



What Brings Gen-Z to the Library? An Investigation of Interior Design Elements in Denpasar City's Libraries

Febrina Anjaeni Sharon¹, Freddy Hendrawan^{2*}, Ni Made Emmi Nutrisia Dewi²

¹Department of Interior Design, Institut Desain dan Bisnis Bali, Indonesia

²Department of Master Design, Institut Desain dan Bisnis Bali, Indonesia

*Corresponding author Email: fhendrawan@idbbali.ac.id

The manuscript was received on 26 November 2024, revised on 10 January 2025, and accepted on 2 April 2025, date of publication 19 May 2025

Abstract

The development of technology and easier access to information have changed how Generation Z learns and interacts with their surroundings, including how they utilize library facilities. This study aims to analyze the factors influencing Generation Z's preferences in visiting libraries in Denpasar City, focusing on the interior design aspects of library spaces. The method used in this study is a descriptive qualitative approach, which involves observation, questionnaire distribution, and in-depth interviews with Generation Z students in Denpasar City. The results showed that interior design is crucial in attracting Generation Z's interest in visiting the Library. Libraries that carry a modern design concept, with adequate technological facilities to support learning and working activities, are more desirable than libraries that carry traditional concepts. Based on these findings, the proposed strategic solution is to implement the Modern Reading Hub concept, which combines ergonomic interior design, advanced technological facilities, and other supporting facilities. This concept is expected to create a library space that is more interactive, comfortable, and relevant to the needs of Generation Z in undergoing productive and fun learning activities.

Keywords: Library, Public Space, Gen-Z, Interior, Design.

1. Introduction

The development of technology and access to information have influenced the way individuals and groups of individuals learn, interact, and communicate. One of them is Generation Z (1997-2012), who grew up and developed in the digital era and are accustomed to accessing information easily through smart devices and the internet. Generation Z has a different perspective on the meaning of education and learning and has a place that supports this process [1] by prioritizing comfort, speed, and flexibility in learning [2]. One of the places chosen by Generation Z as a place to study is the library. A study found that Generation Z still visits the library at a high percentage, namely 54%, in the last 12 months [3]. Currently, the Library is not only a place to store and search for books for study purposes, but it has also become a warehouse of information that can be visited and used to seek entertainment [4].

Along with technological advances, the role of libraries has begun to develop, no longer just storing physical books, but also becoming a learning space that is innovative, interactive, and integrated with various digital resources. In addition, libraries are also designed to support visitor comfort as a significant factor in helping the smooth running of multiple activities, such as reading, studying, and discussing [5]. In this case, comfort is a condition where a person feels calm, safe, and satisfied physically and emotionally without any pressure or disturbance. It includes the harmony of various elements of space, such as shape, texture, symbols, sound, lighting, and aroma that create harmony to support the function and atmosphere of the space [6].

Specifically, a library interior design is influenced by several factors [7]: (1) spatial layout, must be designed clearly without relying on signage, with elements such as floors, furniture, and walls that emphasize the function of each area; (2) diversity of types, spaces, modern libraries must provide individual and group spaces and a variety of seating for comfort and learning processes; (3) lighting, must vary according to visitor activities, with a sufficient number of lights for visual comfort; (4) color affects visitor psychology, so the choice of wall and furniture colors must support aesthetics and comfort; (5) air circulation, must be good to maintain comfort, prevent humidity, heat, odor, and dust, and protect library collections from damage due to unstable temperatures. In Denpasar City, several libraries function as literacy and learning activity centers, especially for Generation Z. These libraries not only provide a diverse collection of books but also offer comfortable study spaces, free internet access, and various creative programs such as book discussions, skills workshops, and technology skills classes. Generation Z, known to be technology literate and actively seeking information independently, utilizes the library to develop their potential and increase their insight. The presence of modern facilities in the library, such as public



computers and e-library services, further strengthens the role of the Library as a collaborative and inclusive space that supports literacy and learning activity centers. In other words, each Library in Denpasar City has its appeal for Generation Z according to their preferences. Therefore, this study aims to analyze the factors influencing Generation Z's preferences in choosing a library in Denpasar City, which focuses on aspects of interior design, including comfort, facilities, accessibility, and an atmosphere that supports activities.

2. Research Method.

This qualitative descriptive study uses a phenomenological approach by observing several libraries in Denpasar City. Data was collected by distributing questionnaires using Google Forms to Generation Z, who are studying at universities in Denpasar City, aged 18-27 years. The questionnaire distributed contains indicators that refer to the Spatial Planning Guidelines of the National Library of the Republic of Indonesia related to basic elements in interior design, such as lighting, wall color, floor, ceiling, and ventilation system [8]. Semi-structured interviews were conducted with several respondents who had filled out the questionnaire to obtain detailed information regarding Generation Z's preferences in choosing and using library facilities in Denpasar City. The results of the analysis will be used to provide alternative library interior designs that represent Generation Z in Denpasar City.

3. Results and Discussion

The Denpasar City Government built the libraries in Denpasar City in collaboration with the Bali Provincial Government to improve public literacy. These facilities are spread across North Denpasar, South Denpasar, East Denpasar, and West Denpasar, and operate on weekdays from 08.00 WITA to 16.00 WITA. This schedule is adjusted to the needs of students, college students, and workers. Regarding collections, some libraries only provide one type of reading material, such as educational or religious books. However, many also offer various types of reading materials, including fiction, non-fiction, magazines, newspapers, journals, and digital collections, to meet the needs of multiple groups.

Of the many libraries spread across various points in Denpasar City, three libraries were selected as the focus of the case study in this research. The selection of the three libraries was based on several main criteria, namely the number of Generation Z visitors, the completeness of the facilities, the quality of the facilities available, and the design of the space considered attractive and relevant to Generation Z's preferences. These three aspects represent factors that contribute to the interest of the younger generation in visiting libraries, especially amidst changes in reading and information-seeking behavior in the current digital era.

Table 1. Case Study of the Library in Denpasar City

No	Library Name	Location
1	Library 1	East Denpasar
2	Library 2	West Denpasar
3	Library 3	East Denpasar

4.1. Interior Design of Several Libraries in Denpasar City

Generation Z prefers flexible study spaces supporting discussion activities and joint learning [9]. Therefore, Generation Z also emphasizes Libraries' importance in adapting to the current generation's lifestyle, including providing supporting facilities, such as high-speed internet access, and comfortable co-working spaces [10]. Overall, Libraries in Denpasar City have become centers of literacy and learning activities for Generation Z, equipped with various facilities. The facilities available include bookshelves, complete reading books, tables and chairs for reading, parking areas, WiFi access, and power outlets. In addition, several Libraries also provide computers that visitors can use. The three Libraries in Denpasar City show diverse characteristics regarding their appeal to Generation Z.

Library 1 has a modern building design with an interior that follows the times. The facilities are complete, including collaborative spaces and comfortable discussion areas (Figure 1). Neutral colors like white dominate the ceiling, floor, and walls, creating a clean and minimalist atmosphere. The available furniture, such as tables and chairs, is designed to be comfortable and available in large quantities. The Library's reading materials collection is very diverse and complete (Figure 2), including novels, philosophy books, English dictionaries, Indonesian dictionaries, Balinese dictionaries, and many more. This Library relies on an Air Conditioner (AC) for the ventilation system, while lighting combines natural and artificial sources. Natural light enters through the glass doors at the entrance area and glass ventilation above the bookshelves, while lamps provide additional lighting. Supporting facilities include electrical outlets, computers that visitors can use (Figure 3), a large parking area, and WiFi access. However, vehicles can still be heard inside the Library because the Library is located on the edge of a main road.



Fig 1. Collaborative and Discussion Areas at the Library 1

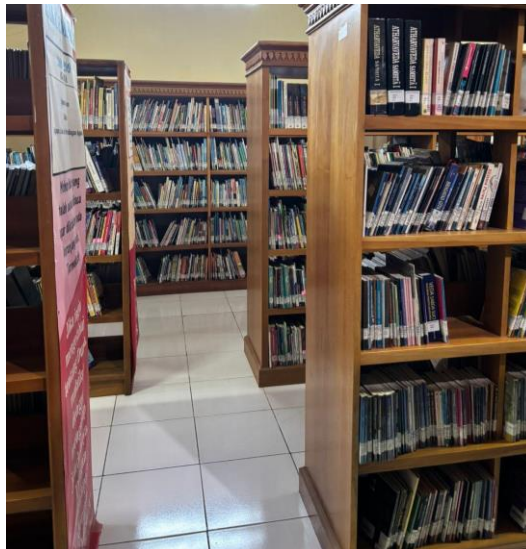


Fig 2. Book Collection Areas at the Library 1

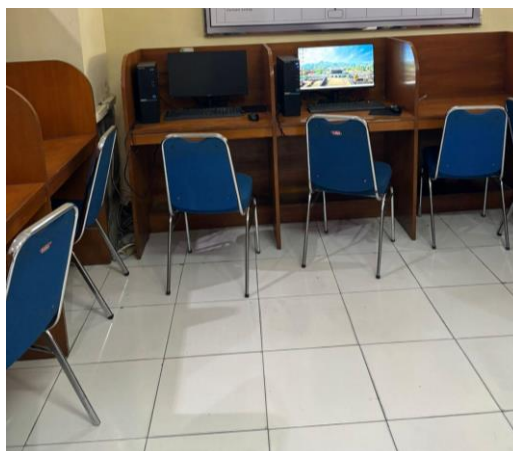


Fig 3. Computer Facility at the Library 1

Library 2 carries a distinctive traditional Balinese design. The ceiling and floor are dominated by white, while the walls combine white and light blue. The furniture gives a classic impression, with wooden tables and iron chairs, but the number of chairs is limited (Figure 4). The ventilation and lighting systems are entirely dependent on natural sources. Fresh air enters through doors and windows that are always open, while lighting comes from sunlight that enters through the windows. Supporting facilities, including a large parking area and electrical outlets, are relatively limited, with no WiFi. However, the collection of reading materials is complete (Figure 5), including

novels, scientific books, children's picture stories, and books about Balinese culture and history. The library's location on a quiet roadside creates a calm atmosphere without disturbing vehicle noise.



Fig 4. Furniture at the Reading Room of Library 2



Fig 5. Book Collection Area at the Library 2

Library 3 has a different concept from the other two libraries, with an interior design based on a smart library. This Library has modern technology and ergonomic furniture that reflects the latest design trends. The ceiling uses white gypsum with circular lamp accents. The floor is made of light brown vinyl combined with light blue carpet, while the walls are painted white and orange, and the room is equipped with seating cubicles in the reading area in bright colors such as blue, yellow, and red (Figure 6). A private area also has casual table and chair facilities (Figure 7). However, the Library's reading materials collection is incomplete and contains more finance books. The ventilation and lighting systems rely entirely on artificial sources, namely Air Conditioners (AC) and lamps. Supporting facilities include electrical outlets, computers visitors can use, a large parking area, and WiFi access. Although located on the edge of a large main road, the room's location, far from the entrance and its closed design, makes the sound of vehicles from outside inaudible inside the Library.



Fig 6. Reading Area at the Library 3



Fig 7. Private Area at the Library 3

Overall, each of the three libraries has its advantages and disadvantages in accommodating the various needs of visitors, ranging from the availability of a complete collection of reading materials, the comfort of the study room, to easy access to digital facilities and modern technology. In addition to the support of digital facilities, the comfort of the space and appearance of the Library need to be considered as one of the main attractions.

4.2. Generation Z's Preferences Regarding Library Interior Design

Library interior design now emphasizes user experience more by following social media trends [11]. The primary focus is to create a flexible space that can be used now and in the future. For the Library to be an attractive place for Generation Z, comfort and strong appeal are needed so that Generation Z wants to spend more time in the Library. Based on the results of the questionnaire and interviews conducted with Generation Z studying in Denpasar City, an analysis can be carried out regarding Generation Z's needs for library facilities and interior design.

4.2.1. Application of Interior Design Concepts

Most of the design concepts desired by Generation Z lead to modern interior design by prioritizing aesthetics and functionality. Generation Z prefers a calm and comfortable atmosphere, with good lighting, flexible layout, and ergonomic furniture that supports various activities in the Library, such as reading, studying, discussing, and working individually or in groups.

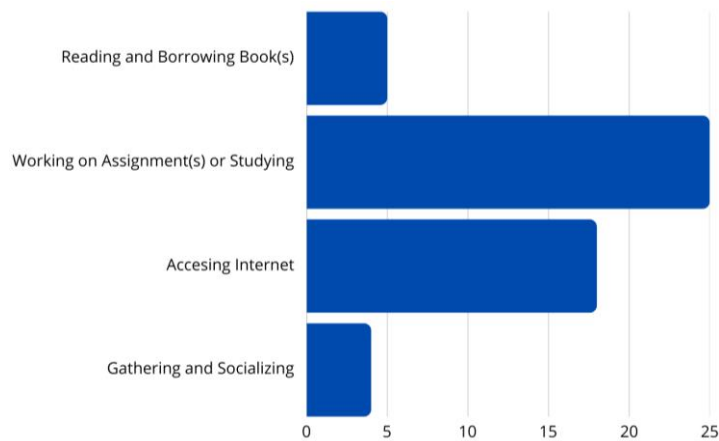


Fig 8. Types of Gen-Z Activities in Libraries in Denpasar City

4.2.2. Layout Arrangement

The layout of the Library plays a vital role in creating a comfortable and functional environment. Good design pays attention to aesthetics, gives a spacious impression, and ensures optimal air circulation and space [12]. The distance between tables is arranged so that it is not too close for the comfort and privacy of visitors (Figure 9). In addition, zoning is needed to accommodate various needs, such as private areas for quiet study and collaboration areas for discussion groups. With this arrangement, the Library can function more effectively and create a harmonious environment for all visitors.

Based on the interview results, Generation Z tends to feel more comfortable using a library with a layout that does not give a cramped impression. Generation Z prefers rooms with good circulation, thus creating an atmosphere that is comfortable for studying and supports social interaction and collaboration. Therefore, layout arrangements that pay attention to the proportion of space, the use of minimalist furniture, and the application of simple and functional interior design are essential factors in creating an ideal library for Generation Z.

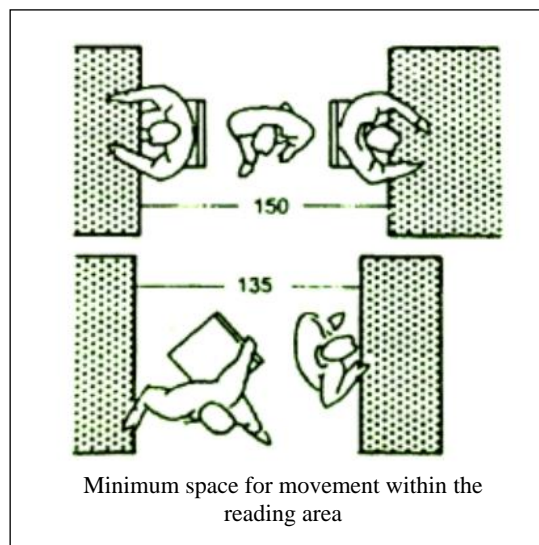


Fig 9. Distance Between Tables

4.2.3. Design of Space-Forming Elements

The Library's space-forming elements include ceilings, walls, and floors, which are designed with attention to safety, comfort, and aesthetics. Based on the interview results, Generation Z prefers ceilings with proportional heights and neutral colors, thus creating the impression of a spacious, bright space and supporting the quality of natural lighting. The walls are designed using safe materials, such as fire-resistant gypsum panels or cement fiberboard, with a predominance of neutral colors (Figure 10) to maintain a calm and comfortable atmosphere. In addition, modern-themed mural accents are added to several parts of the walls to increase the visual appeal that is more Instagrammable, and by the characteristics of Generation Z (Figure 11). For the floor, safe neutral-colored materials (such as non-slip vinyl), which can dampen sound and are easy to clean, support creating a functional and friendly library environment for visitors.



Fig 10. Neutral Colors Used in Libraries in the City of Denpasar



Fig 11. The Utilization of Instagrammable Walls

In Denpasar itself, several libraries have already begun to implement design preferences according to the characteristics of Generation Z. However, the implementation is not yet fully comprehensive; for example, several libraries still have not maximized the safety aspects of floor materials or have not fully optimized the ceiling design for a more open space impression. This shows that although there are efforts to adapt to the visual and comfort needs of Generation Z, there are still opportunities to develop more so that all elements of the space can be truly in line with the preferences and expectations of Generation Z.

4.2.4. Furniture and Accessory Design

Furniture is an essential element in library design that must be adjusted to visitors' needs and preferences to create comfort while supporting various activities, such as reading, studying, discussing, and relaxing. The selection of ergonomic tables and chairs is crucial because designs that follow body posture can help reduce fatigue, increase concentration, and maintain comfort when used for a long time. In addition, based on the interview results, adding casual furniture such as sofas and bean bags is also a strategic choice. Sofas and bean bags provide a visual selection of more informal and comfortable seating, thus accommodating the needs of Generation Z, who want a more flexible, relaxed, and less rigid reading atmosphere. In addition to the main furniture, decorative accessories are essential in enriching the room's atmosphere. Artistic chandeliers, ornamental plants, statues, or art installations, and attractive signage add aesthetics, strengthen visual identity, and help visitors orient.

4.2.5. Ventilation and lighting design

Lighting in the Library is generally brighter, and the same lighting system is used throughout the room [13]. The role of space circulation in the Library must be carefully considered. In addition to increasing users' comfort, good circulation also reduces humidity and physically protects the Library's collections [14]. In line with the preferences of most visitors, artificial lighting and Ventilation are the main choices (Figure 12 & Figure 13). Visitors tend to be more comfortable with artificial lighting from lamps because it provides consistent lighting and can be adjusted to the needs of the activity. In addition, artificial Ventilation through an Air Conditioner (AC) is also preferred because it can keep the room temperature calm and stable, especially in uncertain weather conditions or when the room is filled with many people.

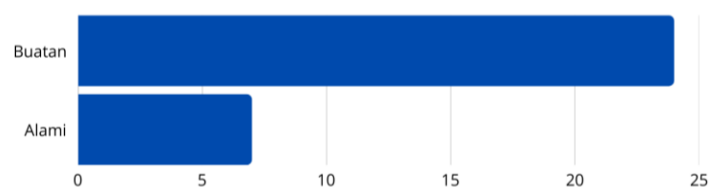


Fig 12. Preferences For Types of Ventilation in Libraries in Denpasar City

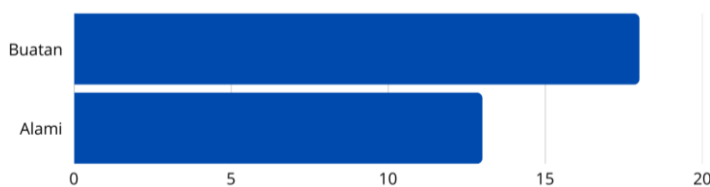


Fig 13. Lighting Types Preferences in Libraries in Denpasar City

4.2.6. Supporting Facilities

Library facilities are the means and infrastructure available in the Library that support visitors in carrying out their duties [15]. These supporting facilities are essential in attracting visitors and increasing their comfort and experience in the Library. Based on the interview results, Generation Z expects a library that is more comfortable and can adapt to the needs of Generation Z. Some of the desired facilities include a special area such as a separate and well-managed smoking area, and a simple pantry that allows visitors to make tea or coffee to support a more relaxed learning atmosphere. In addition, providing public computers that can be used to search for information, do assignments, or search for references is also a critical need. Generation Z also emphasizes the importance of digital facilities such as fast and stable WiFi access and the availability of many power outlets in various areas to support the maximum use of their personal electronic devices. By paying attention to these facilities, the Library can become a space that is not only functional but also comfortable, adaptive, and more relevant to the needs of Generation Z.

4.3. Library Interior Design Strategy and Approach according to Generation Z Preferences

Based on the analysis of the Library's interior design in Denpasar City, several strategies and approaches can be offered according to the needs of Generation Z, who tend to prioritize aspects of comfort and interactivity in accessing information. The solutions implemented aim to create more modern, innovative, and user-friendly facilities, while also perfecting the design of the Library space to make it more attractive and functional. With this, the Library in Denpasar City can become a center of literacy and creativity that can attract the interest of Generation Z and improve the culture of reading and learning among them.

4.3.1. Implementation of Modern Reading Hub for Generation Z

Modern Reading Hub is a Library concept that combines comfort, aesthetics, and technology to create a pleasant reading experience. This concept is designed so that Generation Z feels comfortable spending a long time in the Library, not only to read, but also to work, discuss, or relax. This concept can be applied to the elements that form the space (ceiling, walls, and floors), Ventilation, lighting, furniture, accessories, and color. One example of realizing this concept is using ergonomic furniture such as sofas (Figure 14), bean bags (Figure 15), and flexible work desks. This type of furniture supports a more relaxed body position, reduces muscle tension, and increases visitor comfort, especially for Generation Z, who prefer a less rigid and more comfortable atmosphere. In addition, the colors in the room use neutral colors and, of course, use minimalist and modern decorations that are attractive to Generation Z.



Fig 14. Sofa at the Modern Reading Hub



Fig 15. Bean Bag at the Modern Reading Hub

4.3.2. Adaptive Space Design for Generation Z Needs

In planning and creating types of space in the Library building, each manager adjusts to the budget and needs of the users. Based on the results of data analysis from interviews with Library users, it was found that several spaces are available but are not yet available. These spaces include private rooms or private cubicles (Figure 17) for reading and studying individually without disturbance, collaboration spaces that allow for discussion and group work with a conducive atmosphere, and smoking areas as facilities for users who smoke so that they can enjoy the Library environment without disturbing the comfort of other visitors. The existence of these spaces is expected to increase the comfort and accessibility of the Library.

For example, Generation Z's need for a comfortable and distraction-free study space drives a special design for private rooms or cubicles in the Library. The need for this space can be accommodated by providing a space that meets the standards, namely a room measuring 10 x 5 meters (Figure 16). The following is an example of a room design solution for a private room that can be applied in various Libraries.

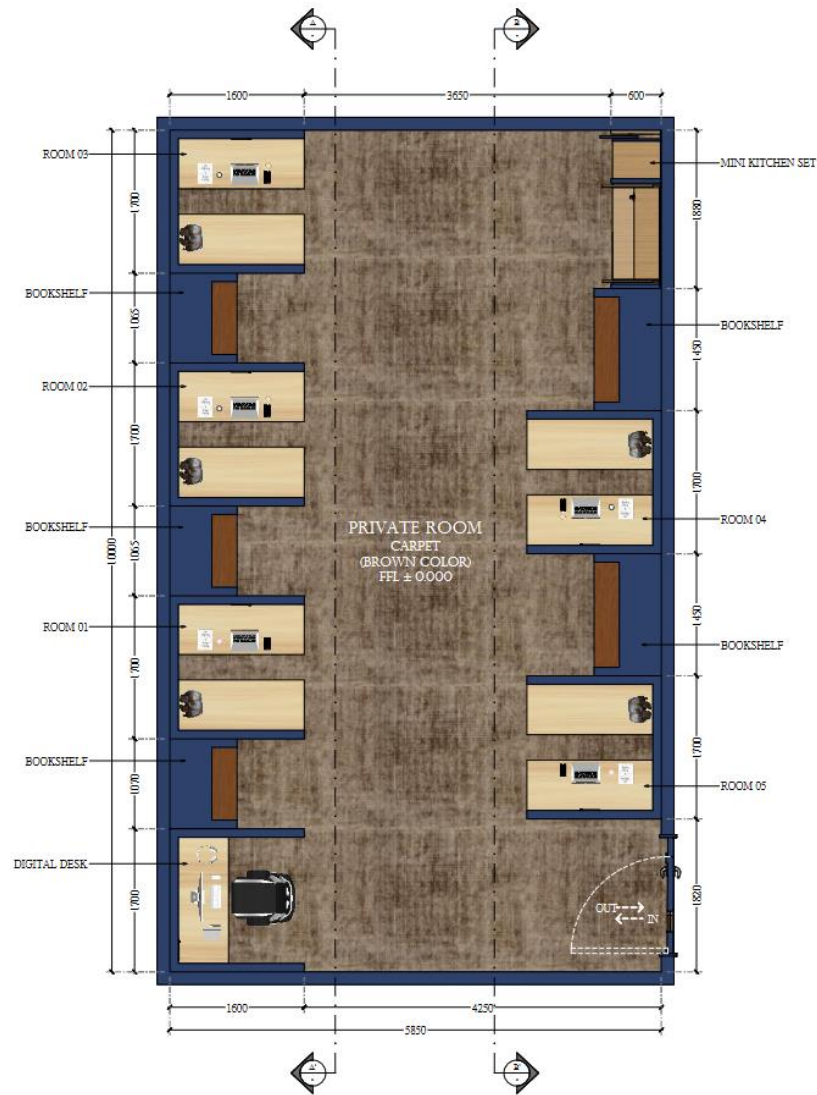


Fig 16. Private Room Layout

In the private room that has been designed, there are five cubicles (Figure 17) that Generation Z can use with a capacity of 1-2 people per cubicle, which are equipped with electrical outlets. In this private room, there is also a pantry which allows visitors to make coffee, tea, or other drinks according to taste. Apart from that, five bookshelves store book collections, such as novels, natural science books, language dictionaries, and various types of literature. No less important, a computer is also provided (Figure 19), which visitors can use to search for the necessary information.



Fig 17. Private Room Perspective 1



Fig 18. Private Room Perspective 2



Fig 19. Private Room Perspective 3

4.3.3. Provision of Supporting Facilities Adaptive to the Needs of Generation Z

The comfort of a library can be realized if it is supported by the provision of complete supporting facilities that meet the current needs of Generation Z. These facilities not only improve the reading and learning experience but also create a more modern, functional, and friendly environment for visitors. Here are some supporting facilities that every Library must have:

1. Fast and stable WiFi access supports research, bold learning, and other digital needs.
2. A pantry that provides facilities such as a coffee machine, water dispenser, and a place to make tea or to refill drinking water (Figure 20).
3. The many electrical outlets in various corners of the Library allow users with electronic devices such as laptops and tablets to remain productive without worrying about running out of power (Figure 21).

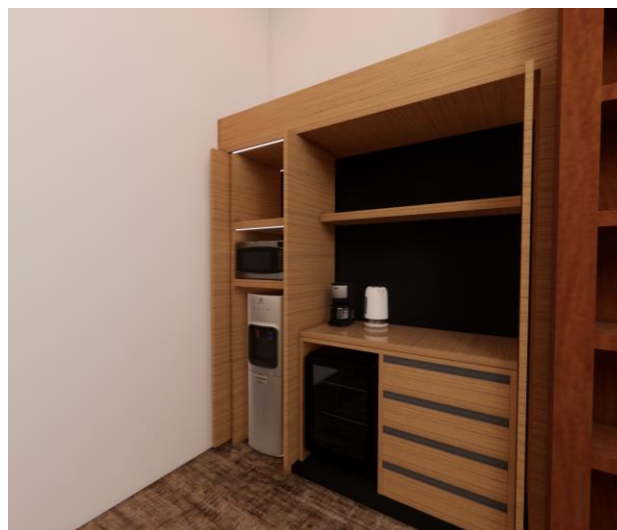


Fig 20. Pantry



Fig 21. Electric Plugs

4. Conclusion

Based on the research results, the Library design preferences for Generation Z in Denpasar City have not been fully achieved. Although the Library has provided various basic facilities needed, there is still room for adjustment to better suit the needs and expectations of Generation Z. Several aspects of design and facilities that need to be considered and adjusted include private rooms, collaboration rooms, pantries, and smoking areas. To realize this, the Modern Reading Hub concept can be applied, namely, a more innovative, comfortable, and interactive Library, which aligns with Generation Z's lifestyle and habits.

Based on the problems that have been identified, several room design solutions can be proposed and classified as follows: first, a room design that is entirely by the needs and preferences of users, especially in creating an atmosphere that supports various activities such as studying, working, and collaborating; second, the application of optimal design standards that prioritize comfort and ease of accessibility; third, the provision of complete facilities for visitors, including private rooms, entertainment facilities, and relaxation areas; and fourth, the development of a more interactive Modern Reading Hub concept, by integrating technology, ergonomic furniture, and flexible space to create a more enjoyable experience for visitors. Through these findings, the Library is not just a place to read or study; it must also be a space that can attract Generation Z to be more active in improving their literacy. As time goes by, the needs and preferences of Generation Z continue to evolve, so the Library design needs to adapt to the latest trends and relevant innovations. This is very important so that the Library remains relevant and functional, and can become a center of literacy, creativity, and collaboration for Generation Z.

References

- [1] R. Bafadal and F. Rosyid, "Memahami Kebutuhan Belanja Generasi Z melalui Asesmen Personal Berbasis Artificial Intelligence", *Journal of Innovation and Teacher Professionalism*, Vol.3, No.1, pp.182-188, Sep. 2024, doi: 10.17977/um084v3i12025p182-188.
- [2] A. Susilo and Y. Satinem, "Analisis Library Sebagai Sumber Literasi Generasi Z di Era Digital", *Tsaqifa Nusantara*, Vol.3, No.2, pp.130-138, 2024.
- [3] Kathi Inman Berens and Rachel Noorda, "Jangan Salah, Gen Z Juga Masih Suka Datang ke Library.", Accessed: Apr. 13, 2025. Available: <https://www.konde.co/2024/04/jangan-salah-gen-z-juga-masih-suka-datang-ke-Library/>.
- [4] Sri Endarti, "Library sebagai Tempat Rekreasi Informasi", *Jurnal Library dan Kearsipan*, Vol.2, No.1, pp.23-28, Juni. 2022.
- [5] A. Revy, A. C. Gani, and A. C. Effendi, "Efek Warna terhadap Kenyamanan Visual pada Interior Library dalam Meningkatkan Produktivitas Pengunjung Studi Kasus: Library Nasional RI", 2024.
- [6] Cut Afrina *et al.*, "Pentingnya Desain Interior Terhadap Kenyamanan Pengunjung Library.", *Jurnal Pestaka Ilmiah*, Vol.9, No.1, pp.35-43, Jun. 2023, doi: 10.20961/jpi.v9i1.67849.
- [7] M. Fadhlun Noor Rahman, "Peran Desain Interior Dalam Menunjang Kenyamanan Pengguna di Library Badan Pusat Statistik Provinsi Jawa Tengah.", *Anuva: Jurnal Kajian Budaya, Library, dan Informasi*, Vol.4, No.1, pp.81-98, 2020.
- [8] P. Nasional, "PEDOMAN TATA RUANG DAN PERABOTAN LIBRARY UMUM", 2009.
- [9] Nurdiansyah, "Desain Library Generasi Z dan Alpha (antara Regulasi Pendanaan dan Teknologi).", *Jurnal Pustaka Ilmiah*, Vol.8, No.1, pp.37-47, 2022, doi: 10.20961/jpi.v8i1.61299.
- [10] M. N. Hadiansyah and N. H. Salimah, "Analyzing Generation Z Characteristics As Library Interior Design Preferences", *Idealog: Ide dan Dialog Desain Indonesia*, Vol. 8, No.2, pp.185-197, Jan. 2024, doi: 10.25124/idealog.v8i2.5706.
- [11] Al Jailawi and S. Al Dabbagh, "The Role of Third Place in Revitalizing the Interior Space of the Academic Libraries Through the Concept of Identity", *Iraqi Journal of Architecture and Planning*, Vol. 19, No.1, pp.64-74, Apr. 2020, doi: 10.36041/ijap.v19i1.512.
- [12] Cut Afrina, *et al.*, "Strategi Pengembangan Desain Interior terhadap Kenyamanan Pemustaka di Library Umum Daerah Kabupaten Lima Puluh Kota", *Daluang: Journal of Library and Information Science*, Vol.4, No.2, pp.106-116, Jan. 2025, doi: 10.21580/daluang.v4i2.2024.23328.
- [13] T. W. Handayani and H. Rulian, "Lighting System Studies in Public Libraries", *GEOPLANART*, Vol. 3, No.2, pp.150-159, Dec 2021.
- [14] E. Agustianto, G. N. A. Gunawan, and S. A. Suwarlan, "Analisis Efisiensi Bangunan Pada Library Universitas Internasional Batam dengan Pendekatan Arsitektur Hijau", *Jurnal of Architectural Design and Development*, Vol.5, No.1, pp.1-10, Jan. 2024, doi: 10.37253/jad.v5i1.8869.
- [15] M. I. Syahrani. "Pengaruh Fasilitas Library Terhadap Kenyamanan Membaca Mahasiswa (Studi Kasus: Library Universitas Diponegoro Semarang)", *IMAJI*, Vol.9, No.5, pp.481-490, Nov. 2020.