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ARTICLE

PATRONS' PERCEPTION OF THE HALL OF FAME SERVICE AT THE REGIONAL PUBLIC LIBRARY OF DISPUSIPDA WEST JAVA PROVINCE (A DESCRIPTIVE QUALITATIVE STUDY AT THE REGIONAL PUBLIC LIBRARY OF DISPUSIPDA WEST JAVA PROVINCE)

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Abstract

This research is driven by the implementation of the Hall of Fame service as an innovative feature at the Regional Public Library of Dispusipda West Java Province, which serves as a medium for education, information, and the preservation of the history of West Java's prominent figures. This study aims to determine patrons' perceptions of the facilities, collection, and technology in the Hall of Fame service at the Regional Public Library of Dispusipda West Java Province. A descriptive method with a qualitative approach was employed in this study. The research informants comprised the Head of the Library and Archives Service Division, a librarian, and four library patrons selected using a purposive sampling technique. Data were collected through observation, interviews, and documentation. Data analysis was conducted using the Miles and Huberman model, which includes data reduction, data display, and conclusion drawing/verification, while data trustworthiness was tested using source and technique triangulation. The results indicate that patrons' perceptions of the Hall of Fame service are varied. Regarding facilities, the Hall of Fame is perceived to support learning activities and information access, though improvements are still needed in lighting, additional supporting amenities, and facility maintenance. Regarding the collection, the available items are perceived to offer educational benefits and broaden knowledge about West Java figures, but expanding the collection's variety and updating information are required to stay relevant to public needs. Regarding technology, the available infrastructure has assisted in information delivery, but its utilization remains sub-optimal due to malfunctioning devices, highlighting the need for more interactive digital media development. Based on these findings, it can be concluded that the Hall of Fame service has provided valuable benefits for education, information, and historical preservation; however, further enhancements across facilities, collection, and technology are essential to optimize service quality and meet patrons' needs and expectations.

Keywords: Patrons' Perception, Library Services, Hall of Fame, Facilities, Collection, Technology

A. INTRODUCTION

Libraries play a critical role in supporting information needs, education, scientific development, and cultural preservation within society. Law Number 43 of 2007 on Libraries

emphasizes that libraries serve a strategic function in enriching the intellectual life of the nation by providing public access to information and knowledge. In their development, libraries are no longer viewed merely as repositories for storing and lending books; instead, they have evolved into public spaces fulfilling educational, informative, recreational, and cultural functions. This shift has become increasingly evident in the digital era, where the public enjoys various alternative information sources rapidly accessible via the internet and digital platforms. These circumstances compel libraries to undergo service transformations to remain relevant to the evolving needs, characteristics, and behaviors of the community.

This transformation implies that library success can no longer be measured solely by collection size or physical facilities, but also by the library's ability to deliver beneficial, easily accessible, engaging, and user-tailored services. Consequently, the service paradigm has shifted toward a user-oriented approach—placing patrons as central figures in service planning, implementation, and evaluation. In this context, innovation serves as a key strategy for libraries to boost community engagement. Service innovation can be realized through technology integration, creative space design, community-based programming, and interactive information packaging. Beyond fulfilling informational needs, such innovations strengthen the library's role as a space for lifelong learning while providing patrons with experiences, inspiration, and knowledge relevant to their lives.

In addition to educational and informational functions, libraries hold a cultural function tied to preserving identity, history, and collective memory. This function grows increasingly vital when regional libraries manage information on local history and culture alongside providing reading materials. Government Regulation Number 24 of 2014, as an implementing regulation of Law Number 43 of 2007, grounds library management on principles including lifelong learning, democracy, equity, professionalism, openness, partnership, and harmony. These principles highlight that regional libraries are tasked with reaching community needs while actively contributing to social and cultural development. Therefore, developing services that integrate information, education, history, and culture represents a vital effort for libraries to maintain relevance amid a changing information landscape.

One institution occupying a strategic position in fulfilling this mandate is the Regional Library and Archives Executive Agency (*Dinas Perpustakaan dan Kearsipan Daerah* or Dispusipda) of West Java Province. As a regional government body operating in library and archival sectors, Dispusipda West Java bears responsibility not only for delivering information access and enhancing public literacy, but also for safeguarding historical records and archives tied to regional identity. In this regard, libraries and archives share a close relationship in building collective community memory. Information regarding influential figures, events, culture, and achievements across West Java needs to be managed and presented in a way that is accessible and appealing, especially to younger generations accustomed to digital media.

One service innovation developed at the Regional Public Library of Dispusipda West Java Province is the Hall of Fame service. This facility serves as a dedicated space displaying inspirational West Javanese figures across fields such as arts, culture, education, sports, governance, and social work. The existence of the Hall of Fame reflects library efforts to diversify information presentation methods. Information is conveyed not only through books or print materials, but also through photographs, archival documentation, biographical narratives, and visual media. A notable example includes Affandi, the Cirebon-born artist recognized as one of Indonesia's master painters. Presenting information about figures like

Affandi and other West Javanese leaders offers strong potential as a contextual learning medium, enabling patrons to gain closer insight into their life journeys, works, contributions, and exemplary values. Consequently, the Hall of Fame functions beyond a showcase space, holding potential as a venue for education, appreciation, historical preservation, and the reinforcement of West Javanese cultural identity.

However, the presence of an innovative service does not automatically guarantee that patron needs are met. The success of a library service must be evaluated through the direct experiences and assessments of its users. Patrons develop distinct perceptions of a service based on their personal experiences, information requirements, comprehension, comfort, and perceived ease of access. Robbins (2008) explains perception as the process through which individuals organize and interpret sensory impressions to give meaning to their environment. Applied to a library setting, patron perception provides valuable insight into how users evaluate service elements, including facilities, collections, technology, human resources, programs, comfort, and accessibility. Thus, patron perception serves as an essential resource for evaluating whether a service innovation delivers an experience aligned with its founding objectives.

Based on initial observations conducted by the researcher at the Hall of Fame of the Regional Public Library of Dispusipda West Java Province, alongside interviews with Mr. Joko (Hall of Fame librarian) and Mrs. Genie (librarian) on Monday, October 13, 2025, several conditions reveal a gap between service development goals and actual service availability. Regarding technology, information technology utilization in the Hall of Fame remains sub-optimal. Information about figures remains predominantly conventional, lacking interactive media that could enhance user experience. Technologies such as interactive displays, audiovisual setups, virtual tours, 3D videos, and Artificial Intelligence (AI) solutions possess significant potential to render historical figures more engaging and understandable, particularly for digitally native younger audiences.

Facility-related shortcomings are also apparent. The Hall of Fame is primarily utilized as an exhibit space for photos and figure displays, while supporting amenities such as seating, discussion areas, and screening rooms for historical films or performances remain underdeveloped. These limitations can compromise visitor comfort while exploring information. Additionally, the lack of adequate signage and directional guides makes it difficult for visitors to understand tour flows or contextual details. Addressing this issue is critical given that visitors include non-local patrons who may lack prior background knowledge regarding West Java's history and key figures. The presence of onsite librarians or tour guides capable of delivering direct explanations represents another crucial element for improving patron experience.

Regarding collections, the quantity and diversity of information presented about historical figures remain limited. This restriction results in less varied content, potentially diminishing visitor interest, especially among returning patrons. Regular content updates and additions are required to transform the Hall of Fame from a static display area into a dynamic information hub. Furthermore, the collection and biographical data within the Hall of Fame are not fully integrated into a digitally accessible information system. This condition highlights clear development opportunities through the integration of physical collections, digital data, and interactive technologies.

Another challenge involves the sub-optimal development of supporting programs for the Hall of Fame. The service offers untapped potential for activities such as thematic exhibitions, meet-and-greet sessions or panel discussions featuring West Javanese figures, creative competitions, historical-cultural education events, and special programs tied to national observances. Developing such programming is vital because the value of the Hall of Fame depends not only on physical exhibits, but on how effectively information is activated through community-engaging events. Through this approach, the Hall of Fame can evolve beyond an exhibition hall into a dynamic point of interaction linking patrons, information, history, culture, and the community.

These conditions highlight a compelling issue for investigation: the gap between the Hall of Fame's goal as an educational and cultural service and actual patron experiences during service use. On one hand, the Hall of Fame carries strategic value by presenting inspirational West Javanese figures and reinforcing the library's role as a learning and memory preservation space. On the other hand, multiple dimensions—particularly facilities, collections, and technology require further development. Evaluating this gap cannot rely solely on administrator perspectives; it must be examined through the lens of patrons as primary users. Ultimately, a service deemed successful by management may not necessarily deliver equal utility, comfort, accessibility, and value to the patrons themselves.

Research on patron perception is increasingly relevant because perception provides insights into the level of acceptance, utilization, and relevance of a service from the user's perspective. Kotler and Keller (2016) explain that perception relates to how an individual selects, organizes, and interprets information to form a meaningful picture of a particular object. Meanwhile, Tjiptono (2014) positions customer feedback as a vital element in continuous service quality improvement efforts. In a library context, patron perception serves as evaluation material to determine whether the facilities provided offer comfort, whether the displayed collection offers relevant and engaging information, and whether the technology used effectively supports the patron's information-seeking experience. Thus, perception is not merely about satisfaction or dissatisfaction, but also reflects the meaning, value, personal experiences, and expectations that patrons hold toward a service.

Previous research relevant to this study was conducted by Didik Prata Wijaya (2019), titled *"Patron Perception of Services at the Geotechnology Research Center Library."* The findings of that study indicated that patron perception regarding staff and collections fell into the good category, while facilities were rated as fairly good. This demonstrates that user perception can effectively identify operational strengths as well as service aspects requiring improvement. However, while Wijaya's study focused on a specialized research library setting, the present research specifically examines the Hall of Fame service at the Regional Public Library of Dispusipda West Java Province. This distinction in research objects is key, as the Hall of Fame possesses unique service characteristics distinct from conventional libraries—namely, synthesizing information, history, local figures, culture, visual media, and interactive technological potential. Consequently, this study concentrates specifically on facilities, collection, and technology as evaluated through patron perception.

Based on this background, conducting this research is essential to obtain empirical insights into how patrons view the presence and quality of the Hall of Fame service across facilities, collection, and technology. This study is important not only to determine whether patrons hold positive or negative perceptions, but also to understand their firsthand experiences when

accessing the service, their unaddressed needs, and potential areas for institutional enhancement. The findings can serve as evaluation material for Dispusipda West Java Province in establishing the strategic direction for developing the Hall of Fame—ensuring it becomes more informative, interactive, comfortable, and aligned with patron profiles. Furthermore, the empirical results can guide the library in choosing suitable forms of innovation, particularly in integrating physical exhibits with digital technologies without undermining the historical and cultural values that define the service's core identity.

Furthermore, this study holds significant social and cultural value. The Hall of Fame does not merely display names and documentary records of historical figures; it conveys values of dedication, creativity, achievement, exemplary leadership, and societal contribution. When information is presented in an engaging, accessible manner and supported by adequate facilities and technology, the Hall of Fame can become an effective medium for expanding historical knowledge, fostering appreciation for local figures, and instilling pride in West Javanese identity. Conversely, if information presentation remains unengaging, static, difficult to access, or lacking interactive experiences, the educational and cultural potential of the Hall of Fame cannot be fully realized. Therefore, understanding patron perception is necessary so that service development is not driven solely by management assumptions, but is grounded in actual user experiences and needs.

In light of these issues, this research is crucial. The study adopts a qualitative descriptive approach to gain a deeper, nuanced understanding of patrons' experiences, evaluations, and views regarding the Hall of Fame service. This approach enables the researcher to explore user experiences directly through interviews, observations, and documentation, yielding a comprehensive picture of current service conditions. Ultimately, this research is expected to contribute to the development of local history and culture-based library services, while offering practical recommendations for Dispusipda West Java Province to enhance the Hall of Fame as a venue for education, cultural appreciation, and lifelong learning relevant to public needs in the digital transformation era.

B. LITERATURE REVIEW

The paradigm of modern public librarianship has undergone a profound shift, transforming libraries from passive repositories of printed materials into dynamic, user-centered cultural hubs. Grounded in the mandate of Law No. 43 of 2007 on Libraries and Government Regulation No. 24 of 2014, public libraries are legally and strategically positioned to foster lifelong learning, social equity, and cultural preservation. In the digital era, physical institutions can no longer rely solely on collection size or traditional lending metrics to justify their societal relevance. Instead, as user behavior increasingly favors instant digital accessibility, public libraries must innovate their services to remain impactful. Modern library management literature emphasizes that long-term sustainability hinges on adopting user-oriented approaches—embedding interactive technology, community-driven programming, and creative spatial design to actively engage diverse visitor demographics.

In the context of regional public libraries, service innovation frequently intersects with the preservation of local history and collective memory. Institutional services such as the *Hall of Fame* at the Regional Library and Archives Executive Agency of West Java Province (*Dispusipda*) exemplify this integration by bridging information management with cultural heritage dissemination. By showcasing regional figures across diverse fields—such as the

renowned painter Affandi through visual, archival, and biographical representations, the library functions as a space for contextual learning and civic pride. Scholars note that presenting historical narratives through multidimensional mediums transforms passive historical knowledge into active educational experiences, reinforcing community identity and serving as a crucial link between historical legacies and digitally inclined younger generations.

To evaluate the success of such hybrid cultural-informational services, user perception serves as a vital diagnostic framework. Perception, defined by Robbins (2008) as the cognitive process through which individuals organize and interpret sensory impressions to construct meaning within their environment, directly dictates how visitors experience library services. This psychological foundation aligns with broader service marketing and management theories; Kotler and Keller (2016) highlight that user perception shapes overall brand positioning and value reception, while Tjiptono (2014) identifies systematic user feedback as an essential driver for continuous service quality improvement. Within a library ecosystem, evaluating user perception across key indicators—specifically physical facilities, collection diversity, and technological integration—provides an empirical basis for determining whether an innovative service fulfills its intended educational and social purpose.

Despite the strategic importance of user-centered evaluations, previous empirical studies demonstrate a gap in addressing specialized cultural services within public library spaces. A notable baseline study by Didik Prata Wijaya (2019), titled *"Pemustaka Perception of Services at the Geotechnology Research Center Library,"* revealed positive user assessments regarding library staff and collections, though physical facilities were rated merely adequate. While Wijaya's findings underscore the utility of perception metrics in identifying operational strengths and weaknesses, the research was conducted within a specialized research library setting focusing on traditional service models. Consequently, its framework does not fully capture the distinct nuances of experiential, heritage-based library units that combine visual exhibits, historical storytelling, and public interaction.

A significant gap remains between the conceptual goals of innovative cultural services and the lived experiences of library patrons. Initial observations and interviews with librarians at Dispusipda West Java highlight persistent operational challenges within the *Hall of Fame*, including conventional presentation methods, limited interactive digital tools (such as AI, virtual tours, or interactive displays), insufficient spatial amenities (such as seating or guided pathways), static collections, and underutilized public programming. Closing this gap requires a qualitative empirical investigation into how patrons perceive and interact with these specific dimensions of facilities, collections, and technology. By capturing authentic user experiences, this research addresses the existing literature gap and offers actionable, user-derived insights for optimizing local history services in the digital age

C. RESEARCH METHODOLOGY

This study adopts a constructivist paradigm as its theoretical foundation. The constructivist paradigm views social reality as being constructed through individual experiences, interactions, and interpretations of a phenomenon. In this study, patrons' perceptions of the Hall of Fame service are understood as subjective realities formed through their direct experiences when interacting with the available facilities, collection, and technology. This process generates various responses in the form of evaluations, satisfaction levels, experiences, and patron expectations regarding the Hall of Fame service at the Regional Public Library of Dispusipda West Java Province. Thus, the constructivist paradigm is utilized to comprehend the

phenomenon from the perspectives and experiences of the informants within a naturally occurring setting.

This study employs a qualitative approach with a qualitative descriptive design. This approach was chosen because the study aims to explore and gain an in-depth understanding of patrons' perceptions of the Hall of Fame service based on their lived experiences, viewpoints, assessments, and felt meanings. A qualitative descriptive design is used to depict service conditions as they naturally exist in the field without any manipulation of the research subject. The research focus is directed at patrons' perceptions across three core dimensions: facilities, collection, and technology within the Hall of Fame service. The study was conducted between November 2025 and January 2026 to gather initial information and conduct preliminary observations during an internship period, followed by the primary research phase from May to June 2026 for data collection and processing. The research took place at the Regional Public Library of Dispusipda West Java Province, located at Jalan Kawaluyaan Indah Raya No. 4, Jatisari, Buahbatu District, Bandung City, West Java 40286.

The object of this study is the patrons' perception of the Hall of Fame service, specifically focusing on facilities, collection, and technology. Meanwhile, the subjects or research informants consist of library patrons who visit or utilize the Hall of Fame service as main informants, alongside librarians assigned to the Hall of Fame service as supporting informants. Patrons were selected as primary informants due to their firsthand experience interacting with the service, enabling them to provide detailed insights into their evaluations, experiences, needs, satisfaction, and expectations. Meanwhile, librarians served as supporting sources to provide context regarding the management, execution, and development of the Hall of Fame service.

Data collection was carried out through observation, interviews, and documentation. Observation was conducted by directly examining the operational conditions of the Hall of Fame service, including physical facilities, collection display, technology utilization, room comfort, and patron activities when accessing the service. In-depth interviews were held with both patrons and librarians to gather qualitative insights into their experiences and perceptions of the available facilities, collection, and technology. Documentation served as supplementary data comprising photographs, institutional documents, field notes, and written materials related to the Hall of Fame service. Utilizing these three techniques ensured data completeness and delivered a comprehensive overview of patrons' perceptions toward the Hall of Fame service.

Data analysis in this study was conducted through three stages: data reduction, data display, and conclusion drawing/verification. In the data reduction stage, the researcher selected, focused, simplified, and categorized field data obtained from observations, interviews, and documentation that were relevant to the research focus. The reduced data were then presented descriptively and organized into thematic categories based on patron perceptions of the facilities, collection, and technology of the Hall of Fame service. The final stage involved drawing conclusions and verification interpreting emerging patterns and meanings from the data to address the core research questions. Conclusions were subsequently verified by triangulating observation notes, interview transcripts, and documentary evidence, ensuring that the findings accurately and deeply reflect the conditions and patron experiences regarding the Hall of Fame service at the Regional Public Library of Dispusipda West Java Province.

D. RESULT AND DISCUSSION

The research findings indicate that patrons' perceptions of the Hall of Fame service facilities are quite diverse. In general, the available facilities support patron activities in accessing information, though several aspects still require improvement. Patrons highlighted room lighting conditions, spatial capacity or room to maneuver, and the availability of seating, particularly for the elderly or visitors requiring rest areas. From the management perspective, facility maintenance has been carried out through evaluations, incorporating patron feedback, reporting damages, and establishing regulations alongside directional signage. Nevertheless, research findings demonstrate that facility enhancements remain necessary to create a more comfortable Hall of Fame space and support the overall patron experience.

In terms of the collection aspect, patrons evaluated the Hall of Fame collection as holding clear educational value and broadening insights regarding West Javanese prominent figures. The existing collection was considered fairly diverse; however, patrons expressed expectations for further additions and content updates to increase engagement and better align with public needs. Some requested formats include traditional musical instruments, wayang (puppetry), information on local sports history, West Javanese football icons, and more interactive presentation media. These findings indicate that collection development must be conducted continuously both in content diversity and presentation formats—while retaining the educational and cultural essence of the Hall of Fame.

Meanwhile, regarding the technology aspect, patrons appreciated the presence of technological features for making information retrieval and the overall learning experience more engaging. However, technology utilization within the Hall of Fame remains sub-optimal due to damaged devices that are currently non-functional. Patrons expressed a desire for technological integration through interactive media, QR codes, and Artificial Intelligence (AI) applications. This indicates that technology is viewed as a key dimension for raising the appeal and effectiveness of the Hall of Fame service, particularly in adapting services to current information technology developments and contemporary user characteristics.

Overall, the research findings reveal that patrons hold a positive evaluation of the Hall of Fame's existence, recognizing its capacity to deliver insights into West Javanese historical figures while embodying rich educational and cultural value. However, several dimensions require further development, including more comfortable facilities, a more diverse and updated collection, and more interactive, optimized technology. These findings show that future development of the Hall of Fame should focus on creating a service environment that is more comfortable, informative, interactive, and technologically adaptive in order to elevate patron learning experiences and community engagement.

The results further demonstrate that general patron perception toward the Hall of Fame service is reasonably positive, though notable areas for improvement persist. These perceptions are formed based on patrons' direct interactions with the available facilities, collection, and technology. The Hall of Fame is perceived as delivering real value as an educational, informational, and historical preservation space celebrating West Java's figures. Nevertheless, patrons provided constructive feedback highlighting the need for overall service quality improvements.

Regarding facilities, most patrons rated the Hall of Fame room as clean, reasonably comfortable, and featuring an attractive layout. The presence of figure photographs, statues, and dioramas offers a learning experience distinct from conventional library service areas.

Despite these strengths, several shortcomings remain—specifically sub-optimal lighting, limited exhibition space, and a shortage of supporting amenities such as visitor seating. Thus, while facilities meet basic patron needs, further refinements are necessary to ensure consistent comfort across all visitor groups.

Regarding collections, patrons noted that biographical information, photos, and historical documentation regarding West Javanese figures offer educational benefits and expand local cultural awareness. However, the collection is seen as requiring broader development to become more diverse, comprehensive, and up-to-date. Patrons expressed an expectation for additional coverage on inspiring young figures, cultural experts, scientists, athletes, literacy figures, traditional artists, and pioneers from other sectors. Beyond featuring additional figures, patrons also hoped for more detailed, compelling presentations of each figure's achievements and contributions.

Regarding technology, patrons recognized that technological tools assist in information delivery and foster a more engaging learning environment. However, system utilization in the Hall of Fame is not yet optimal as several hardware devices fail to operate properly. This situation limits interactive user experiences, leaving information delivery heavily reliant on print media, static photos, and conventional displays. Patrons anticipate future technological integration featuring touchscreens, QR codes, documentary videos, 3D technology, virtual tours, and Artificial Intelligence (AI). These findings indicate that technology represents an area receiving significant patron attention for service expansion.

Overall, facilities, collection, and technology are interconnected in shaping patrons' perceptions of the Hall of Fame service. Patrons appreciate the Hall of Fame as a platform for education, information, historical preservation, and the promotion of West Javanese figures. However, this appreciation comes with expectations for facility improvements, collection expansion and updating, as well as technology optimization. Therefore, future development of the Hall of Fame must be implemented in an integrated, sustainable manner to deliver a more comfortable, informative, interactive learning experience that adapts to the evolving information needs of society.

E. CONCLUSION

Overall, patrons' perceptions of the Hall of Fame service are varied; however, the available facilities, collection, and technology generally deliver meaningful benefits in supporting learning activities and information access. Patrons appreciate the educational value of the current collection and facilities, while offering valuable feedback regarding lighting improvements, additional seating, spatial expansion, facility maintenance, collection updating and diversification, and the development of more interactive technology. Proposed enhancements include device repairs, interactive media integration, QR codes, educational videos, and Artificial Intelligence (AI)-based solutions. Consequently, continuous development across facilities, collection, and technology is necessary to enhance comfort, satisfy information requirements, and build a more interactive learning experience tailored to ongoing technological advancements.

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