Youths' Perceptions on The Attributes of Sarawak State Library, Sibu

Desmond Liew Yan Zhen[*1] and Chih Siong Wong[2]

[1,2]School of Built Environment, Architecture Programme, University of Technology Sarawak, No 1. Jalan Universiti, 96000 Sibu

*Corresponding author: mar21030005@student.uts.edu.my

Abstract

A public library is where valuable information or materials are maintained and preserved, whether in printed or electronic form. In the general public's view, a library is no longer just a storage facility for books. It has evolved into an integrated community centre that offers a variety of events. In recent years, Malaysian public libraries have been working on constructing a better library with an ideal interior environment in line with those in other developed countries. However, the success of the public library design will depend on the users themselves. This is due to the fact that certain perceptions exist, and each perception may be different from one user to the others when using the public library. In addition, this also extends to the public library, whether its design meets the needs of the users or not. Thus, Sarawak State Library located at Sibu is chosen as it has been observed that many users, particularly the youths, are utilising it. Therefore, this research aims to explore youths' perceptions as users on the attributes of Sarawak State Library, Sibu. This qualitative research was conducted through laddering interviews using purposive sampling. With that, content analysis method was applied to analyse all the data gathered from sixty respondents. A total of eleven attributes are identified namely quietness, good environment, many books, free Wi-Fi, comfortable furniture, good lighting, charging ports, air-conditioning, spacious, computer, and window views. Meanwhile, five rationales governing the youths' perceptions are derived from the eleven identified attributes, including good outcome, achievement, future assurance, sense of well-being, and health. The findings obtained from this research will help to provide insights for architects or designers in developing a better and more successful public library environment.

Keywords: Attributes, Library, Public Library, Rationales, Youths' Perceptions

Introduction

A library is an important location where an organised collection of information resources such as books, documents, newspapers, and audio-visual materials are stored, whether in physical or digital form. In general, the library is often associated with a learning institution where one gains knowledge and undergoes a learning process through the use of information or educational resources made available to the community for reference or borrowing (Aliaa & Latfi, 2016). Sibu finally opened its state-of-the-art Sarawak State Library to the general public on 15th September 2020. According to Chua (2020), the State Library officer, Afiza Ibrahim, stated that the new state library, which is equipped with cutting-edge technology, will act as a catalyst in assisting the government in bridging the digital divide between those who have access to a wealth of information and knowledge and those who do not. As such, a public library, as a resource centre for learning institutions, is critical to the development of youth. Omar, Othman, Omar, and Ibrahim

(2017) reported that youth is best defined as a transitional period from childhood's reliance to adulthood's independence and recognition of their interconnectedness as community members. In the Malaysian context, youths are defined as those aged 15 to 30 years old, according to the Malaysian Youth Policy. Youths are frequently viewed as the primary contributors to community well-being and future planning. As a result, it is critical to study their experiences and perspectives in order to find the environment that positively influences their activity behaviours for a better public library design (Ismail, 2019). Hence, youth significantly impact the country's overall development and improvement, as they will one day become Malaysia's future leaders.

Nonetheless, despite the establishment of many public libraries, the advancement of digital technology in recent years has decreased the number of teenagers attending their local public libraries. This is owing to the advent of the internet and the world wide web (WWW), where users can utilise search engines like Google and Bing to find online documents. This is supported further by Aliaa and Latfi (2016) in their paper, which cited Montgomery (2014), in which the availability of internet sources has decreased library gate count and circulation activities because it has changed how users retrieve information. After all, they can get materials such as books, journals, articles, and other materials electronically. Majal (2017) emphasised that due to the evolved role of the physical library from a location to study and borrow material, to a place of social learning in the 21st century, the user space must be well-planned, welcoming, and appealing as well. According to Sufar, Talib, and Hambali (2012), Malaysian public libraries differ substantially from developed countries in terms of comfort level, interior design quality, preferences, and physical interior environment aspects. In their paper, Juhnevica and Udre (2010) suggested that user demands, interior space planning, and interior environment design should be central to the library planning process.

Several research on public library design have been conducted in recent years. However, only a few of the smaller scope studies focusing on the relationship between youth preferences and the physical interior atmosphere of public libraries in Malaysia have been performed. Furthermore, there are just a few relevant sources in the study that are under-researched and poorly understood regarding youths' perspectives of public library layout and spatial design. In addition, a large portion of the research is directed toward academic libraries attached to higher education institutions, resulting in fewer studies on public libraries. Moreover, there is a lack of studies on how these attributes may truly affect youths. Since each youth comes from different background, the public library may not perform as expected. It is vital to recognise user-oriented concerns, such as youth perceptions in order to ensure that the library's design remains relevant. Therefore, this research aims to explore youths' perceptions as the users on the attributes of Sarawak State Library, Sibu. The objectives of this research are to identify the youths' perceptions on the essential attributes of Sarawak State Library, Sibu and examine the rationale that influences their perceptions.

Literature Review

Definition of Public Library
According to the National Library of Malaysia (2021), there are different types of libraries based on the target users they serve, such as the national library, rural library, school library, academic library, special library, and public library. Meanwhile, United Nations Educational, Scientific, and

Cultural Organization (UNESCO) defined a public library as the local centre of information, making all types of knowledge and information freely available to its users (Sufar et al., 2012). In a nutshell, a public library is a location where beneficial knowledge or content is stored and preserved, either in printed or electronic form. Today, in the eyes of the general public, a library is no longer only a book storage facility. The library has evolved into an integrated community centre that hosts various events for people of all ages. Moreover, by providing conference rooms, meeting spaces, and, on occasion, performing arts facilities or galleries, libraries become more successful where it serves as a site for interactions and social events (McCabe & Kennedy, 2003). Additionally, with free Wi-Fi access and a massive online database mainly for research purposes, Gisolfi (2015) stated that the public library has proved its ability to adapt to the current digital revolution while preserving physical books in its main space.

Attributes of a Public Library
McCabe and Kennedy (2003) stated that the interior environment of a library building must be pleasant and visually pleasing to the eye. According to Sufar et al. (2012), the library environment encompasses various attributes that fall under different dimensions, as discussed in the following paragraphs.

Ambience
According to Aliaa and Latfi (2016), ambience refers to the environment of space that can affect the mood of its users. Meanwhile, ambient impacts include non-visual sensory or atmospheric components of an environment, such as sounds, smells, and temperature (Sufar et al., 2012). As a result, a pleasant environment in a public library usually comprises lighting, colour, furniture, and space design. In addition, Shill and Toner (2004) stated that previous studies and surveys on library usage and design discovered that the physical interior environment has a significant impact on library usage. Hence, the library gate count is increased since more users are enticed to the public library to enjoy the facilities provided in a better atmosphere.

Meanwhile, according to Aliaa and Latfi (2016), sound or noise level is the loudness that indirectly impacts a specific space environment. Choy and Goh (2016) stated that with a lower noise level, a person could be more productive in producing high-quality work, particularly youths who can devote more time to reading and writing. Furthermore, despite the fact that smell is not often considered in library design, Bossaller et al. (2020) discovered that there may be favourable implications for concentration. The fragrance of books that smell like old books often draws readers to the public library. Schultz (2013) mentioned that this is because of the lignin breakdown that results in a "slight vanilla flavour." Moreover, an optimum temperature is especially important in a library because excessive heat accelerates the destruction of books. A musty odour in the library is usually caused by mould growth, a common sort of book damage that thrives in warm environments.

Lighting
The lighting factor, which includes both natural and artificial lighting, can influence how a public library feels and looks. Hence, good and uniform lighting is important to provide not only comfort to the eyes but also aids in reading and other activities that increase users' productivity. As Kilic and Hasirci (2011) mentioned, daylight is one factor that will influence the quality and length of

time someone spends in a given space. Illumination and outside vistas are important factors for library users' satisfaction. For personal preferences, the users tend to study in regulated daylight with low partitions as controlled lighting that is not too bright and glare helps to produce a sense of comfort (Othman & Mazli, 2012).

As cited in Dean (2004), Kilic and Hasirci (2011) reported that direct sunlight is also undesirable since the sunlight transmitted through the window or glass increases surplus light and heat energy into the room. As such, public libraries like Tianjin Binhai Library, King Fahad National Library, and Calgary Central Library have well-design façades, window shutters or excellent sun shading mechanisms to reduce excessive glare from the sun. Therefore, the public library building can minimise solar gain and, at the same time, maintain the ideal internal temperature.

Furniture

Seating styles and furniture in libraries also play an important role in attracting youth to use them. Different seating configurations and work surface areas could aid in engaging the youths to suit their activities or purposes. Sufar et al. (2012) defines three types of seats: reading benches, reading tables, and flexible seating since library users should have a variety of seating alternatives to meet their learning style and mood at any given time. Some people prefer long wooden tables and chairs, while others prefer a more modern style with curved tables and colourful cushion chairs.

In addition, the adaptability and flexibility of the furnishings are also important. This is because moveable furniture allows users to reposition it based on their preferences or activities. These findings were verified by (Ramsden, 2011, cited in Aliaa & Latfi, 2016), who discovered that if the furniture can be modified to meet the activities that would be performed, users will be more captivated to complete their tasks. The furniture proportions used must be appropriate with ergonomic principles as youths spend a substantial amount of time sitting in the library reading area (Alozie, Binboga, & Uyal, 2020). Califano et al. (2021) observed that prolonged sitting on ill-fitting furniture and the resulting poor posture contributes to a variety of musculoskeletal illnesses in users.
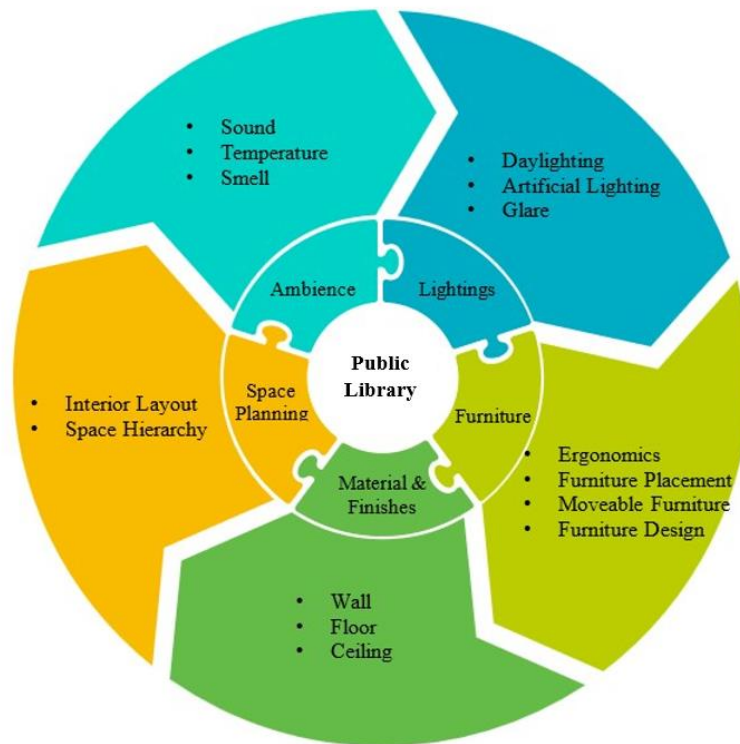
Material and Finishes

According to Brown (2002), the materials and finishes used must be ones that local custodial employees can easily maintain without needing expensive equipment or the procurement of costly outside services. This includes the public library's wall, floor, and ceiling. Sufar et al. (2012) also put emphasis on the importance of a clean line style backed by a layered, tactile, and timeless approach to materials and colour palette in a public library. For example, soft coverings, such as felt, which is a wonderful soundproofing material, should be utilised to cover the wall. On the other hand, carpeted flooring can reduce the sound of footsteps when walking. As a result, the amount of sound or noise in the library is reduced.

Space Planning

Innovations in library layout and architecture encourage increased social interactions within the library and provide a variety of groups and children areas (Bell, 2008). As a result, the main body of the library has open-plan layouts that maximise user participation, as well as amenities such as meeting rooms and cafes. Furthermore, when correct space planning is paired with the use of

colours, it is possible to establish clear different parts of the library to fit the target groups (Sufar et al., 2012). For example, youths require a large reading area and a discussion room to discuss their assignments.

Conceptual Framework of Public Library

Figure 1: Conceptual Framework of Public Library
Source: Author (2022)

Based on the literature review above, a conceptual framework is constructed, as shown in Figure 1. The conceptual framework shows that the public library has five primary categories. These categories include ambience, lighting, furniture, material and finishes, and space planning. Each category encompasses the relevant attributes mentioned in the previous paragraphs.

Methodology

This research employed a qualitative method to explore youth's perceptions. The research target was limited to the Sarawak State Library, Sibu, a public library located at Jalan Tun Tuanku Bujang, next to the University of Technology Sarawak (UTS). Apart from that, perceptions from other groups, such as adults and the elderly, were excluded since this research focused primarily on youths as public library users. Hence, as specified by the Malaysian Youth Policy, only youths aged 15 to 30 years old who used the public library were approached and interviewed only for this

study. In terms of sample size, the research adhered to Glaser and Strauss' (1967) guideline of collecting data until reaching saturation point to determine an ideal sample size.

During the actual data-gathering process, youths utilising the Sarawak State Library in Sibu were approached and questioned randomly. The researcher employed a laddering interview technique proposed by Gutman (1982) to collect as many attributes as possible in a short period. The laddering interviews were able to gain insight into youths' perceptions of library attributes in association with rationales supporting their views.

During the interview, the respondent in this study was asked to name the preferred attributes of the public library. Then, the researcher asked the respondent, "Why is it important to you?" utilising the mentioned attributes to gain insight into supporting rationales. Then, a new why-question was asked after each set of responses, forming a closely linked chain in which the respondent was encouraged to answer as best as possible. The why-question was repeated until all the rationales were identified or the respondent could no longer answer them. The entire process was then performed for each attribute mentioned by respondents.

The content analysis approach was used in this research to identify the attributes of the Sarawak State Library, Sibu highlighted by the youths and the underlying rationales driving their perceptions. The researcher then analysed the collected data by highlighting the mentioned attributes by youths and grouping relevant attributes under the same category, if any. With the help of transcription, the researcher identified the rationales and beneficial consequences resulting from each attribute. Then, all the relationships among attributes, beneficial consequences, and rationales were transformed into the perceptual orientation map depicting the overall youths' perception of the Sarawak State Library, Sibu.

Findings

The researcher interviewed sixty respondents. Out of a total of sixty respondents, thirty-two male and twenty-eight female youths aged fifteen to thirty years old took part in the interviews. Based on information acquired during the interview, Table 1 depicts the gender distribution of the respondents, whereas Table 2 depicts the age distribution. The narrow numerical margin implies that both genders have a balanced and well-rounded perception of the research.

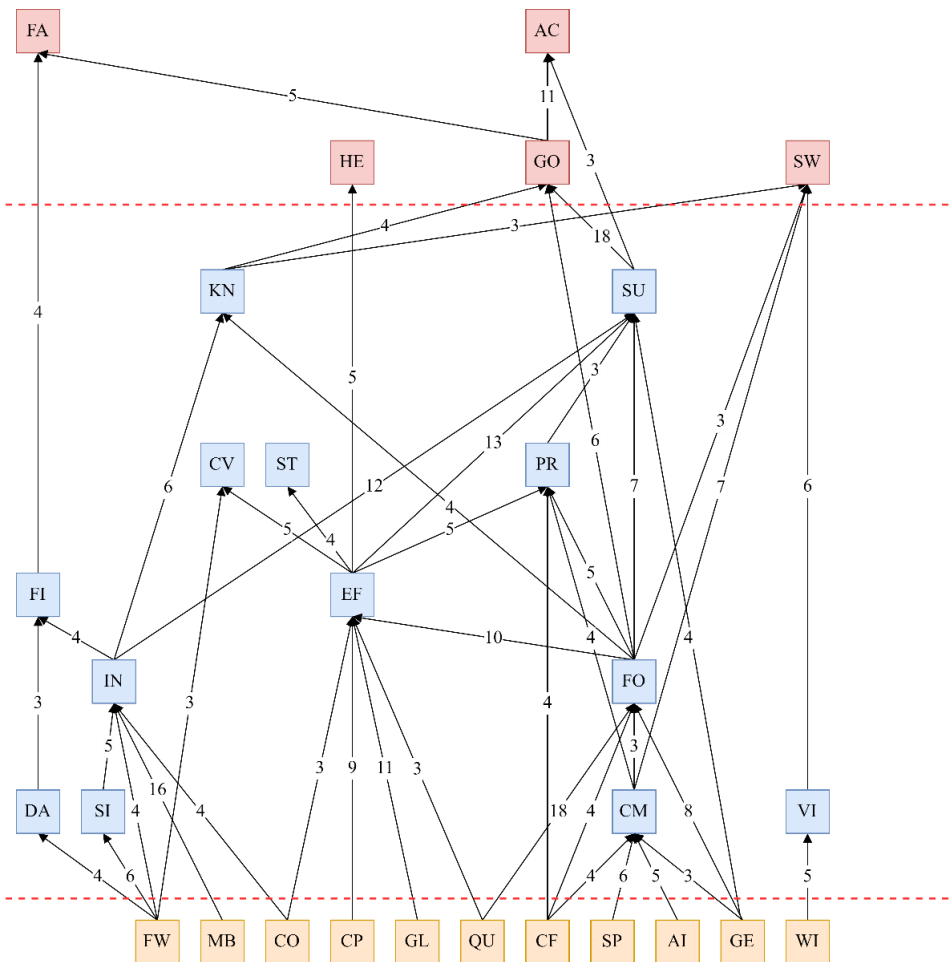**Table 1: Number of Respondents and Gender**

Gender	Number of Respondents
Male	32
Female	28
Total	60

Source: Author (2022)

Table 2: Number of Respondents and Age Range

Age Range	Number of Respondents
15 - 18	16
19 - 22	21
23 - 26	19
27 - 30	4
Total	60

Source: Author (2022)

LEGEND

Attributes		Beneficial Consequences		Rationales	
FW	Free Wi-Fi	DA	Data	HE	Health
MB	Many Books	SI	Surfing Internet	GO	Good Outcome
CO	Computer	CM	Comfort	SW	Sense of Well-being
CP	Charging Ports	VI	View	FA	Future Assurance
GL	Good Lighting	IN	Information	AC	Achievement
QU	Quietness	FO	Focus		
CF	Comfortable Furniture	FI	Financial Issues		
SP	Spacious	EF	Efficiency		
AI	Air-conditioning	CV	Convenience		
GE	Good Environment	ST	Saving Time		
WI	Window Views	PR	Productivity		
		KN	Knowledge		
		SU	Studying		

Figure 2: Overall Perceptual Orientation Map
Source: Author (2022)

Based on the findings from the youth interviews, an overall perceptual orientation map is constructed, as shown in Figure 2. The perceptual orientation map is organised into three tiers, each with its own colour: orange, blue, and red, representing the attributes, beneficial consequences, and rationales, respectively. Moreover, the numbers on the linking arrows denote the frequency of each attribute, beneficial consequence, and rationale being mentioned by the respondents.

As shown in Figure 2, eleven attributes appear essential for youths as users of Sarawak State Library in Sibu. These attributes include quietness, good environment, many books, free Wi-Fi, comfortable furniture, good lighting, charging ports, air-conditioning, spacious, computer, and window views. On the other hand, there are thirteen beneficial consequences associated with eleven attributes, including efficiency, saving time, convenience, productivity, studying, focus, knowledge, comfort, information, financial issues, data, surfing internet, and view. The beneficial consequences explain why the attributes are as they are. For instance, the youths claimed they could concentrate better on their studies when the library is quiet. Besides, the rationales explain why the attributes discovered are important to the youths. The five rationales that govern the youths' perceptions of the Sarawak State Library's attributes are good outcome, achievement, future assurance, sense of well-being, and health.

Discussion

Based on Table 3, there are similarities and differences between the constructed conceptual framework and the findings of this research. From the findings, seven attributes match the conceptual framework, whereas the remaining five newly discovered attributes have not been mentioned in the conceptual framework or from other related research papers. The new attributes denoted with the asterisk symbol are window views, many books, free Wi-Fi, charging ports, and computer.

Table 3: Connections Between Conceptual Framework and Findings

Category	Attribute
1. Ambience	• Quietness
	• Good Environment
	• Air-conditioning (Temperature)
	• Window Views*
2. Lighting	• Good Lighting
3. Furniture	• Comfortable Furniture
4. Material & Finishes	• -
5. Space Planning	• Spacious
6. Facilities**	• Many Books*
	• Free Wi-Fi*
	• Charging Ports*
	• Computer*
*** New Category*	** New Findings*

Source: Author (2022)

Similar to the findings by Gisolfi (2015), Sarawak State Library has proved its capability as a public library to adapt to the present digital revolution while retaining the physical books in its main space. From the findings, the attribute essential to the youths is quietness which falls under ambience. Many of them state that they are willing to come to the public library to do their study as it is quiet. They find it easier to focus on their studies when the public library is quiet. Hence, this ties in with the report from Choy and Goh (2016), which stated that lower noise levels could allow individuals to be more productive in creating high-quality work. Under the same category, good environment also contributes to the library gate count as many youths are seen to be using it. Thus, this is in line with Shill and Toner (2004), who found out that a good interior environment can considerably impact library usage. Since Malaysia is tropical country where it tends to get hot and humid outside, air-conditioning is also one of the main reasons attracting youths to the public library.

Meanwhile, from the results obtained, the youths also mention the window views. Generally, the respondents linked the windows to views as they can see the outside view through the large glass paned windows. Apart from that, as expressed by the youths, good lightings help to keep their eyes from getting fatigued. This is proven accurate, similar to the study conducted by Othman and Mazli (2012). In addition, the results show that the youths do not bother with the material and finishes used. They focus on whether the furniture is comfortable or not. For youths, comfortable furniture is all about the size of the furniture instead of adjustability. For example, youths prefer a large table so they can have more space to put their belongings. This finding contradicts the study conducted by Aliaa and Latfi (2016).

In terms of space planning, the youths only require the space to be spacious, which can contribute to their sense of comfort level. They would feel overwhelmed if trapped in a small, crowded space. Apart from that, some newly found attributes do not match the conceptual framework, namely many books, free Wi-Fi, charging ports, and computer. Thus, these attributes are placed under a new category of facilities. Many youths emphasise that they come to the public library to borrow books for reference and the free usage of Wi-Fi to surf the internet. The availability of charging ports entices youths to congregate for study or assignment completion. This is because the youths can utilise the available charging ports to charge their gadgets, such as smartphones and laptops, without worrying about low battery issues. Besides, youths use computers provided in the library to do their assignments and other tasks. Those who are less privileged or do not have access to a computer can still benefit from the free computer service provided by the public library.

The rationales behind youths' perceptions on the attributes of Sarawak State Library, Sibu are mainly for good outcome, achievement, future assurance, sense of well-being, and health. These five rationales influence the eleven attributes mentioned by youth. For youths, the eleven attributes are essential for a conducive library environment for them to achieve their goals. The youths believe they can achieve good results in terms of outstanding grades in the examination. Furthermore, the majority of the youths highlight that their main accomplishment is to continue their studies at the tertiary level. Meanwhile, having a good job that pays well helps to safeguard their future. Aside from that, one's sense of well-being is strongly linked to happiness, feeling good, and life satisfaction. Finally, for youths, health has a body free of illness and in peak physical condition.

Limitation/Implications/Conclusion

Several limitations have been recognised throughout this research. Nevertheless, there are numerous potentials and opportunities for additional research to be conducted in order to make the research topic more in-depth and complete. The research area is only limited to the Sarawak State Library in Sibu, Sarawak, Malaysia. As a result, the results may or may not differ if the research is conducted in a different public library with various locations. As such, researchers interested in this topic could conduct their research in other public libraries at different locations to compare the findings. Apart from that, this research is also restricted to youths who use the Sarawak State Library. Therefore, any inputs or perceptions from other age groups, such as children, adults, and the elderly, can also be covered for future research. In addition, this research used a qualitative approach and gathered data from only a small population of respondents. Responses from this kind of approach cannot be generalised since it lacks statistical representation. As a result, the quantitative approach or a combination of qualitative and quantitative approaches can be used instead as alternative data collection methods.

This research reveals the relationship between the youths' perceptions and rationales on the attributes of the Sarawak State Library in Sibu. According to the findings, eleven attributes of the public library have been identified, as well as five rationales that regulate how youths think. Five new attributes of the public library have been identified as a result of this research that has not been discussed in earlier research publications. As such, the new attributes and the extended conceptual framework will serve as a stepping stone for further research in public libraries. In addition, it is also beneficial to the Sarawak State Library's administration, other public libraries, architects, and interior designers who can use this research to obtain insight into what the users, especially youths want. Furthermore, offering a comfortable and conducive user environment will contribute to more successful public library usage that enhances the long-term and sustainable development of the library. Ultimately, directly or indirectly, it encourages people to pursue lifelong learning in line with Sustainable Development Goal 4, which promotes lifelong learning opportunities for all, established by the United Nations in September 2015.

References

Aliaa, N. A. & Latfi, A. (2016). A framework for library space and the satisfaction of academic library users need. *Journal of Information and Knowledge Management (JIKM), 6*(2). 15-30. ISSN 2289-5337

Alozie, K., Binboga, E., & Uyal, B. (2020). *Ergonomic review of university library furniture: A case study of Cyprus International University*. 183-192. https://doi.org/10.1007/978-3-030-42416-9_17

Bell, C.R. (2008). *The Role of the Interior Environment in the Perception of Service Quality: A Business Perspective.* Marymount University, Faculty of the School of Arts and Sciences, Arlington, VA.

Brown, C. (2002). *Interior design for libraries.* Chicago: American Library Association.

Bossaller, J., Oprean, D., Urban, A., & Riedel, N. (2020). A happy ambience: Incorporating ba and flow in library design. *The Journal of Academic Librarianship*, *46*(6), 102228. https://doi.org/https://doi.org/10.1016/j.acalib.2020.102228

Califano, R. et al. (2021). *Comfort Driven Redesign: The Case of Library Chairs.* In: Roucoules, L., Paredes, M., Eynard, B., Morer Camo, P., Rizzi, C. (eds) Advances on Mechanics, Design Engineering and Manufacturing III. JCM 2020. Lecture Notes in Mechanical Engineering. Springer, Cham. https://doi.org/10.1007/978-3-030-70566-4_25

Choy, F.C. & Goh, S.N. (2016). A framework for planning academic library spaces. *Library Management*, *37*(1/2), 13-28.

Chua, A. (2020). *New state library opens tomorrow*. Retrieved 30 May 2021, from https://www.thestar.com.my/metro/metro-news/2020/09/14/new-state-library-opens-tomorrow

Dean, E.M. (2004). *Daylighting design in libraries*. Cerritos, Calif: Libris Design Project.

Gisolfi, P. (2015). New trends that define the 21st-century library. *Advances In Library Administration and Organization*, 33, 173-195. doi: 10.1108/s0732-067120150000033005

Glaser, B.G. & Strauss, A.L. (1967). *The discovery of Grounded Theory: Strategies for qualitative research.* Piscataway, New Jersey: Aldine.

Gutman, J. (1982). A Means-End Chain Model based on Consumer Categorization Processes. *Journal of Marketing*, *46*(2), 60–72. https://doi.org/10.2307/3203341

Ismail, N. (2019). *Teenage perception on interior design of public libraries.* Master's thesis, Universiti Teknologi Malaysia.

Juhnevica, E. & Udre, D. (2010). *"Libraries Designed for Users" Nowadays Concept of Library Architecture and Interior*. BOBCATSSS 2010 @ Parma, Italy.

Kilic, D.K. & Hasirci, D. (2011). Daylighting Concepts for University Libraries and Their Influences on Users' Satisfaction. *The Journal of Academic Librarianship*, *37*(6), 471-479. doi:https://doi.org/10.1016/j.acalib.2011.07.003

Majal, S. (2017). *Redesigning academic library spaces for 21st century users with special reference to CPUT Libraries*. Mini thesis submitted in partial fulfillment of the requirement for the degree of Masters in Library and Information Studies, University of the Western C, (March).

McCabe, G.B. & Kennedy, J. R. (2003). *Planning the Modern Public Library Building.* London: The Libraries Unlimited Library Management Collection.

Montgomery, S.E. (2014). Library space assessment: user learning behaviours in the library. *Journal of Academic Librarianship, 40*(1), 70-75.

National Library of Malaysia (2021). Retrieved 30 May 2021, from https://www.pnm.gov.my/

Omar, D., Othman, S., Omar, K., & Ibrahim, M. (2017). The importance of public library for youth development in Malaysia. *Environment-Behaviour Proceedings Journal*, *2*(5), 17. doi: 10.21834/e-bpj.v2i5.672

Othman, A. & Mazli, M. (2012). Influences of daylighting towards readers' satisfaction at Raja Tun Uda Public Library, Shah Alam. *Procedia - Social and Behavioral Sciences*, *68*, 244-257. doi: 10.1016/j.sbspro.2012.12.224

Ramsden, B. (2011). Evaluating the impact of learning space. *Reference Services Review*, *39*(3), 451-464.

Schultz, C. (2013). *That "old book smell" is a mix of grass and vanilla.* Smithsonian. https://www.smithsonianmag.com/smart-news/that-old-book-smell-isa-mix-of-grass-and-vanilla-710038/.

Shill, H.B. & Tonner, S. (2004). Does the building still matter? Usage patterns in new, expanded and renovated libraries,1995-2002. *College & Research Libraries*, *65(2)*, 123-150.

Sufar, S., Talib, A., & Hambali, H. (2012). Towards a better design: Physical interior environments of public libraries in Peninsular Malaysia. *Procedia - Social and Behavioral Sciences*, *42*, 131-143. doi: 10.1016/j.sbspro.2012.04.174

Appendix

Interview Questions

CODE	
GENDER	MALE ☐ FEMALE ☐
RACE	MALAY ☐ CHINESE ☐ IBAN ☐ OTHERS ☐
AGE	15 – 18 ☐ 19 – 22 ☐ 23 – 26 ☐ 27 – 30 ☐

What do you like about this public library?

Why is it important to you?