

## **Library for The Homeless: A Case Study of a Shelter House and A School for Homeless in Indonesia and Malaysia**

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### **Abstract**

*Social problems are inevitable in urban communities. One of the problems is homeless. In Indonesia there is a foundation that provides shelter house for homeless, named Yayasan Bina Insan Mandiri (BIM). This shelter provides some books which functions as a simple library which provides reading materials for those who living in this shelter. While, in Malaysia there is a school for homeless and books are provided there too. In this article, the writer will get some data from a shelter house named Master (served by BIM) in Jakarta, Indonesia and data from a school for homeless in Malaysia. The writers will evaluate how this shelter and school operate the libraries provided there, what the benefits for the homeless and poor people and what the role of government in intervening this practice. In Indonesia, there is a government regulation no. 39 year 2012 about social welfare operation. The regulation mandated the implementation of social rehabilitation. Social rehabilitation is intended to restore and develop abilities for someone who suffers from social dysfunction in order to carry out his reasonable social function. This research will employ qualitative methods with indepth interview with social workers, volunterary teachers, homeless and government officers who conduct social rehabilitation. This research will give benefit for social workers in developing the library for fulfilling the needs of homeless and also give recommendation for government official in sustain the program for homeless deal with the providing and improving library for them.*

**Keywords** : homeless, government interference, library for poor, the role of library

## Introductions

In the urban community always looks contradictory situation, one is the development but the other is lag. One of the lag of situation is social problem. The social problem like criminalism, homeless, poverty, street children, environmental degradation, and many more. In Asian countries even in the USA and Europe, homeless can be inevitable. As the media reported the 7 most cities have highest number of homeless are Manila, New york, Los Angeles, Moscow, Mexiko, Jakarta and Mumbai.

In Jakarta, government, both central or local government, always try to decrease the number of homeless by counseling, skill training, supervision and further coaching, homeless alleviating control by government officials, build shelter for them, build Rusunawa (simple flat building), and transmigration (move the population to the other island which still have land to cultivate).

In Jakarta there are more than 16.000 street children who work in informal sectors. collecting recyclable waste or scavenging, begging, shoe-shining, car-window cleansing, bus cleaning, street singing, street peddling, baggage carrying, child prostitution, lending umbrellas and illegal parking assistants.

In Indonesia, there is a government regulation no. 39 year 2012 about social welfare operation. The regulation mandated the implementation of social rehabilitation. Social rehabilitation is intended to restore and develop abilities for someone who suffers from social dysfunction in order to carry out his reasonable social function.

Public shelter that provided by the Local Government of Jakarta numbered of 33 shelters. Meanwhile, there are 3 shelters provided by community that sustain until now, i.e. Master, Sahabat Anak and Rumah Belajar Senen.

On the other hand, in Malaysia, in a profile study conducted by the Office of Community Welfare (JKM) in 2012 in over 1,378 people, the main factor of this problem is the lack of work opportunities which shows a number of 646 people or at 46.6%. The second factor is caused by poverty and low income which shows a number of 245 people or at 17.7% (quoted in Drani, 2016). Most of the homeless people found on the streets and centers of protection are those of age 30-60 years (Alhabshi and Abdul Manan (2012) (Mohamad et al., 2016). While in addition to that age, they have the fewest number (Sharifah Mariam Alhabshi and Alifatul Kamilah Abdul Manan, 2012). This is supported by the study by Mohamad et al. (2016), in which most homeless people in the protection centers were of those aged 30-50 and above. The relative majority of them are of the Malay ethnic as they are the majority of this nation that constitute of about 53% of the homeless population, while the Chinese and Indians is at 23% and 18% respectively.

Majority of the homeless, consists of those who does not have a stable income, with half of them, work on low income scales (Oria et al., 2014). They are some who works but deliberately choose to sleep on the streets just to cut the cost, lack of commitments to the job, and realize that there is the providence of places for the homeless as for the relaxation at night (Ismail & Turiman, 2016). This shows that not all homeless is because of the poverty condition. This proves that the existences of the homeless are of two main factors, which are the economy and mental health. They are restricted with financial issues, and wrong style of thinking and personality.

There are two types of areas where the homeless resides, which are areas that is protected and areas that are open. Protected areas are areas reserved specifically for the vagrants that serves as transit centers and and for protection. Its function as a center for the study of the homeless community, recovery and education with vision of changing the destiny of the vagrant into a better one (Dordick 1996). Among the transit and protection centers in Kuala Lumpur is the Transit Center also known as Pusat Transit Gelandangan Kuala Lumpur (PTGKL) on Jalan Pahang, Medan Tuanku, and Anjung Singgah on Jalan Hang Lekiu (YKNM, 2017) meanwhile for school, Malaysian government

established the School of Guidance and Counseling or *Sekolah Bimbingan Jalanan Kasih* (SBJK) as an educational access point for street children and the outcasts around Kuala Lumpur (Azimah Ghazali, 2017)

Based on the background aforesaid, it is important to evaluate how this shelter and school operate the libraries provided there, knowing what the benefits for the homeless and poor people and what the role of government in intervening this practice.

This research will answer these following questions : (1) How the shelter and school for homeless children conduct the learning process? (2) How they operate the library provided there? (3) What the benefit for the homeless and (4) How government intervene this practice?

This research will give benefit for social workers in developing the library for fulfilling the needs of homeless and also give recommendation for government official in sustain the program for homeless deal with the providing and improving library for them.

## Literature Review

According to The United Nations Statistical Division (UNSD; 2008) homeless divide into two broad categories, i.e.:

- (a) Primary homelessness (or rooflessness). This category includes persons living in streets or without a shelter or living quarters;
- (b) Secondary homelessness. This category may include persons with no place of usual residence who move frequently between various types of accommodation (including dwellings, shelters or other living quarters); and persons usually resident in long-term 'transitional' shelters or similar arrangements for the homeless. This category also includes persons living in private dwellings but reporting 'no usual address' on their census form.

While according to the U.S. Department of Health and Human Services (HHS) A homeless individual is defined as "an individual who lacks housing (without regard to whether the individual is a member of a family), including an individual whose primary residence during the night is a supervised public or private facility (e.g., shelters) that provides temporary living accommodations, and an individual who is a resident in transitional housing." A homeless person is an individual without permanent housing who may live on the streets; stay in a shelter, mission, single room occupancy facilities, abandoned building or vehicle; or in any other unstable or non-permanent situation.

Hwang and Dunn (2005) define homeless people as individuals who lack a fixed, regular, and adequate night-time residence, including those who are living in emergency or transitional shelters, in motels or hotels due to lack of alternative adequate accommodations, or in private or public places not intended for human habitation (such as cars, parks, public spaces, abandoned buildings, or bus or train stations).

In urban community, there is always some people who marginalized. Social problems are inevitable. Homeless and street children are one of the common problems. More than 28.000 homeless are in Jakarta, the capital city of Indonesia. Metropolitan Jakarta, that is the destination city for 100.000 migrants per year, has a big problem like employment, homeless , street children, sanitation, environmental problems and so on.

The government, through the Ministry of Social Affairs, has conducted some program for decreasing the homeless. The programs such as children social welfare program and Indonesian Social Movement Free of Street Children<sup>1</sup>.

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<sup>1</sup> Interview with Head of Sub Directorate of abandoned children and street children, Ministry of Social Affairs

### Number of Street Children in Jakarta

Year	Street children
2006	232.894
2010	159.230
2011	67.607
2015	33.400
2017	16.290

(Data : Central Bureau of Statistics, Ministry of Social Affairs)

The decreasing number of the street children because government actively do homeless alleviating action as well as the working participation of the communities.

The homeless who are caught in raids will be placed in public shelters, meanwhile shelters that built by community always make the children busy with the activity of learning in these shelters. That's not easy to make them interest to join in shelters, therefore the founder of shelters make some interesting extracurricular activities such as music, dancing, art performance and soccer.

Jakarta, as a metropolitan, has 33 public shelters for homeless, spreaded at the five regions of Jakarta. They called it as *Panti*. These *panti* take care homeless from many ages and categories. For example, Panti Sosial Asuhan Anak (PSAA) Balita Tunas Bangsa, which take care children from 0 – kindergarten ages. Here 100 children are taken care, PSAA Putra Utama with the age of elementary and secondary school, PSBKW (Panti Sosial Bina Karya Wanita) for women who subsceptive with prostitution. In all the Panti, there are libraries but the libraries aren't managed as a standard library. The most shelters, both the public and community, store the books in some shelves without process the books properly.

In this article, the writer will describe the two of the shelters, which managed by community. They are Sahabat Anak and Master. Sahabat Anak (SA) means Children's Besties grows from the voluntary community beginning with street children jamboree, in 1997. Since then, the volunteers follow up this Jamboree event with the learning process for street children. In 2002, SA formally launched after 4<sup>th</sup> street children Jamboree. The learning activities still move around and have no fixed place. In 2011 SA has a permanent learning place on Manggarai Utara V RT 05/01, Manggarai, Jakarta. In the beginning SA provided library as a book cart. This book cart is brought to where street children usually gather, such as under the flyover bridge. After having a fixed place, this book cart program is stopped, and the books were arranged on shelves in the SA library.

Master located in the bus and minivan station in Depok, a buffer area of the capital city of Jakarta. There are many people who do some activities for getting money, i.e. playing simple instrument, begging, and selling some stuff. These people, however, don't have a shelter for stay on day or sometimes they spend the night in station. This is the first goal that want to be reached by the founder of Master shelter. He wants to provide the shelter for the people either for the temporary time or in the long periode. When they stay there, the founder give the education for them and also provide some facilities including books. Books were obtained from partners' contributions. Yayasan Bina Insan Mandiri, the foundation which was later established, as a legal entity of the Master school has many cooperation with private schools. These private schools which donate books for Master.

In Malaysia homeless people are the one in the marginal group and excluded socially related to economic difficulties such as low income rate which falls below the average (Anand Sudhir, 1977) or the one that has low Poverty Revenue according to customary measures in Malaysia (Jamil & Mat, 2014). The homeless are included in the definition of relative poverty (Wratten,1995). They are also sometimes considered as the Poor that lives in the city (Damsar & Indrayani, 2017) due to the inability to access the abundant resources that surrounds them which in return, cannot fulfill the necessities of his life (Rustanto, 2015). Also in Malaysia, they are considered to adhere to the concept of poverty from a socio economic point of view (Hasan, 2012).

According to a statistic released by the Office for Community Welfare (JKM) Malaysia, starting in the year 2009, a number of 1934 people have been identified as the homeless, in 2010 as many as 1434 people are known as the homeless, in 2011 the number raised to 1446 people, while in 2012, the number become to 1223 people, in 2013 it become 1048 people, in 2014 the number raised to 1469 people and in 2015 and 2016 the number had further increased to 1527 and 2278 consecutively. The number is seen increasingly arising especially in major cities such as Kuala Lumpur, Selangor and Johor.

Table 1: The number of the Poor apprehended (Beggars and the homeless) from the year 2009-2016

<b>Tahun</b>	<b>Kuala Lumpur</b>	<b>Warganegara</b>	<b>Bukan Warganegara</b>	<b>Jumlah</b>
2009	193	1,687	247	1,934
2010	314	1,181	253	1,434
2011	437	1140	306	1446
2012	239	937	286	1,223
2013	210	854	194	1048
2014	424	1088	381	1469
2015	215	1115	412	1,527
2016	348	1610	668	2278

(Source: Office of Community Welfare or known as JKM Malaysia, 2017)

Among the factors that contribute to the existence of the homeless, are unsupervised family institutions, loss of jobs, loss of residence, poverty and moral problems (Yani et al., 2016). Health factors such as addiction to alcohol (Beer et al., 2011), schizophrenia, tuberculosis, AIDS, hypertension, diabetes, outbreaks of respiratory disease, and other diseases are stressed rather than stress or pressure (Holden 1988). In addition, the paranoid syndrome factor causes them to be afraid of being exposed to society and to start a new way of life. In Malaysia, mental problems are a taboo, causing them to be as if they (the homeless) are outcasts and very much, comfortable with the homelessness of life (Anwar et al., 2016)

Homeless people are often found in open areas. They often sleep at either the protection centres, or sleep in an open area (Jencks, 1995). the sleeping places varies based on their lifestyle and circumstances (Wallace, 1968). For example, the old chooses a more conducive and comfortable place. For the alcohol addict, they choose places that are near stores that sells alcohol. In Malaysia, homeless choose several places that can become a shelter and get public sympathies such as the back allies, small vendors along the streets, and often under the bridge (Usman et al., 2016). The selection of different locations varies to gender, in which men chooses sleeping in areas such as the floor at the entrance of the tavern, barns and has a pole. Women choose safe areas like cheap hotels if they can afford it, other temples or synagogues (Alhabshi & Manan, 2012). In cities like Kuala Lumpur, among the areas that are populated with vagrants are Mydin Supermarket in the heart of the city, State Mosque, Central Market, Maybank Tower, Tuanku Abdul Rahman Street, Indian Mosque Road, Tiong Nam Road (Chow Kit), Silang Road, Masjid Jamek, Bank Negara, round-a-bouts of Sultan Mohamad and Dataran Merdeka. This shows that the location of where the vagrants are, is according to their habits and their own will.

The homeless lifestyles are distinctly different from the norms. A normal human being is at the level of perfection, cleanliness and of kindness in any aspects. Features such as no permanent residence and sleepless nights in areas that are not guaranteed cleanliness, shows a true distinction of normal and healthy people. This distinction makes them an isolated group with mental, physical, and social illness. Even the shackles of their mind need to be restored so that the desire to emigrate to a better and responsible life can be established.

Libraries for the homeless have always been a sanctum, in providing shelter for them in which they can get peace and a quiet place to reside. However, library staff members especially in

urbans areas, have a difficult affiliation toward the homeless that often considered the libraries as a shelter as they can be loud, smelly and sometimes can be out of line. They may use the facilities of the library as their own. This includes using restrooms to wash up or washing clothes, taking up space sleeping in the chairs provided and may be used as a place to hinder while taking up drugs. They talk loudly to themselves or sometimes found yelling at the librarians (Ward, 2007; Holt and Holt, 2010). Most of the staff are often shows sympathy but often are frustrated and overwhelmed by the situation. (Eaton& Sidor, 2010). Despite of having to deal with shrinking budget for management of the libraries, the librarians do not have the time nor training into playing the role of a social worker to the homeless patrons (Cronin, 2002; OLOS, 2008; Torrey et al., 2009). The most challenging patron is of a single man, who is either suffers from a mental disorder or the ones that abusing drugs. Sometimes the librarians find it hard to find a balance as where to draw the line between giving access to them or calling for the security. Despite these situations, there are also among the homeless that use the library peacefully and appropriately, especially those that have a family. Most literature articles in the library science field focus on tips on how to manage the troublesome homeless.

## **Methodology**

In order to evaluate how this shelter and school operates the libraries at their places, the researcher interviewed in-person at 5 places with 8 people was used for the study. Individuals were considered eligible to participate if they were currently worked at the shelter for homeless system and involved with voluntary work related with homeless or urban poor people. There are 5 places with two of them are Pusat Transit Gelandangan Kuala Lumpur, Anjung Singgah Yayasan Kebajikan Negara Malaysia also known as homeless shelter at Kuala Lumpur, Kuala Lumpur Krash Pad, Buku Jalanan Chow Kita, and Sekolah Bimbingan Jalinan Kasih (SBJK). KLKP offers education for children from 13 to 18 years old with alternatives to risk behavior that may expose them to negative influential activities while Buku Jalanan Chow Kita, is an NGO that involves with giving free education to street children as well as Sekolah Bimbingan Jalinan Kasih (SBJK) targets homeless children.

A total of 8 people agreed to participate in the study. Interviewees had a wide range of experience in their respective place, from the beginning of operation for the shelter and school. The interviewees' job titles indicate the range of roles that may involve outreach, teaching, managing and developing the shelter and school, with the titles including teacher, counsellor, manager, voluntary teachers, social workers and founder of voluntary organisation. Respondents were interviewed about the following topics: 1) school/shelter management for operate library/mini library especially for budgeting and the main factors for having library at school/shelter 2) benefits for homeless or urban poor people; 3) government involvement for providing the library for shelter/school; and 4) challenges to sustain the library for homeless library users.

Interviews were audio recorded, transcribed, and checked to ensure accuracy. Interview transcripts were coded to look for patterns in respondents' experiences and to identify the primary issues described in the interviews. Coding began with going through transcripts and identifying emergent themes in order to develop a codebook. Once the codebook was finalized, transcripts were analyzed to identify areas in which the codes were represented and to locate any additional themes not established in the initial codebook construction then using NVivo Pro 11, analytical software used in qualitative research, was used in the analysis of data. The transcripts were coded until no new or relevant themes were identified based on the aims of this study.

## **Findings and Discussions**

The purpose of this research was to understand how the shelter and school for homeless or poor people operate the libraries at their places, the benefits for homeless or poor people, and how government involve for providing the library for shelter or school for homeless. Data revealed there were libraries at all the shelter and school for homeless at 5 places in Klang Valley area. Data sources for this study included a review of documents and reports and in depth interviews of 8 peoples related

homeless with the titles including teachers, counsellor, manager, voluntary teachers, social workers and founder of voluntary organisation.

### **Library management**

As the interviews got underway, it quickly became clear that most of the shelter for homeless have a library at their place, even though it can be seen as mini library, but they still called that space as library. Similar for school for homeless or street children, there are two types of libraries; library for all students and library for toys. The toy library is unique for this school because its provides learning tools for the pre - school that consists not only books but toys that are appropriate for them. The conventional library for reading purposes that are targeted for 7 - 17 year olds are located at level 3 of the building and is managed by only one teacher.

When asked about the history of establishment of the library in the shelter, 3 out of 8 respondents answered that the shelter was built by volunteers while organizing programs to support the management of the building.

*“In the first year there was no library. Because at the beginning it wasn’t our priority. Our main priority was to give the homeless place to rest, to do everyday activity and to release the stress. When volunteered students came, they thought of establishing a library and I said OK. Most of the books were from the volunteered students that came” (P1)*

The same goes with another respondent remarked:

*“All of the books were given by the public. We had also made efforts of requesting for it in our facebook page as we use it as our social platform in reaching the public” (P4)*

*“The mini library upstairs are the one established from volunteering students of one of the higher institute of when they were doing an event at the shelter. “(P2)*

The school received a budget from Ministry of Education (MOE) for the library and for toy library and are sponsored by Yayasan EMkay since early establishment and after that they acquire all the tools in the toy library by themselves.

Furthermore, they were also being sponsored by volunteering students that came to the shelter for establishing the library. There are also an organization that sponsored the shelter with a vision that libraries are a must haves in transits and shelters for homeless people. This is because they believe it will help refine and educate the adolescent there.

*“This library is one of the mission of the establishment of the transits” (P3).*

All of the libraries in the shelters were built by either the volunteers or the organization itself. The library for targeted for student of age 7-17 years old in the school, were sponsored by MOE while the toy library for the pre-school were sponsored by the public and volunteers. All of the shelters does not refuse any donations regarding books but sometimes becomes a burden because they keep giving books because the books received occasionally does not fulfill the user’s criteria.

One of the respondent (P4) said, sometimes the books received are not meant for the targeted aged and it will be sent later to the recycling centers. Indirectly it gives the shelter extra money to be kept. Respondent P4 mentioned:

*“Malaysian are really generous in donating, but there need to be some certain guidelines as there are a lot of books donated were being recycled. They were consisting of books that were from decades ago and is not at all appropriate. That is why we recycled all the books” (P4)*

This condition was also being faced by other shelters and schools. But it is a different case for the school, because they usually filter the reading materials into two categories. The ones that is appropriate for reading in the main library, will be placed there, where as if the books met the criteria to be put the toy library, it will be placed there. Furthermore, the main library will not refuse any books given especially if the books are heavily graphic and suitable for children of spelling age. This is because of of the children aged 13 and above still does not know how to read yet.

*“We will differentiate and filter the books age-appropriate and if there is suitable graphic contain in the books we will keep it because it is among the favourites here for the children that have not yet learn to read and spell (P5)”.*

For the framing of the books, we do not follow any guideline or any standard classifications. We use stickers to differentiate the books subject and category wise. For example;

*“We arrange the books here according to the genre. The mysteries will go in together. As well as malay books, english books, motivational books, and series fictions books like harry potter series. There is not a complete system that we use to sort out the books, we use whichever that is convenient and adequate for us here. (P3)”.*

This is also supported by respondent P2 that like it if these books are easily accessible to all the patrons.

*“We would love it if the ones in the center use the books without any limitations like locked libraries or so because it will be a hassle to open the library every time someone ones to take a read. It will not go until to that extend. We love it if they can freely read the books and put it back to where it belongs” (P4).*

This statement is almost alike to what the respondent P1 said. He did not expect that there is a rise in request from the homeless to read books and asking to take the books out for guidance.

*“I don’t believe it when some of the patrons are asking for permission to take take the books out to lend, and I couldn’t say no. (P1) “*

This overwhelming situation are also being felt by the teachers in SBJK toy library. Demands to use the toy library by the 7-8 year olds were increasing but the teachers sometimes have to say no to them in ensuring longer life span of the toys.

*“Just because the toys are relatively new and appealing to the children, there are so many students asking to enter the library even though the toy library are strictly to be use by the pre-school. But given the situation of most of the children are not yet good in reading, they would prefer to read books that have pictures and graphic in them. But, I cannot let them in because the library is meant for the pre-school. If there is damage, I cannot replace it. (P6)”.*

This show that the needs of library or reading area is a must in shelters and school even though the books and materials are sometimes not up to date.

### **Benefits to homeless**

Accommodated with books and space to do activities, library for shelter cum as a public place for children, at that area is the preferred place by most of them. Library being a low-intensive place holds the library concept as town square. In addition to the findings, everyone is welcome to come to the library even though the books not always updated books, the library at shelter stands out as a space for homeless especially kids and teenagers. As a matter of fact, the library also serves as a space for private usage depending on the nature of activities done by the users (Aabo & Audunson, 2012). Most of the time, SBJK school library were used as a place for holding volunteering programs. The library



is is a conducive place to go to and the teachers likes to bring students there. The students also opt to use the library instead of using classes or halls.

*“The Library here is not used regularly by the students because they do not know how to read. But whenever there were events, they use the library. Indirectly the students will be coming to the library. Plus, the library is a favorite place to be holding events, because it is air-conditioned and conducive. (P7)”*

This is the same for the transit centers for homeless grow ups, where the library was used (other than Cafes) as a platform of when there are events. The library is also used as a space for solat tarawih in conjunction of Ramadhan month because it is conducive and has a bigger space that can fit for all.

*“The library was used as a platform for activities, and because this month is the holy month of Ramadhan, we use the space to perform tarawikh. It is easy, convenient and conducive.” (P1)*

Different from one of the transit center that were visited by the researcher, the library at the center were locked and need permissions to use. The library was in a room and are not easily accessible by the homeless. They need permission to enter, and required to fill a logbook upon entering. This is the only library that requires logbook to be filled upon entering. According to a respondent, there are not so many students that wants to be at the library. There are always only 2 or 3 students and usually it is the same student that always ask for permission to use the library.

*“I safe guard the the library, and there is in need of close guard because we are worried that the books might get damaged. This is good we think, because we can extend the lifespan of the books. The same students that always use the library because they love the ambience of the surrounding, where it is not so noisy and help them to focus when studying.” (P3).*

Other than the use of space for activities and a conducive place, two respondent said that the demands of reading books are overwhelming. One of respondent did not expect that there is a rise in request from the homeless to read books and asking to take the books out for guidance.

*“I don’t believe it when some of the patrons are asking for permission to take take the books out to lend, and I couldn’t say no (P1)”*

*“Students here likes to read books, especially novels, comics and magazines about cars(P2)”*

Library in shelters and schools is seen as a place to do activities, a conducive place and give an impact to their education level. As a result, researchers feel that most of the homeless people likes to come to the library even though it is not as many as the total habitants of the shelter, the request is still there. The request to use the library is still there, the request for newer and more interesting books from the homeless are still overwhelming. But this is also coming as a challenge to the respondent which is they have to come to a way on how to find more new and interesting books to be put in the library because most of the books are of the charity of the public and sometimes are not up to date.

### **Government Involvements**

The involvement of the Malaysian authority in homelessness issue can be seen with the support given in the schooling of homeless children, the embodiment of the transit centers, and KL Krash Pad. As for the NGOs, they play part in providing books especially in the transit center at Chow kit road which does not receive any aid directly from the government.

Malaysian government provide school for the homeless children in conjunction of Pelan Pembangunan Pendidikan Malaysia (PPPM) 2013 - 2025, where 11 programs have been and is being implemented by the Ministry of Education which will gives good impact and produces outcome that is

desired by all Malaysian. Therefore, Ministry of Education Malaysia will continue to commit into produce better education, access, quality, equity, fusion and efficiency of a system. Along with the increasing access to education, they had already established the School of Guidance and Counseling or Sekolah Bimbingan Jalinan Kasih (SBJK) as an educational access point for street children and the outcasts around Kuala Lumpur. The School of Guidance and Counseling (SBJK) has started in 2011, has therefore been and started to operate on 19th August 2013 in the old territory of Kuala Lumpur City Educational Office (JPWPKL), Jalan Raja Muda Abdul Aziz, Kuala Lumpur with student enrollment starting with 47 people under Daily School Management Control (BPSH).

SBJK offers education to students of Malaysian citizens from pre-school to upper secondary (aged 5 to 19 years old) in one premise. The admission of children to the SBJK is in accordance with Rule 4 under the Education Regulations (Student Entrance to School, Retention of School Register and Conditions for Retention of Pupils at School) 1998, Education Act 1996 [Act 550] National Citizen Without Document To Government / Government Assistance School (Professional Circular Letter No. 1/2009) issued by MOE. The categories of children admitted to SBJK are street children, marginalized children and children without identification documents. SBJK not only serves as a place to acquire knowledge but also a dependable shelter. There are 21 teachers and support staff at SBJK who play the role of parents and companions to 152 students. The school uses specific approaches in line with national curriculum standards. In addition, 'multigrade learning' is also applied. The student's intake process is also unlike regular schools because SBJK accepts the admission of any students at any time ( Bernama, 2017)

Through a series of Prime Minister's Walk About across the country with the people, the Prime Minister has announced an allocation of RM30 million to SBJK. This move strongly reflects Prime Minister care and concern of the people in education and their welfare. Therefore, the announcement of the Most Honorable Prime Minister's allocation to SBJK can be used to strengthen the academic and co-curricular activities, upgrading of academic blocks, hostels and sports facilities to cater for the increasing number of students each year.

Former Prime Minister Datuk Seri Najib Tun Razak said the construction of a new seven-storey academic building and a hostel building for the unique government funded school would see quality education being made available in the area.

*"Who can imagine this Chow Kit can be transformed into a potential area for the future of homeless children.*

*"The seven-storey building, scheduled for completion by November next year and the hostel building by 2020, will provide new shelters for homeless and underprivileged children in the federal city," he said when visiting the construction site of the school redevelopment project on 7 September 2017 (Bernama, 2017).*

The establishment of the SBJK hostel will enable the students to have a secure and comfortable place to stay, thus ensuring a better future for them ( Bernama, 2017)

Meanwhile, the Kuala Lumpur Transit Center for the homeless (PTGKL) has a coaching center as a result of a spontaneous trip from the former prime minister Datuk Seri Najib Tun Razak while making an observation to the homeless situation in Julai, 2014. Before the center is ready, the government has embodied a temporary transit at Lorong Medan Tuanku 2, Jalan Sultan Ismail, which only provide the ease of demolition and water chambers, booths for performing salah and a place for the distribution of free food to the homeless (Bernama, 2016). As a result, an initiative has been made by the Ministry of Wilayah Persekutuan (KWP) with the cooperation of MRCB in providing a center named Kuala Lumpur's Transit Center (PTGKL). The center is also receiving a direct guidance from YAB Prime Minister Dato 'Seri Najib Razak himself during his review of the homeless group (Zaidi Aziz, 2016)

KWP were involved in building the center, they are responsible for the design plus the establishment of the center. KWP also discussed the matter with other ministries and agencies including agencies under KWP, DBKL, and NGOs in working together with KWP while dealing with the homeless issue. This center may also be considered as a one stop center for the homeless which may lade as many as 250 homeless people. The concept and the characteristics of the building is the result of a combination of ideas from various parties including KWP as project owner, Malaysian Resources Corporation Berhad (MRCB) as the project proponent, other agencies as stakeholders and NGOs who are certainly more familiar with the homeless and their needs.

The building consists of two floors dormitories, three-floored centre which features a small library, children's play area, prayer rooms, and a dining area where NGOs distribute food daily. The dormitories are partially open to the wind and breeze. Amir Rudin Abdul Rahman, the lead operator of PTGKL says, "This place was built with an open-air concept in mind. We learned that the homeless may feel trapped and confined within walled areas." (Zoe Liew, 2016)

PTGKL inhabitants who are beneficial however stay destitute may moreover move to Anjung Singgah, a shield for the destitute, at whatever point they are prepared. But the middle doesn't halt at interfacing their inhabitants with way better financial and social openings. In numerous cases where the inhabitants have been briefly uprooted, maybe due to uncertain family issues, individuals of the working group visit the family individuals to reconnect the inhabitants with their families. (Zoe Liew, 2016)

For the safety and control, the government placed RELA troops to be mandated to guard the surrounding area and escort the homeless within the PTGKL area. This is because for this time there is no strict filtering applied to homeless and boarded. So with RELA's side, little effort can be done to monitor and make sure everything is in a safe and secure condition (Zaidi Aziz, 2016)

This situation is somewhat different in Anjung Singgah center. The Anjung Singgah Foundation project of the State is conducted with the support from the government in an effort to help the homeless by giving them space and opportunities to live independently. Yayasan Kebajikan Negara,

Malaysia (YKN) is a tube of virtue that was established by the Holder of the Trustee and under the authority of the Minister of Women's Development, Family and Society. Anjung Singgah also provides temporary accommodation, meals and as an intervention center to prepare and provide them to live with the challenges of life, not to be ostracized or being held back from the current state development.

Malaysian government involvement can be seen through the establishment of the Homeless transit center and SBJK . Eventhough there are other NGOs, they are supported by the ministry of welfare. They are also NGO's that works not with the ministry and therefore does not get any funds from the ministry, it is not an issue as their movements is encouraged and supported by the government.

## **Conclusions**

The library as a universal public service place inspires trust among its user community. As a place itself the library is seen as a safe place and community learn to trust this space and develop norms within this physical environment (Nurfarahwahidah, 2017)

This condtion remain the same for adults and children of the homeless. The library that has been established in the shelters making them live comfortably, in a condusive environment and often the library were used by the volunteers and the teachers in holding any events.

The government as well as NGO's in both country played an important role in establishing the library for the transit centers and shelters. They do so by funding and by building a better place for the homeless as well as giving them a second chance in getting their life back on track. Some of them also

volunteered in by holding activities for the homeless regardless of age to ensure that the homeless are not to be left behind in this fast paced modernization of the countries. Furthermore, the enforcement of the law for the welfare of the homeless is what keeps the fate of the homeless people defended.

However, findings from this study indicates that libraries at the shelters and schools still have issues to be worked on such as skills to sustain the library and the tools that comes. Some of the respondent propose among other things that people can help is giving training to the keeper of the shelters how to manage the library. Train them on this expertise so they feel responsible and are better for their library and better yet, educate the homeless people itself on how to better manage their library.

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