LIBRARY SERVICES ENVIRONMENT FOR STUDENT WITH DISABILITIES IN HIGHER EDUCATION

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Abstract
The purpose of this paper is to give awareness that student with disabilities also have their information needs in study but they did not get the right facilities in accessing the information through many aspects. This paper also highlight about what are the barriers that make the disabled student can't enjoy the facilities like other students such as from the aspect of the physical access to the library, the appropriate web accessibility and the use of the assistive technology in libraries . The libraries are plays a main role in serve the student with disabilities and also librarian are require guiding the student with disabilities in access the information.
Keywords: student with disabilities, access information, information needs, library, librarian, web accessibility

INTRODUCTION

The definition of disability is an impairment that may be physical, cognitive, intellectual, mental, sensory, development or some combination of these that results in restrictions on an individual's ability to participate in what is considered normal in their everyday society. Common disabilities is include the blind and visually impaired deaf and hearing impaired, mobility impairment, leprosy cure, mental illness and mental retardation (Rubin, 2002). The disabled person also need or have the interest in searching information as non-disabled person, especially the disabled people that are in higher education, they usually facing many obstacles in retrieved information because of some issue. Disabled students commonly report that they feel they have to work harder and lack of attention than other students because they have to manage both their disability and their study.

Everyone has the right to access to library services and materials to meet their needs for information, education, inspiration and recreation. Library are create to meet users basic need for information which is by acquiring and organizing information resources creating enabling environment and providing suitable services on the materials to users. According to Jaccarino (2009) stated that, for libraries to add to the advancement of knowledge, they must not only provide resources but also ensure that the resources are effectively used.

Nowadays there are more people with disabilities attend higher institutions, the library management must provide the equal level of service between normal users and

disabilities users. According to Wright (1979) equally suggests that libraries should begin to think on how they can modify their programmes and services to serve the physically challenged, such library services. There are a lot of aspect need to concern to make sure the services can be used by all the users especially for the disabilities people, for example from the physical aspect, technologies aspects, staffing, specialized materials, intellectual access and virtual access to library services.

ISSUES

There are a few issues that are been consider on to make sure the libraries implemented the right services and to fulfill the disable student need in accessing information. In my study and research from a few articles we conclude a four types of problem that need to be examine which is:

• The first categories is physical access to the building for the disabilities student, is the library are providing the right entrance, accessible table or computer stations and public service desks that is fulfill the requirement of the disabilities student
• The problem from aspect intellectual access that related to the content of information. This is the most vital issues which is the library basically cannot provide enough and suitable materials for the disabilities student.
• Next is related to the staff at the libraries, the problem is libraries should hire or train their staff in helping disabled student. More specifically the staff must have a basic knowledge in dealing with disability student.
• Last is virtual access, it is for those who are not be able visit the actual library building.

RESEARCH OBJECTIVES

In order to fulfill the study, there are a few objectives that have been set up:

• To give awareness about the right of student with disabilities.
• To determine factors of the barriers for student with disabilities in using library services.
• To identify the suitable materials especially the specialized materials to the student with disabilities.

RESEARCH QUESTIONS

We have found a few research questions that are relatable with the research:

• How many percentages of students with disabilities are using the library services?
• Is the libraries are providing the appropriate services and access to the student with disabilities?
• How relevant the materials especially the specialized materials been provided to the student with disabilities?

LITERATURE REVIEW AND PROPOSED FRAMEWORK

The need of the web accessibility

There are several article discussing about the disabilities services for library users. The services can be many in types of aspect, for example web that are suitable for the student with disabilities. The article focus on web accessibility which is according to Arif, Haroon and Khan (2015), inform that university website contains may vital information such as academics, administration, program, library, research and another related information. Here we can conclude that through website much information can be retrieved. According to Dix (2004) stated that web user interfaces are developed to cater information and services to broad range of users, not only for normal student but also for student with disabilities. Each of the libraries has their own website which is to help the student also outside users to access the information easily, for the student without disabilities to accessing the website is not the big issues which is they are not facing any difficulties when using the web. To make the web is accessible for the student with disabilities, the developer of the website need to develop it with special requirement to suit with the student with disabilities. The criteria consist of the display of the text which is can allow the users enlarge the text, this criteria is suitable with student that are in visual impairment. Next it also including the types of font and the size, the developer must identify the suitable font types, avoid the font that in decorative types or the thin one. The size of the text also must appropriate for the student with disabilities which is cannot be too small until it cannot be read by the visual impairment student.

Compare to the next article, Billingham (2014) explain that importance of website in provide the information and the services to the users in Edith Cowan University (ECU), one of the strong reason why ECU library are focus in website because to serve the student, staff and the public including the disability they may have with the equal access to the website. National Federation of the Blind (NFB) (2010), have received a complaint about Penn State University from the users with disabilities which is the institution are not providing the equivalent access to resources including the library website. If the website cannot be used by the student with disabilities, it means the student need to face the barriers for their whole time and cannot receive the information productively. The web accessibility should follow the guidelines from the World Wide Web Consortium (W23C) through their Web Accessibility Initiative (WAI) which is also known as international web standard organization. The principles of the web accessibility must consist of perceivable which mean users or the students must capable to receive the information being presented or display. Second is operable which mean the users or the student that use the web capable to perform the interface. The third one is understandable meaning that the users or the student must be capable in figure out the information in the interface. If the libraries cannot use the standard that means the libraries website are failed to serve the disabilities student. Kurt (2011), identify that all universities failed to follow the standard. Jacobs (2006) explain that negative effect in the society will exist if the importance of person with disabilities been neglected in accessibility issues and will result to the inaccessibility of the information

among the disabilities people. It is important to make sure all the users to accessing the website especially academic website including among the student with disabilities, for example library website are one of the largest repositories that facilitates access to scholarly material.

Challenge in implementing services for disabled student.

Student with disabilities facing many kinds of barriers in accessing their information need, Igwebuike & Agbo (2015). Despite the disabled student information need as well as the normal student also vital but the student with disabilities rarely get to satisfy their information need, its happen because the library are lacks of library services that are appropriate with the student with disabilities environment. Basically the libraries are lacks from much aspect, for example Watson (2011) have categorized into physical challenged which is consist four areas. The first area is physical access to the buildings, this is always be the barriers in satisfy the student with disabilities. The student with disabilities cannot enter the library building because there are no appropriate facilities. The facilities should include the entrance for the student must be suitable, it can be automated doors with suitable width for the student with wheelchair to enter. In the library, for the shelving the height must be ideally within 700- 2000 mm from floor level, to ease the disabilities student to find the materials. Second categories is intellectual access, it is related to the content of the information including the format of the materials should in various types. The different disabilities require the different materials for example the student with visual impairment which is blind need to access the information in Braille format. Next is training for library staff, the library should hire or train the staffs who are qualified and adapt with the disabilities student environment. In the library, it's a must to have the staffs that have a basic knowledge and sensitive with this kind of situation. Last categories are related to virtual access, virtual access also important to help the student that cannot visit the actual building. Their information need also need to be concerned, just because the student prevented to visit the library due to their disability doesn't mean they cannot retrieved the information. The Barrier Break Technology (2012) there is several of consideration into implementing the physical access into library, including many aspect need to concern.

Libraries are well known with the satisfy the users need in accessing information but still the information need for the student with disabilities were neglected. According to Tella, Ademolake and Adisa (2015), libraries are the places that functioning in offering materials and services to the users without any prejudice including the student with disabilities. In whatever situation the information must be accessible, for example the student with the hearing impairment, the library must provide the facilities such as videos with caption, appropriate listening tools or any technological communication aids. Ekwelem (2013) noted that libraries need to concern about their ways in preserving and delivering information should be always in available condition and also in various format including the disabled student. The student without disabilities still need assistance but it from the little range some of them do not need any assistance compare to the student with disabilities they need assistance while in the library, that's why it's very important to have a staff that can adapt, expert and can coop with the environment. Eskay and

China (2013), both libraries and librarians cater access to vital information that all people need in the information society.

The use of assistive technologies in libraries

According to Sanaman (2014) stated that assistive technologies play an important roles among the people with disabilities in order them to gain information and doing their related tasks. In other opinion, Koulikourdi (2008) define that assistive technologies are important to the people with disabilities in several aspects of their life due to this technology enables them to face various limitations and barrier. The assistive technologies can be in many types and depend into the person of the disabilities. It can be from the simplest object for example magnifying glass until the most the gadget with equipped software. There are many types of assistive technologies such as for student with hearing loss, the library can provide hearing aids, its different with student that vision loss which is the types of assistive technologies. These kind of assistive devices are functioning increase or maintain a person's ability to read, write and navigate independently including the monocular, binocular, digital recorders, video magnification devices, computer based screen on so on. For the blind student, it should be more specific such as Braille based assistive technology or can use the speech recognition software in control the computer. Goddard (2004), stated that the libraries can develop new initiatives in using assistive technology program to find the solutions for facilitate better services among student with disabilities.

Compare to the article by Fitchen (2014)   also focus on assistive learning but only on student with learning disabilities. Almost 800 students with disabilities were asked about the computer technologies that they are considered in helping them in academic tasks. In the survey, majority of the student with disabilities identify that grammar checker, portable note taking device, special software for learning disabilities for example word prediction, voice control software and related to the learning disabilities can facilitate them in finishing their tasks. This survey can be the proof that assistive technologies are very important and can help the student with disabilities in finish the academic tasks. To implementing the assistive technology, at the first place the provision of the library must not rely on the student including student with disabilities to use it independently, the libraries management should train their staff and next their staff can train the student with disabilities in using the assistive technology, at the same time it can increasing the use of the libraries.

Below is a figure 1 of a proposed theoretical framework that based on the article that I have been study. Through the study, all the variables have been choose, the dependent variables is the problem in implementing the right services in the library for the disabled student. We have classified three independent variables which is consist of the need of the web accessibility, challenge in implementing services for the disabled student and the last one is the use assistive technologies in libraries. All the variables can be discussed to find the solution why the uses of the library services among the disabled student are low.
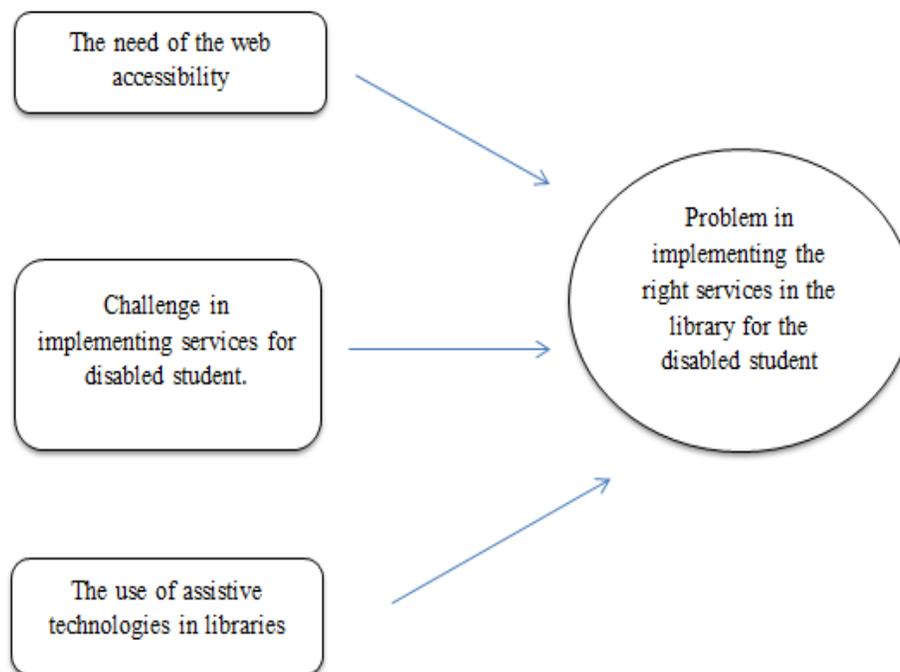
Figure 1: Proposed theoretical framework

Analysis Review

From the review of the various related article about library services environment for student with disabilities in higher education, we have found three variables in this research which is the need of the web accessibility, challenges in implementing services for disabled student and the benefits of assistive technologies in libraries. Those variable are vital to identify whether the library services for the student with disabilities are really functioning or beyond that. In this research we also found the negative explanation about the library services for the student with disabilities. Through the research, we have found that there are so many libraries are not involve in the development of the library services for the student with disabilities, we also identify the right ways to establish the services for the student with disabilities but to implement it is not easy due to many factors will become the barriers.

According to Ekwelem (2014), the percentage of people with disabilities attend higher institutions are more increasing, it is compulsory to the library provision to cater the service in the same level with student without disabilities. The services are including the web, facilities; intellectual access which is should be access by the entire student. The website is important in especially academic website that keeps a thousand of information. It's a waste for student who did not use the facilities in the website in searching good information or any additional information in their academic tasks.

However in our research we found that a very small percentage the libraries that are serve and provide the right facilities to the student with disabilities. First is the library provision that have mandate in managing the library should have guidelines or policy on library services for people with disabilities, this is can be guideline during the planning of library services. According to Huang (2009) and Murray (2000) in their researches which is discuss about focus on the training among the library staff to gain a better understanding about disabled users in library. Another issues that lead to unsuccessful in providing the services to the student with disabilities is about the perception, the libraries and the staff have set their mind that the library are basically only people without disabilities are interested in using it. This happen not only among the staff but also among the student without disabilities, to make sure the implementation of the equal services between the disabled student and normal student, these kind of perception need to be erase. We can conclude that there is no awareness among the public about the information need of the student with disabilities. Next is through the facilities such as appropriate table, computer stations and so on also not exist in the libraries, when the suitable furniture or facilities not been applied in the libraries this will be the barriers for the student with disabilities in using libraries services. Usually the problem about the facilities is related to the budget or fund from the responsible division, it is related to the high cost of purchasing the equipment for the student with disabilities.

According to Paciello, (2000) noted that it is vital that websites especially the academic websites also can be access equally to all the people including disabled student, the access should be equal without any discrimination. From our research, we have found that many website in libraries did not have any criteria for the student with disabilities; the website is just developed for the normal users to use. The library web site should also be introduced to the disabled users but there are not any introduction for the disabled users and the website are not following the criteria for the disabled student. We have assumed that the website are not only for common people, student with disabilities do not have full access to the websites. According to the Arif, Haroon & Khan, (2015) people with disabilities also make the web as their source information, to make sure the website is suitable for disabled student the developer need to develop and follow the right guidelines to fulfill the disabled student special needs.

CONCLUSIONS

We have found three variables that are resulted to the problem in implementing the right services in the library for the disabled student, the variable consist of the need of the web accessibility, challenges in implementing services for disabled student and the benefits of assistive technologies in libraries**.** Disabled student also have their own right to fulfill their information need as well as the student without disabilities. Nowadays there are more people with disabilities attend higher institutions, the library management must provide the equal level of service between normal users and disabilities users There are a lot of aspect need to concern to make sure the services can be used by all the users especially for the disabilities people, for example from the physical aspect, technologies aspects, staffing, specialized materials, intellectual access and virtual access to library services, information can be access from various medium. There are

also many factors that need to be consider in make sure the disabled student can access the information. The society also plays a big role in helping the disabled student to retrieve information.

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