow and obstructed, chairs with armrests that are sturdy and comfortable, and staff who are trained to assist users when in difficulty.

At the Jakarta Library, the bookshelves are at a height that has been adjusted so that they can be reached by wheelchair users, the aisles between bookshelves are also wide and unobstructed, the chairs are not equipped with armrests, the reading tables are at height that has been adjusted and there are staff on duty to help if there are users who are in difficulty.

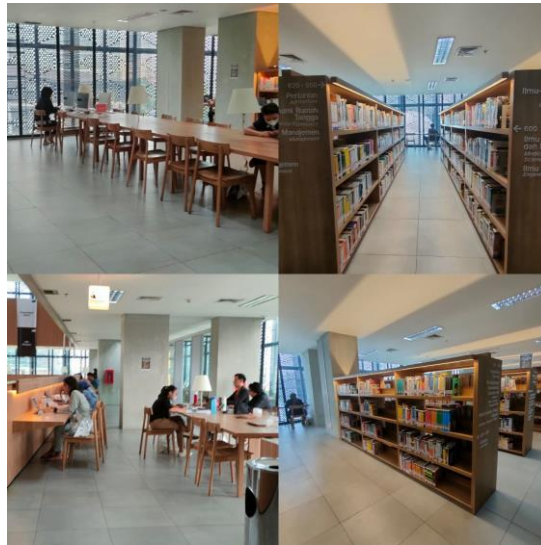


Figure 8. Reading room

Source: Researcher, 2023

The presence of staff in the physical space is also important so that when users have difficulty accessing books, they can be assisted by staff. At the Jakarta Library, the staff have been trained to be able to communicate and serve users with disabilities.

Accessibility in the physical space can be said to be quite flexible. It's just that the chairs available are not equipped with sturdy armrests for the convenience of users when reading.

4. Toilet

Toilets for people with disabilities must have easy and convenient accessibility. Toilet accessibility such as a clear sign indicating the location of the toilet, an entrance and toilet room that is wide enough for wheelchair users to enter and turn around, handles and flushing levers that can be reached, sinks and mirrors at an appropriate height, handles to help stand up and security alarms that are easily accessible.

The Jakarta Library has a disabled toilet, and the location of the disabled toilet is clearly marked. The existing disabled toilet has a wide enough entrance and space so that wheelchair users can easily enter and freely in the toilet, there are handles and flushing levers as well as sinks, mirrors and alarm buttons at an appropriate height so that they can be reached by wheelchair users. However, the toilet is still not equipped with a handrail to help the physically disabled stand up.

Disability toilets have a special design to suit the needs of users. In order to be used easily, the design of the disability toilet must be adjusted (Lustiyati &

Rahmuniyati, 2019). The toilet door must be wide and allow wheelchairs to pass freely, the toilet door uses a sliding door. In addition, it is necessary to install stainless steel grab bars on both sides of the toilet to make it easier for disabled users to hold hands and help them sit and stand, it is better to have a sitting closet with an eco washer and the sink faucet should have a sensor system that functions to automatically turn on the water when the hand is near the faucet (Fatmawati, 2020).



Figure 9. Disability Toilet
Source: Researcher, 2023

The accessibility in the toilet can be said to be quite flexible. Such as the availability of signs that clearly indicate the location of the toilet, a door wide enough for wheelchairs to enter, enough toilet space for wheelchairs to move, an alarm button that is easy to reach, a sink and mirror with an appropriate height and a flushing lever that is easy to reach. It's just that the handrail on the toilet should be applied to make it easier for people with disabilities to stand up and be able to use the toilet comfortably.

5. Circulation Table

The circulation table or the loan and return table of the physical collection is the main service in the library. At the circulation table accessibility needs to be implemented such as tables with adjustable height, chairs for disabled and elderly users, accessible circulation and induction loop systems, or audio technology for hearing and communication for people with hearing impairments.

Jakarta Library has a circulation table in each reading room. The circulation table is located at the front of the reading room, the table is available at an appropriate height, there is a chair at the circulation table but there is no induction loop system.

For circulation services books can be borrowed directly at the library or via the library web.



Figure 10. Circulation Table

Source: Researcher, 2023

Accessibility at the circulation desk can be said to be flexible, such as tables with appropriate heights and the availability of chairs for people with disabilities and the elderly. However, the induction loop system is still not available. The availability of an induction loop system can make it easier for librarians to communicate with users with deaf disabilities so that the information needed and the information provided can be conveyed maximally and clearly.

6. Information/Reference Desk

The library as an information provider should have an information/reference desk. The information/reference desk should have accessibility features such as height-adjusted tables, chairs for disabled and elderly users, a waiting area for the information/reference service queuing system, and an induction loop system for people with hearing impairments.

At the Jakarta Library, information desks are available in each reading room. The information desk is attached to the circulation desk. The desk is of an appropriate height, there are chairs at the circulation desk but no induction loop system. Similar to the circulation desk, the height of the information desk has also been adjusted to the standards used by the library.

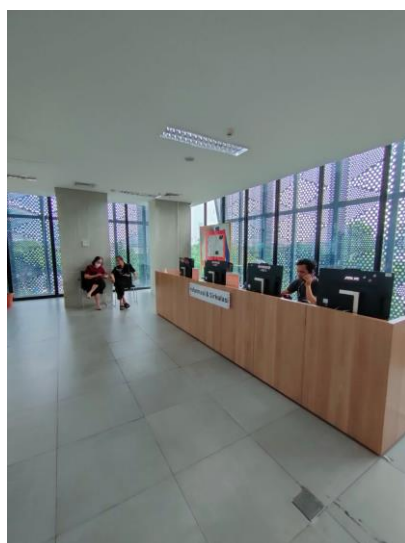


Figure 11. Information Desk
Source: Researcher, 2023

The accessibility of the information/reference desk can be said to be flexible, but the induction loop system is still not available. The availability of an induction loop system can make it easier for librarians to communicate with deaf visitors so that the information needed and the information provided can be conveyed maximally and clearly.

7. Children's department

Libraries as places of lifelong learning should provide information resources not only for adults, teenagers, and the elderly but also for children. All children with disabilities have the right to information. Accessibility exists in the children's room such as clear signs indicating the location of the children's room, colored tactile lines leading to the children's room, unobstructed hallways, talking books and other special media, computers, and shelves and picture bookcases with data accessible to wheelchair users.

Jakarta Library has a children's room with a clearly marked location, unobstructed hallways and pathways to the children's room, and special collections such as talking books, computers, and wheelchair-accessible bookshelves. However, there are no colored tactile lines leading to the children's room. There are two rooms for children, namely the playroom and the storytelling room. The playroom is a room for children to play in which there are many educational toys for children, while the storytelling room is a room for children to read books. However, there are still no colored tactile lines or guiding blocks that lead or show the way to the children's room.

Although children with disabilities visit the library together with their parents, the application of guiding blocks is important so that children with visual impairments are familiar with and understand the guiding path. There are two types of guiding block textures with different meanings, guiding blocks that have a striped texture are interpreted as the right path or path that must be followed. While guiding blocks with a rounded texture are interpreted as a hint of danger or an object blocking the road ahead (Padzi & Ibrahim, 2012).

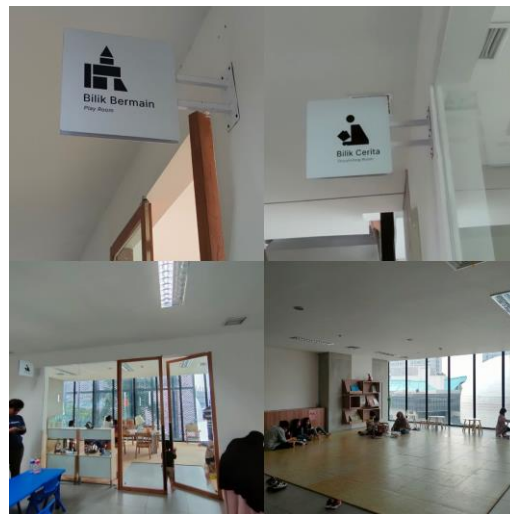


Figure 12. Children's room

Source: Researcher, 2023

The children's room has accessibility that can be said to be flexible, such as available signs to the children's room, unobstructed hallways, there are talking books, computers, and bookshelves that are easily accessible to wheelchair users. However, there is still no application of colored tactile lines or guiding blocks that lead to the children's room.

8. Disability Department

Libraries should not only provide resources for non-disabled people but should also provide resources needed by people with disabilities. The disability room should have accessibility such as guiding blocks leading to the disability room, clear signs, comfortable seating with bright reading lights, tape recorders, CD players, DAISY (Digital Audio Information System) and other equipment to complement the audiovisual collection, magnifying glasses, and computers with screen readers. In

addition, librarians who are knowledgeable about people with disabilities can serve disabled users according to their needs.

Jakarta Library has a special room for people with disabilities called the inclusion room. There is a clear sign indicating the location of the inclusion room, but guiding blocks to the inclusion room have not been provided. The application of guiding blocks only exists from the inclusion room to the disability toilet. For excellent service, adequate accessibility is needed, as for the physical accessibility needed, namely the application of guiding blocks for people with visual impairments. Guiding blocks are facilities for people with visual disabilities that allow them to realize equal opportunities in using and participating when using public buildings, the environment, and public transportation (Tumorang et al., 2022).

In the inclusion room there are special collections for disabled users such as braille books, audio books, tape recorders, CD players, DAISY and computers with screen readers. The available collection can be said to be quite complete.



Figure 13. Disability collection

Source: Researcher, 2023

In addition to the availability of collections, the presence of staff in the inclusion room is also very important. The presence of staff to assist disabled users who will use collections such as audiobooks, DAISY, computers with screen readers, and others. Other skills should also be possessed by librarians in the disability room, such as communicating with sign language and other knowledge about people with disabilities. However, at the Jakarta Library, the existing librarians do not have special skills in communication such as sign language.

Sign language is a system of gestures presented as a combination of hand and finger movements, body, head, and facial expressions that deaf people in Indonesia

agree to use to work, communicate and identify themselves (Gumilang, 2018). *JBI (Juru Bahasa Isyarat)* is like an ear for the deaf, whose job is to capture information and communication from hearing people and convey it to the deaf in sign language. JBI is also like a mouthpiece for deaf people, converting sign information from deaf people into verbal information intended for hearing people. Equal access to information (Rahmi, 2022).

The accessibility in the inclusion room can be said to be quite flexible. The collection available is adequate and according to the needs of users with disabilities. The available collections are also easily accessible, coupled with the presence of staff who will assist users in using the available collections. However, there is no guiding block from the entrance to the disability room and the staff have not received sign language training to be able to communicate with visitors with hearing and speech disabilities. So communication is still done through writing.

CONCLUSIONS

Based on the results of research and discussion as well as interviews and observations that researchers have conducted, it can be concluded that the implementation of library building accessibility for people with disabilities at the Jakarta-Cikini Library can be said to be quite good based on the IFLA standard guidelines. Flexible accessibility includes clear direction signs, non-slip and unobstructed paths, ramps and stairs that are not steep and there are railings on both sides, guiding blocks on the outside of the library, entrances and security checkpoints that are wide enough so that wheelchairs can pass, bright elevators with buttons that are easily accessible from wheelchairs and braille buttons, reading tables and bookshelves with appropriate heights, spacious unobstructed aisles between shelves, spacious enough toilets with appropriate sink and mirror heights, and the availability of special collections for disabilities such as DAISY, audio books, computers with screen readers and so on for both children and adults.

As for accessibility that is less flexible, it includes a special parking lot for disabilities that is far from the entrance and the color of the symbol on the parking lot is faded, doors and walls that use glass have no stickers or warning signs to watch out for glass, the unavailability of an induction loop system at the circulation and information desk, the unavailability of handles to help the disabled stand in the toilet and the absence of guiding blocks in the library.

SUGGESTIONS

The library conducts continuous control or evaluation of the process of implementing accessibility for people with disabilities in the library. The library promotes the availability of disability services and collections. The library provides handrails on the disabled toilet to make it easier for the physically disabled to stand. The library provides stickers or symbols on glass doors and walls so that low vision disabilities can distinguish. The library provides a special disabled parking lot that is closer to the entrance to make it easier for disabled users who bring private vehicles. The library applies guiding blocks in the library area to facilitate the mobility of visually impaired users.

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