

"Perpustakaan Manusia" as a Knowledge-Sharing Medium to Enhance Interaction Between Social Groups



Perpustakaan Manusia sebagai Media Berbagi Pengetahuan untuk Meningkatkan Interaksi Antar Kelompok Sosial

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Abstract

Background/Problem Statement: "Perpustakaan Manusia" is a knowledge-sharing program in the field of mental health, initiated by "Menjadi Manusia" in January 2023. In the phydigital era, this program offered direct contact with social groups that faced public prejudice or remained unfamiliar to Library Users. **Purpose:** This study aimed to explore the implementation of the "Perpustakaan Manusia" program as a knowledge-sharing medium to enhance interaction between social groups. **Method:** A qualitative study was conducted with a descriptive method, and data were collected using observation, literature study, and social media. Analysis comprised data reduction, display, and verification stages. **Result:** The primary information sources in the implementation of the "Perpustakaan Manusia" were humans from various social groups who often experienced prejudice and were called "Pustaka". In this study, the information recipients were referred to as "Pemustaka". Each "Pustaka" had a title derived from background experiences or knowledge. The "Perpustakaan Manusia" had Golden Rules that must be followed throughout the event. Knowledge sharing related to the title attached to the "Pustaka" lasted approximately ± 15 minutes. Meanwhile, Pemustaka were allowed to ask questions, discuss, and share stories. On October 3, 2025, the "Perpustakaan Manusia" had been held 13 times and included 69 individuals. **Conclusion:** : The implementation of the "Perpustakaan Manusia" can serve as a knowledge-sharing medium that enhances interaction between social groups.

Keywords: Perpustakaan Manusia, Knowledge Sharing, Human Library, Living Library

Abstrak

Latar Belakang/Permasalahan: "Perpustakaan Manusia" hadir sebagai program berbagi pengetahuan diinisiasi oleh organisasi "Menjadi Manusia" yang bergerak dalam bidang kesehatan mental. Di era *phydigital*, program ini menawarkan kontak langsung dengan kelompok sosial yang mendapatkan prasangka publik atau belum pernah ditemui oleh Pemustaka. Program "Perpustakaan Manusia" pertama kali dimulai pada Januari 2023. **Tujuan:** mengeksplorasi pelaksanaan program "Perpustakaan Manusia" sebagai media berbagi pengetahuan untuk meningkatkan interaksi antar kelompok sosial. **Metode:** Artikel ini menggunakan metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data menggunakan observasi partisipan, studi literatur serta pengumpulan data melalui media sosial. Teknik analisis data terdiri dari tahap reduksi data, penyajian data dan verifikasi. **Hasil:** Sumber informasi primer dari penyelenggaraan "Perpustakaan Manusia" adalah manusia dari berbagai kelompok sosial yang seringkali mengalami prasangka yang disebut sebagai "Pustaka". Penerima informasi disebut sebagai Pemustaka. Setiap "Pustaka" memiliki judul yang berasal dari latar belakang pengalaman atau pengetahuan yang dimiliki. "Perpustakaan Manusia" memiliki *Golden Rules* yang wajib dipatuhi selama acara berlangsung. Berbagi pengetahuan terkait judul yang melekat pada "Pustaka" berjalan selama ± 15 menit/Pustaka. Pemustaka diberikan kesempatan untuk bertanya, berdiskusi dan berbagi cerita. Hingga 03 Oktober 2025, 'Perpustakaan Manusia' telah dilaksanakan sebanyak 13 (tiga belas) kali dan mengembangkan 69 (enam puluh sembilan) orang. **Kesimpulan:** Implementasi "Perpustakaan Manusia" dapat berfungsi sebagai medium berbagi pengetahuan yang meningkatkan interaksi antar kelompok sosial.

Kata kunci: Perpustakaan Manusia, Berbagi Pengetahuan, Human Library, Living Library

I. INTRODUCTION

Background. Every group is believed to possess a distinct social identity (Berger et al., 2015), which is interpreted as characteristics. These characteristics influence how others perceive the group, giving rise to the terms "ingroup" and "outgroup". The ingroup characteristics provided intergroup bias due to a sense of belonging, which often leads to stigma. This bias and stigma can be the root of prejudice and conflict (Mukarom, 2021). According to an intergroup contact theory, direct contact is a way to reduce prejudice and conflict between groups (Allport, 1954).

Intergroup contact theory was developed by Pettigrew (1998) with a focus on friendship between social groups, in order to reduce prejudice and intergroup conflict. In the fields of communication and psychology, intergroup contact theory was developed by Harwood, introducing the concept of "Contact Space," which consisted of individual engagement and the desire to enrich knowledge (Harwood, 2010). This concept provides opportunities for interaction regarding information and experiences to develop knowledge (Hasyim et al., 2021). Knowledge includes explicit forms that are easily shared and tacit forms rooted in unspoken experiences. Their interaction drives knowledge development, described in the SECI model as knowledge conversion (Nonaka, 1994).

The SECI Model divides knowledge conversion into four types. First, socialization is the process of converting tacit into explicit knowledge through interaction between individuals. Knowledge is shared by understanding the feelings and thinking of other individuals. Furthermore, the knowledge from socialization is often called "sympathized knowledge" due to its ability to foster sympathy and empathy. Second, externalization is the conversion of tacit into explicit knowledge. Third, combination is the process of converting explicit knowledge by including social processes. Fourth, internalization is the conversion of explicit into tacit knowledge (Nonaka, 1994; Nonaka et al., 2000).

Every conversion can be understood as an action and image that requires a supporting medium or platform. The platform or media supporting knowledge conversion was introduced by Japanese philosophers as the concept of 'ba', which is divided into four types (Nonaka et al., 2000). Originating Ba is a medium through which individuals share feelings, emotions, experiences, and knowledge. Individuals share sympathy with others, leading to care, love, and trust. Physical activity and face-to-face experiences are key to sharing tacit knowledge. Meanwhile, 'Dialoging Ba' is related to externalization conversion. 'Systemizing Ba' is related to combination conversion, while 'Exercising Ba' is associated with internalization. Human Library is a medium used for sharing knowledge with other social groups that are often prejudiced or remained unfamiliar to Library Users.

Human Library is a non-governmental organization (NGO) specializing in social work, founded in 2000 in Copenhagen, Denmark. Essentially, the Human Library acts as a facilitator, providing a platform for sharing knowledge and discussing sensitive topics. This is expected to eliminate stigma, prejudice, and stereotypes in society, thereby promoting social inclusion, consistent with the slogan, "Unjudge Someone" (Human Library, 2025). The Human Library carries this knowledge in the form of tacit knowledge from a single human being. The primary source of information is humans, known as Human Books (Human Library, 2025). Therefore, the Human Library provides non-explicit tacit information sources (textbooks, articles). Human Books are volunteers who step forward to represent personal lived experiences, share individual stories, and address stigmas, prejudices, or stereotypes directed at a specific person or social group (Human Library, 2025). This initiative has been developed in 80 countries to date, for example, the implementation in the De La Salle University Library (Philippines) (Schijf et al., 2020), Suan Sunandha Rajabhat

University (Thailand) (Songkhla et al., 2016), and others. The organization has been in Indonesia since 2019, with two activities between 2019 and 2023. Similar activities in the university environment have been carried out at Brawijaya University in 2016 with the topic of people with disabilities (Risdiyansah et al., 2024). The Islamic University of Indonesia (UIN) Sunan Kalijaga has been implementing the Human Library concept since 2021 by naming its collection Living Collection (Ghiffary et al., 2025).

The Human Library concept is also known as the Living Library, with its collection called the Living Book. This concept was also adopted by the organization '*Menjadi Manusia*' (Becoming Human), which operates in the mental health sector, with the program called '*Perpustakaan Manusia*' (Human Library). Humans, who serve as sources of information, are called "*Pustaka*" (Libraries). The program was initiated in January 2023, and as of October 3, 2025, "*Perpustakaan Manusia*" had been implemented 13 times and developed 69 "*Pustaka*". The "*Perpustakaan Manusia*" program often addresses mental health topics in accordance with the organization's field of expertise.

Problems. Among the several applications of the Human Library concept in Indonesia, "*Perpustakaan Manusia*" (Human Library) is the newest program, yet it boasts the largest number of information sources and providers. This shows that programs that provide interactive experiences or direct contact remain compelling in the digital-physical era. This situation implements the Human Library concept in Indonesia increasingly interesting for further exploration. However, to date, studies addressing this topic are still limited.

Previous Literature Review. Human Library has developed rapidly and is widely studied outside Indonesia. This initiative has successfully fostered respect for diversity, empathy, reduced prejudice and social distance from minorities, and fostered new understandings expected to reduce stigma (Bagci & Blazhenkova, 2020; Chung, 2022; Groyecka et al., 2019; Handke, 2017; Lam et al., 2023; Schijf et al., 2020). Interactive dialogue or communication can foster critical thinking about "human books," which can improve intergroup relations (Giesler, 2022; Groyecka et al., 2019). This is because dialogue with Human Books can satisfy curiosity and deepen social understanding (Langan Martin et al., 2025).

Social inclusion and remediation of problems can be achieved through this concept because it is not intended as an intervention (Kwan, 2020). The "Human Book"'s fear of being judged by individuals for the past and social identity will also be reduced (Giesler, 2022; Langan Martin et al., 2025). This book can use the experiences as a means of self-reflection, self-therapy, emancipation, acceptance of existence, and become part of an individual "shelf" that stores stories (Prociów, 2023).

Considering the importance of information source participation in achieving community objectives, recruitment requires careful consideration (Dobreski & Huang, 2016). The recruitment of Human Book includes extensive connections, and the contractual framework establishes boundaries during the dialogue (Li, 2021; Marshall et al., 2023). These connections are expected to provide a sense of security for individuals acting as information sources. Organizers' understanding of social inclusion and strong knowledge-sharing skills are also crucial to achieving program goals (Risdiyansah et al., 2024).

The use of technology as a medium needs to be considered and reformulated within the Human Library concept (Huang et al., 2017). For example, the implementation of the Human Library at Sunan Kalijaga State Islamic University uses social media platforms to share 20-30 minute videos featuring Living Collections that share knowledge. The library facilitates direct discussions for users by sending requests through the official number and website. In addition to meeting users' information needs, Living Collections can also be used for study (Ghiffary et al., 2025).

State of the Art. The concept of the Human Library is predicted to continue to develop and be sustainable (Songkhla et al., 2016). Currently, studies on the Human Library concept are dominated by quantitative and experimental methods. This prompted Bagci (2020) to state the need for exploratory studies because questionnaires are less able to control the implementation process and interaction within this activity. Previous studies showed the differences in the implementation of the Human Library by each provider. For example, the Human Library program at Sunan Kalijaga State Islamic University (UNIS) commenced with videos, rather than direct contact between users and information sources or the Living Collection. The implementation at Brawijaya University focused on students with disabilities in an inclusive campus environment. This study explored the implementation of the "*Perpustakaan Manusia*" (Human Library) program by the mental health organization "*Menjadi Manusia*," which focused on the mental health sector.

Purpose. This study aimed to explore the implementation of the "*Perpustakaan Manusia*" (Human Library) program as a knowledge-sharing medium to improve interaction between social groups.

II. METHOD

A qualitative method was adopted, aiming to understand and explore the case or uniqueness of a process, activity, event, program, and work group (Creswell & Poth, 2018). Similarly, a descriptive writing style was used, and this application is expected to describe the implementation of the "*Perpustakaan Manusia*" program managed by the "*Menjadi Manusia*" organization as an effort to improve interaction between social groups.

Data were collected using participant observation, literature studies, and social media. Analysts joined the activities while primarily observing participant interactions to collect subjective data. Observations were conducted at the "*Perpustakaan Manusia*" events on April 1, 2023, and July 12, 2025, with the themes mentioned. Gaining access for the data collection process commenced on March 13, 2023, through the collaboration contact listed on the website <https://www.menjadimanusia.id>.

The analysis method used in this study was the Miles and Huberman model (in Agustinova, 2015), with the stages of data reduction, presentation, and verification. The data was presented in narrative form and documented in the discussion.

III. RESULTS AND DISCUSSION

The discussion on the implementation of "*Perpustakaan Manusia*" as a knowledge-sharing medium to enhance interaction between social groups was divided into three parts. The first part discussed the concept of "*Perpustakaan Manusia*", while the second part focused on program implementation. The third part discussed the opportunities that could arise from the implementation of "*Perpustakaan Manusia*."

The Concept of "*Perpustakaan Manusia*" as a Media for Sharing Knowledge. "*Perpustakaan Manusia*" (Human Library) was organized by the mental health organization "*Menjadi Manusia*," a human transformation organization that provided a platform for individuals seeking to experience feelings, connect with meaningful others, and grow. Founded in 2018 by Rhaka Ghanisatria, Adam Alfares Abednego, and Levina Purnamadewi, the organization aimed to provide a platform for individuals from diverse backgrounds to share stories without judgment (Menjadi Manusia, 2025; Paramayu et al., 2023).

"Menjadi Manusia" engaged audiences through social media and its website, using story-based and empathy methods to create a safe space for shared experiences. Until October 10, 2025, the "*Menjadi Manusia*" platform had reached the following audience:

- The “Menjadi Manusia” Discord Channel was followed by 8,204 members.
- Instagram @jadihuman.id was followed by 1.3 million people.
- The X account @_BeHuman was followed by 28,204 people.
- TikTok @jadihuman.id was followed by 455,000 people.
- The thread @jadihuman.id was followed by 148,000 people.

Activities within the “Menjadi Manusia” organization included Human Day, Life Cycle, Chatting Together, the Human Library, and others. The *Perpustakaan Manusia* (Perpusman) aimed to provide individuals with the opportunity to learn about and understand people who were not previously encountered in person or who were frequently labeled unjustifiably. The format of the activities was through direct interaction, storytelling, and discussion.

“Perpustakaan Manusia” provided human resources for sharing tacit knowledge in small group discussions. The person who acted as the source of information and the recipient were referred to as “Pustaka” and “Pemustaka,” respectively. Therefore, the term “Human Book” or “Living Book” in “Human Libraries” was replaced by “Pustaka” in the implementation of “Perpustakaan Manusia.”

‘Pustaka,’ acting as a source of information, had an individual or social group background that experienced prejudice, stigma, and labels in society. The experiences and backgrounds were packaged into a title that corresponded to a different theme in each event. *Perpusman* had a different theme in each event, bringing 3-10 ‘Pustaka’. The *Perpustakaan Manusia* was held nomadically in various public spaces, such as cafes, co-working spaces, and other places, to facilitate flexible and inclusive knowledge interaction (Table 1).

Table 1

Implementation of the ‘Perpustakaan Manusia’ Program and Pustaka

Implementation date	Location	Theme	No	Bibliography Title
Saturday, January 28, 2023	Impact Hub Jakarta	Reading Untold Stories	1	Anak dari Pasangan Beda Agama
			2	Yang Ditulis oleh Seorang Penulis
			3	Penyintas Gangguan Sehat Mental
			4	Mandiri Karena Broken Home
			5	Satpam : Pelindung dan Penyelamat
Saturday, February 18, 2023	Impact Hub Jakarta	Reading Untouchable Love Stories	6	Tertambat di Kencan Kilat
			7	Taaruf : Bukti Cinta di Jalan Tuhan
			8	Pernikahan Tak Perlu Pesta
			9	Menikah Beda Suku
			10	Cinta Tanpa Keturunan
			11	Yang Muda, Yang Menikah
			12	Dari Meia Jadi Nyata
			13	Lelaki yang Menjadi Ibu
			14	Cinta Dalam Suka dan Duka

Saturday, April 1, 2023	Tempo Building, 8th Floor, South Jakarta	Removing Stigma in the World of Work	15	Satu Hati, Beda Rumah Agama
			16	Tentara Perempuan yang Mengayomi Laut
			17	Penerjemah : Jembatan untuk Perbedaan
			18	Yang Menolak Pulang Sebelum Padam
			19	Akademisi Serba Bisa, dari Pangan, Virus hingga Kecantikan
Saturday, May 13, 2023	Tempo Building, 8th Floor, South Jakarta	Understanding Mental Health Closely	20	Manusia dalam Psikologi dan Kartu Tarot
			21	Tekun bak Ilmuwan, Imajinatif bak Seniman
			22	Kata Siapa Bipolar Tidak Boleh Jadi Dokter?
			23	Menemukan Arah Setelah Hampir Menyerah
			24	Kehilangan Ibu, Dihampiri Kecemasan
Saturday, June 10, 2023	Coffee Room, Blok M, Jakarta	Stories, Sweat and Tears of Jakarta	25	Merantau ke Ibukota
			26	Suka Duka Sang Komuter
			27	Membela Persija hingga Peluit Terakhir
			28	Menjadi Pramuwisata di Jakarta
			29	Menyingkap Kerasnya Jakarta Utara
Saturday, December 2, 2023	Wijaya House, South Jakarta	Friendship and a Meaningful Life, Both Go Together in One Rhythm	30	Relawan : Saling menolong, saling Bahagia
			31	Bersahabat dari SMP : Saling Beri Rasa Aman, Berharap Sampai Tua
			32	Sweat Together, Stay Together: Persahabatan yang Sehat
			33	Kanvas Sosial Seorang Seniman
			34	Ketemu di Dunia Meia, Sahabatan di Dunia Nyata
Saturday, March 23, 2024	MULA by Galeria Jakarta Cilandak Town Square	When Women Choose Their Own Path in Life	35	Suka Duka Pembawa Nama Besar Keluarga
			36	Pahit Manis Anak Pertama dan Generasi Roti Lapis
			37	Sendiri dan Mandiri untuk Si Buah Hati

Sunday, March 31, 2024	ALVA Experience Center SCBD	The Game-Changing Room-Growing In Every Change	38	Dari Santriwati Hingga Mengenal Diri Sendiri
			39	Pembuka Jalan untuk Bumi yang Lestari
			40	Yang Menjalani Hidup secara Mindful
			41	Memilih Hidup yang Lebih Berdampak
			42	Jadi Lebih Kuat karena Hidup Sehat
			43	Penyulam Harapan dari Tumpukan Sampah
Saturday, August 31, 2024	Multi Function Hall Level 2, Plaza Indonesia	Reading the Silence of a Struggle	44	Yang Mengajar dari Pintu ke Pintu
			45	Caregiver: Hadir sebagai Manusia, untuk Manusia
			46	Jalan Panjang Keluar dari Lingkaran Judol
			47	Ayah yang juga Menjadi Ibu
			48	Diselingkuhi Berkala, Cinta Berbuah Trauma
			49	Kuliah Belum Rampung, Harus Jadi Tulang Punggung
Saturday, December 21, 2024	Multi Function Hall Level 2, Plaza Indonesia	Mother: One with Many Stories	50	Yang Bertahan dari Buah Bibir Tetangga
			51	Ibu adalah Kata Kerja
			52	Mewariskan Cinta, Memutuskan Trauma
			53	Ibu Rumah Tangga : Lembur karena dan untuk Cinta
			54	Mental Tebal Ibu Tunggal
			55	Katanya, Pendidikan Tinggi Bukan untuk Perempuan
Saturday, March 15, 2025	MULA by Galeria Jakarta Cilandak Town Square	Hidden Stories in Women's Journeys	56	Alergi dan Kesehatann Mental : dari Sakit Jadi Bangkit
			57	Antara Realitas dan Idealisme, Seniman Menciptakan Masa Depan
			58	Terapis Pijat yang Merawat Martabat
			59	Menjadi Dokter dan Ibu untuk Anakku yang Spesial
Saturday, May 24, 2025	Multi Function Hall Level 2, Plaza Indonesia	Workers are Humans Who Have Stories	60	Menyapu Jalanan, Menghimpun Harapan
			61	Perempuan Wibu dan Conten Creator : Tegar dari Negatifnya Komentar

			62	Seorang Teknisi yang Menjalani Matematika Tuhan
			63	Dianggap Tak Setara karena Jadi SPG
			64	Sunyi dalam Sirene, Suara Hati Damkar
Saturday, July 12, 2025	Bagi Kopi Siganture Surya Sumantri Bandung	What They Don't Tell You at Home	65	Hadir untuk Orang Lain Tanpa Hilang Diri
			66	Menolak Menyerah Meski Tak Ada Peran Ayah
			67	Eksepektasi dalam Sunyi: Beban di Balik Prestasi
			68	Kisah Tahan Banting Seorang Tulang Punggung Keluarga
			69	Mencipta Kuat di Tengah Keluarga yang Retak

Source: Study's Data, 2025

On October 10, 2025, "Perpusman" was held 13 times, with each event taking place at a different location with a new theme. The theme raised during the "Perpusman Manusia" event totaled 69 "Pustaka". Perpusman implemented a quota system for "Pemustaka" who attend each event, with an average ticket price of IDR. 50.000 (Figure 1).

Figure 1
Information Regarding the Implementation of the "Perpustakaan Manusia"



Source: Instagram @perpustakaanmanusia

Information about the Perpusman programs was disseminated through the Discord and Instagram accounts @menjadimanusia.id, @menjaditemanmanusia, and local community accounts, such as @temanmanusia.bdg. Social media followers inquired about vehicle access

to the event location, ticket availability, searching for friends to join the *Perpustakaan Manusia*, and more through the comments section.

“Perpustakaan Manusia” in Enhancing Interaction Between Social Groups. In the opening session, the event was led by a Master of Ceremonies (MC) who introduced the concept, working methods, and individuals in the “*Perpustakaan Manusia*”. The individual who played the role of “*Pustaka*” and the attached title was also introduced in the opening session. In this session, the layout of the event area, such as a seminar room, classroom, or amphitheater, was established. “*Pemustaka*” sat in audience seats to pay attention to the MC and “*Pustaka*” as communicators (Figures 2 and 3).

Figure 2

Introduction to *Pustaka* as a Source of Information



Source: *Teman Manusia Bandung (TMB) Documentation*

Figure 3

Pemustaka as Audience



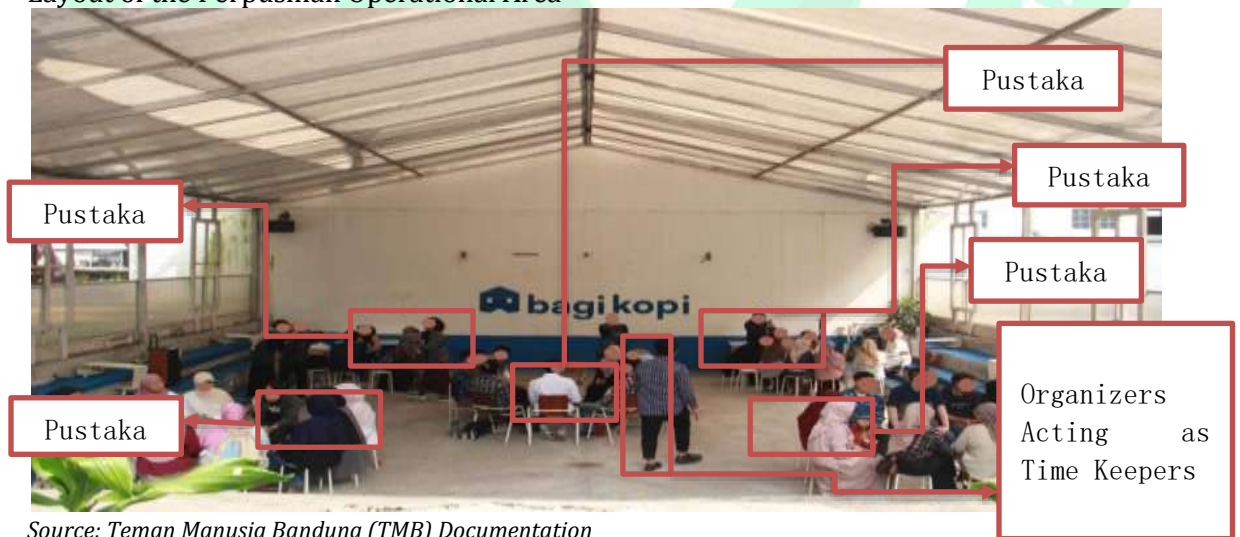
Source: *Teman Manusia Bandung (TMB) Documentation*

The title “*Pustaka*” was showed on an acrylic sheet. The *Pemustaka* members were given rules for discussing with the *Pustaka*, which the host referred to as the Golden Rules:

1. Confidentiality was important: What was shared within the group stayed within the group, as trust grows from a sense of security.
2. Listen to understand, not to correct, and be present wholeheartedly. Don't jump to advice.
3. Speak from an "I" perspective. Share personal experiences, not judgments (e.g., "I feel..." not "You should...").
4. Be free from judgment. Every journey was valid. Let's develop a welcoming, warm, and non-judgmental space.
5. One person talked, the other listened. Respect turned and avoid interrupting or talking over others.
6. Sharing was voluntary as there was no pressure to speak. Silence was also a form of participation, as everyone had their time.
7. Be careful with sensitive topics: Share wisely and give warnings when you are about to discuss something difficult or potentially triggering.
8. Respect personal boundaries: Avoided urging any person to disclose more than was appropriate. Listened attentively without imposing expectations. You may ask for consent first to confirm that the *Pustaka* was willing to answer.
9. Don't Compare Wounds: All pain was important, and there was no measure of who was "more severe," all are valid.
10. Be Consistently Present: Your presence matters to yourself and others. Support grows from self-connection.

After the MC read the Golden Rules, the "*Pustaka*" were invited to occupy the respective discussion areas, each carrying an acrylic plaque containing an attached title. During this session, the layout of the event area changed to form small circles for discussion. The distance between each "*Pustaka*" varied depending on the location of the library, often around 1-2 meters (Figure 4).

Figure 4
Layout of the Perpusman Operational Area



Source: Teman Manusia Bandung (TMB) Documentation

After the "*Pustaka*" was ready, each participant was invited to select a storyteller whose topic matched the interests and information needs. This stage functioned as a reading or

knowledge-sharing session. The setup consisted of one chair for the storyteller, an acrylic title board, and approximately ten chairs for participants.

Each participant received 15 minutes for a session with one storyteller. When five storytellers were available, the total discussion time reached about 75 minutes. A maximum of ten participants could join any single session. After selecting a storyteller, a participant was not permitted to leave suddenly or move to another storyteller.

Each session began with a personal narrative connected to the chosen title. Participants listened without interruption. Sessions typically lasted 15 minutes, with around 5 minutes devoted to storytelling and about 10 minutes to discussion (Figure 5).

Figure 5

'Pustaka Reading' or Discussion Session



Source: *Teman Manusia Bandung (TMB) Documentation*

During discussions, "*Pemustaka*" asked questions and shared experiences or knowledge related to the title attached to the '*Pustaka*'. In responding to '*Pustaka*' stories, *Pemustaka* responded to stories or statements from others in the form of support. Interactions within the group were carried out in a relaxed manner, using everyday language with a volume that was audible enough for the group. Therefore, there was no need to use a loudspeaker or shout. The sentences tended to be positive rather than demeaning or attacking, and were expected not to violate the Golden Rules. '*Pustaka*' refused to answer when the question was too sensitive. In the event of violating the Golden Rules, '*Pustaka*' reported it to the organizer who supervises the discussion area and also acted as a time keeper.

The organizer provided notification when the discussion time ended. The discussion session concluded by inviting *Pemustaka* to provide personal support to the *Pustaka* before moving on to another (Figure 6). *Pemustaka* were invited to choose whether to begin a discussion with a different *Pustaka* or continue the conversation with the same *Pustaka* in a new session and group.

Figure 6

Pemustaka can provide personal support to the 'Pustaka'

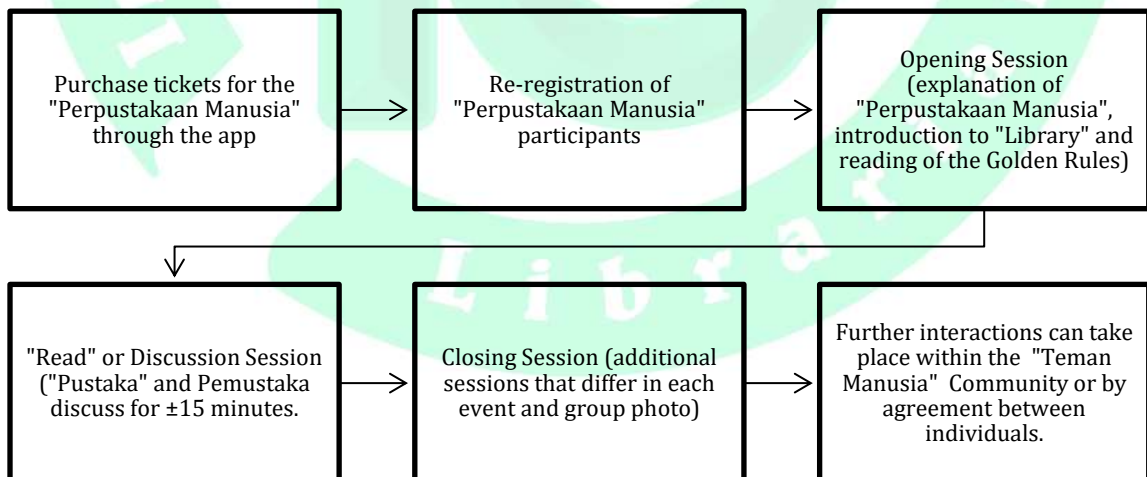


Source: Teman Manusia Bandung (TMB) Documentation

After the reading session ended, both Pemustaka and Pustaka released the assigned roles and returned to being part of the audience for the closing segment. Before concluding the event, the audience received additional activities that differed in each implementation to encourage interaction with others and open space for new friendships. For example, the Perpusman held on July 12, 2025, included a reflection session, while the event on April 1, 2023, included a breakfast session. *Pustaka*, who shared experiences, and *Pemustaka*, who participated in the discussions, were invited to convey impressions of the program. A quiz session and group photo also took place before the event officially ended.

Chart 1

Flowchart of the Implementation of the "Perpustakaan Manusia"



Source: Study's Data, 2025

In summary, the implementation of the "*Perpustakaan Manusia*" was divided into three sessions (Figure 1). Further interaction outside the "*Perpustakaan Manusia*" took place

within the *Komunitas Teman Manusia* (KTM) or by mutual agreement between individuals. In addition to serving as a meeting place for social groups, the “*Perpustakaan Manusia*” facilitated friendships, access to information sources for analysts, and more.

“Teman Manusia” Community. The “Menjadi Manusia” organization initiated a community called “Friends of Humans/ *Teman Manusia*” in 2019. The community focused on addressing loneliness, offering emotional support, and assisting members with mental well-being through the sharing of life experiences and stories. Friends of Humans were spread across various regions in Indonesia, such as Bandung, Makassar, Yogyakarta, and others (Menjadi Manusia, 2025).

The regional “Teman Manusia” Community (KTM) had an internal team consisting of the Person in Charge (PIC) for Human Capital, Treasurer and Ticketing, Logistics and Venue, Sponsor and Partnership, and Community and Media Partner. The internal team was formed to manage and support the community in each area.

The social media platform *Instagram* was used to reach interested individuals in the membership of *Teman Manusia*. KTM also hosted events affiliated with the “*Menjadi Manusia*” organization. For example, Teman Manusia Bandung held a “*Perpustakaan Manusia*” on Saturday, July 12, 2025, at Bagi Kopi Signature Surya Sumantri Bandung, entitled “Yang Tidak Diceritakan di Rumah” (Figure 7). Other programs that could support the objectives of KTM included Teman Olahraga (Sports Friends), Open Mic, and others.

Figure 7
Organizing the Perpustakaan Manusia by Teman Manusia Bandung



Source: Study's Data, 2025

KTM reached out to potential members through public events. For example, KTM Bandung provided Quick Response Codes (QR Codes) during the *Perpustakaan Manusia* event to help members fill out the community registration form. After completing the form, members were invited to a WhatsApp group for interaction, to make new friends, and receive information about activities. Several rules were made for members when interacting face-to-face or through digital media, and a warning was sent in the case of a violation. These rules aimed to foster mutual respect and appreciation, as KTM was part of the “*Menjadi Manusia*” organization, which provided a platform for sharing stories without judgment.

Discussion of Study Results. A “*Perpustakaan Manusia*” can be a platform or “ba” to support knowledge conversion. Among the four types of “ba,” “*Perpustakaan Manusia*” can be categorized as Originating Ba, which supports socialization and knowledge conversion.

Originating Ba focuses on physical activities or face-to-face experiences to share feelings, emotions, experiences, and knowledge, thereby fostering care, love, and trust (Nonaka et al., 2000).

Based on the SECI Model, the *"Perpustakaan Manusia"* can be categorized as tacit-to-tacit conversion or socialization. In accordance with the first Golden Rule applied in the implementation of the *"Perpustakaan Manusia"*, namely, *"Rahasia Itu Penting"*, what is shared within the group stays within the group.

Conversion in the form of socialization focuses on understanding how others think and feel. Therefore, the knowledge generated from this conversion is called "sympathetic knowledge", due to the ability to foster sympathy and empathy (Nonaka, 1994; Nonaka et al., 2000). This is consistent with the result of Bagci & Blazhenkova (2020), Chung (2022), Groyecka (2019), Handke (2017), Lam (2023), and Schijf (2020) that the implementation of Human Libraries and Living Libraries successfully fosters respect for diversity, empathy, and reduces prejudice and social distance from minoritises.

The dialogue with the "Pustaka" during the approximately 15-minute reading session was used by each Pemustaka to obtain needed insights directly from a primary source. Group interaction unfolded in a relaxed atmosphere, using positive language that respected the Golden Rules. This method developed a safe space for questions from both Pustaka and Pemustaka and opened opportunities for additional Pemustaka to share personal stories. The interaction in organizing the *"Perpustakaan Manusia"* supports the report of Giesler (2022), Groyecka (2019), and Martin (2025) that dialogue in the Human Library can satisfy curiosity, deepen understanding, and improve relationships between social groups.

The Golden Rules assist the "Pustaka" in establishing its own authority and show that the implementation of the *"Perpustakaan Manusia"* is not intended to intervene. This result is consistent with a previous report (2020) that the Human Library can be used as a medium for social inclusion and issue resolution without intervention. Furthermore, the application of the Golden Rules supports the argument of Li (2021) and Marshal (2023) that recruiting the Human Book as a primary source of information requires a contact system that contains boundaries during dialogue to foster a sense of security.

Building connections with information sources is crucial, and organizers hence need a strong understanding of social inclusion and the dynamics of knowledge sharing (Risdiyansah et al., 2024). *"Menjadi Manusia"* supports mental health by offering a judgment-free storytelling space. Through the *"Perpustakaan Manusia"*, it promotes social inclusion and knowledge sharing.

The closing session of the *"Perpustakaan Manusia"* program also initiated an invitation to join the Human Friends Community (KTM), opening up opportunities for new friendships to form outside the program context. The resulting social interaction is expected to contribute to reducing social distance and prejudice between social groups. This result is consistent with the report of Allport's (1954) Intergroup Contact Theory (ICT) that direct contact between groups is an effective mechanism for reducing prejudice and conflict. The friendships formed have the potential to reduce social distance between groups (Pettigrew, 1998). Those participating in the *"Perpustakaan Manusia"* were key to meeting its aims. Careful selection of "Pustaka" is necessary to reduce social distance and build empathy. This result is consistent with the concept of Contact Space introduced by Harwood (2010) that two dimensions reduce prejudice between social groups, namely individual participation and the desire to enrich knowledge.

Study Limitations (Disclaimer). This study outlines the general implementation of the *"Perpustakaan Manusia"* program organized by the *"Menjadi Manusia"* organization. The

program is not regularly scheduled, and information about upcoming sessions becomes an important aspect that requires attention to prevent missed opportunities for participation. This study is based on the events held on April 1, 2023, with the theme "*Menghapus Stigma dalam Dunia Pekerjaan*" and July 12, 2025, with the theme "*Yang Tidak Diceritakan di Rumah*."

IV. CONCLUSION(5%)

In conclusion, the implementation of the "*Perpustakaan Manusia*" serves as a medium for knowledge sharing that can enhance interaction between social groups. This is because the "*Pustaka*" serves as a primary source of information drawn from various social groups that often experience prejudice from the public. Users also have the opportunity to meet and learn about social groups that were not previously encountered. Therefore, the selection of the "*Pustaka*" is important to optimally achieve the program's objectives.

A strong connection with the "*Pustaka*" is necessary to foster a sense of security in sharing knowledge, specifically on sensitive topics. This sense of security can be achieved by granting authority to the "*Pustaka*" and implementing rules for users, such as the "Golden Rules". Therefore, "*Perpustakaan Manusia*" organizers need to understand topic development, information source selection, and the knowledge-sharing process. An invitation to join the Human Friends Community (KTM) also opens up opportunities for new friendships beyond the *Perpustakaan Manusia* program. These friendships are expected to reduce social distance between groups, thereby promoting inclusion.

Future Directions of Study (Future Work). Based on the description of the implementation of the "*Perpustakaan Manusia*" in this study and previous reports, the "*Pustaka*" or Human Book/Living Book plays a strategic role as a primary source of information. Therefore, the recruitment process and building relationships with information sources can be considered for in-depth discussion to strengthen the function of the "*Perpustakaan Manusia*" as a medium for sharing knowledge.

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