



HUMANIZING THE LIBRARIES AND ITS USERS: A STUDY OF INDONESIA'S AWARD WINNING PUBLIC LIBRARIES IN 2010

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INTRODUCTION

- In 2004, the Indonesian government applied the Regional Autonomy Acts which transferred the power from govern to provinces, towns and regencies in almost all matters except finance, religious, foreign relation and military affairs.
- In the act number 32 of 2004 article 1 paragraph 5 mentioned that provinces, towns and regencies have the right, authority and duty to regulate autonomous and manage their own affairs and interests of local communities in accordance with the legislation.

- And in verse 6 is further explained that the area is called the unity of legal community who have boundaries and authority to administer and manage the affairs of government and public interest at its own initiative, based on the aspirations of the people within the Unitary Republic of Indonesia.
- The power transfer also covering the library related matters to 497 town and regency public libraries.



- The government policy have an impact on the development of public libraries in Indonesia.
- The public library progress depends on the local chief concern.
- Ten years after the Autonomy Act, The National Library of Indonesia (NLI) conducted a nation wide Competition to judge the best public libraries in terms of library services to the users, including extension ones.

PUBLIC LIBRARY IN INDONESIA

- The duties and functions of Public Library is to serve all levels of society to obtain various kinds of information and increase knowledge through reading material.
- Furthermore Public Library has a very important function, among others, as a place of lifelong learning, where the public library has the task of building a learning environment to the wearer community members motivated to continue to learn and encouraged to share knowledge.

- Humanizing the public library and its users is the purpose of the public library standard setting. The needs for the greater variety of information deemed as more advanced and the development of science and technology.
- Currently, the role of the Public Library is one means of improving people's intelligence. It becomes particularly important.



PUBLIC LIBRARY COMPETITION

- The competition aims to see the libraries development in the province, regency / municipality.
- Since the autonomy policy was imposed, the condition of the libraries in Indonesia did not develop as expected. The region that noticed by the head of a local library, then the library will have a good development, but otherwise, the library suffered a setback.

- The libraries are rated as good is the library that meets minimum standards. The minimum standard of public library established by a government agency named National Standards Institution.
- The National Library of Indonesia is one of the technical committee. The elements committee consist of bureaucrats, consumers, producers and experts. The public library standard setting is one of the Indonesian government's efforts in developing the public library.

- The competition was intended to motivate the public library to grow, and for the National Library of the Republic of Indonesia is an evaluation to determine the extent of the grant given used in accordance with the indicators and established procedures.
- Further results of this study is to see how far the impact of the funds provided in the improvement of library and its users.

PUBLIC LIBRARIES PROFILE



PUBLIC LIBRARIES PROFILE





METHOD



- The target are public libraries who got block grant i.e. financial aids from National Library of Indonesia during the fiscal years 2007-2009 albeit the existence of an Autonomy Act.
- The activity starts from the setting at the national level. The provincial government participants in the competition are districts / cities in the region.
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National Provider Organizations

- Organization of the national organizers were in Jakarta at the National Library Agencies. National organizing committee was established by the Decree of the Head of the National Library.
- The Duties of National Organizing Committee:
- 1. Develop guidelines for the implementation of a public library competitions
 - District / City
- 2. Establish a National Jury Team;
- 3. Compiling the component / instrument competition;
- 4. Prepare schedule of competitions;
- 5. Conducting assessment of the national level.
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Regional / Provincial Organizations

- The provincial level presenting organizations in the province concerned and hosted by Agency / Office Regional Library. Committee organizers regional level established by the Decree of the Head of Agency / Office Regional Library.
- Regional Level Task Organizing Committee:
 - 1. Develop guidelines race organizing a public library district / city based on guidelines established by the central government.
 - 2. Establishing Provincial Jury Team;
 - 3. Compiling the component / instrument refers to the regional competition at the national guidelines;
 - 4. Schedule of activities refers to the regional level competition guidelines at the national level; the regional
 - 5. Conducting assessment of



ELECTIONS IN THE NATIONAL LEVEL

1. Requirements Participants

- Participants at the national level is 1 (one) public library district / city development grantees first phase (the period from 2007 to 2009) were selected by the organizers of the level of the Regional / Provincial.
- 2. Assessment components include the following aspects:
 - a. Organization / structure library
 - b. Facilities and infrastructure
 - c. Manpower (HR)
 - d. Collection
 - e. Service
 - f. Promotion
 - g. Cooperation
 - h. Budget
 - i. Supporting activities
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C. Elements assessed are as defined by national standards Public Library.

1. Technical Assessment

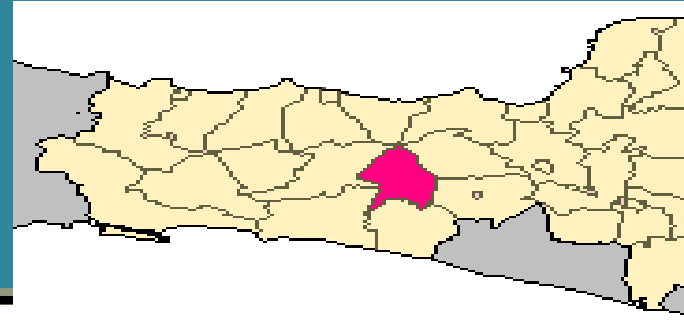
- a. Committee receives the national level competitions and other supporting data and photographs of events Public Library District / Municipality concerned, not later than June 15, 2010. Each province sends winners at the provincial level.
- b. The committee determines the national provincial nomination winner, the jury determined the top 10;
- c. National Jury Team will review directly to the ten nominations;
- d. National Jury Team determines the winner / champion I, II, III and Hope I, II, III;
- e. The winner / winners I, II, III and Hope I, II, III will be invited to Jakarta to receive the award on August 4, 2010

2. Assessment Time

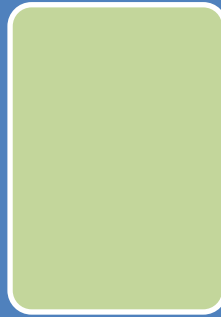
- The Competition Assessment Time of Public Library District / City starting June 15 at the national level to July 15, 2010
- Result

The participants are 100 public libraries come from 28 out of 33 provinces. The first three winners are from province of Central Java, North Sumatera, and South Kalimantan. The first winner is from Wonosobo, a small city in Central Java.

THE FIRST WINNER: WONOSOBO PUBLIC LIBRARY (CENTRAL JAVA)

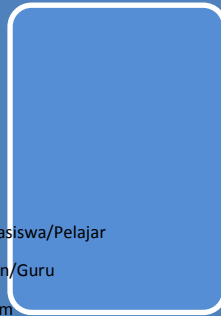


USERS STATISTIC



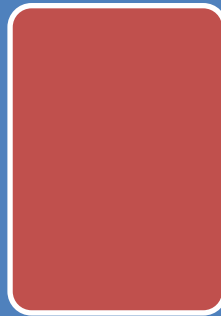
PUBLIC

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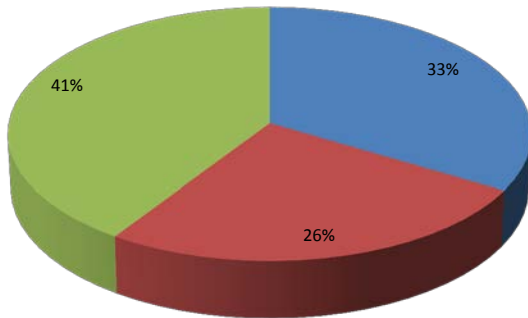
STUDENT

- (33%)



TEACHER/LECTURE

- (26%)



■ Mahasiswa/Pelajar
■ Dosen/Guru
■ Umum

USER SERVICES



INTERNET SERVICES



THE FIRST WINNER PROFILE

Wonosobo Public Library (Central Java)

- This library fulfill the need of reading material. The students come to this library because their school library doesn't have enough book for their study.
- Many activities are held in this library such as books and library exhibition, workshop on many subjects, reading competition, library training etc.
- They also provide the toys and games for the children beside books in children reading area.

- The small and compact mobile library is always ready to reach the people who live far away from the public library. This library is not only bring the book but also provide some reading and cultural program.
- This library is a success thanks to the support of the regents.

- Another achievement that gained in this district associated with the library is as follows.
 1. 2005: First Winner of Public Library District Competition / Municipal Provincial and National Level
 2. 2006: First Winner of Provincial Competition of Village Library,
 3. 2007: First Winner of Provincial Competition and Village Library, and Runner first of National Children's Stories Competition,
 4. 2008: First Winner of Provincial Children's Story Competition, and Winner of Provincial of Village Library Competition,
 5. 2009: Second Place of Village Library Provincial Competition.

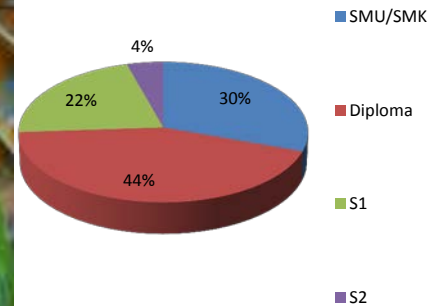
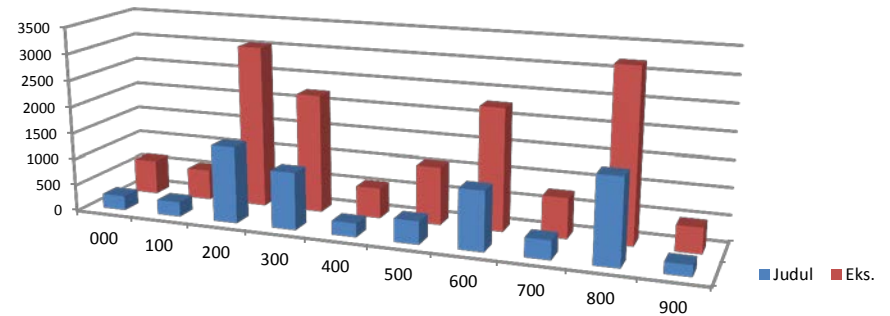
THE SECOND WINNER: TEBING TINGGI PUBLIC LIBR (NORTH SUMATERA)



USERS SERVICES



THE THIRD WINNER: HULU SUNGAI UTARA (SOUTH KALIMANTAN)



USERS SERVICES



THE WINNERS PROFILE

- While the other next awards were given to public libraries situated in Central Sulawesi, West Nusa Tenggara and South Sulawesi. The common features of the winners are
- 1. The public libraries are serving also the handicapped persons
 - This includes the partially sighted users although lack of Braille- printed-books;
- 2. The mobile libraries service representing the harmony religious life in the forms of providing mobile library service to mosque libraries on Friday (the compulsory prayer day for the Moslems) and Sunday to the church libraries.

- 3. The public libraries succeeded to secure library budgets from the regents and mayors which must be approved by the local parliament. This is a real struggle as most of the local parliament members do not understand what a library is and what its beneficiary for the people;
- 4. The extension of mobile library services.
All the public winners succeeded in extending the library services to the isolated communities in spite of bad infrastructure such as bad roads,

- 5. Reviving the local traditions by conducting story telling based on the local folklore
- 6. Conducting some civic duties such as recruiting volunteers to teach house wives on local culinary, religious teaching , practical skills such as sewing.
- 7. The winning public libraries has succeeded in obtaining support from corporations in lieu of corporate social responsibility (CSR). With such various activities, it is appropriate enough those winning public libraries to win the National Library of Indonesia's Outstanding Public Library Awards 2010.

Conclusion

- The NLI conducted every three year national competition among various type of libraries to win the national award presented by NLI. In 2010, the NLI Jury team decided to win the first position to Wonosobo municipal public library, the second winner is Tebing Tinggi municipal public library, North Sumatera and the third one is Hulu Sungai Utara municipal Public Library, South Kalimantan. All those winners showed a good attitude toward users, spread the idea of multi-pluralism and multi-culture to the public and **humanizing the service**

THANK YOU

