

INTISARI

Penelitian ini bertujuan untuk mengetahui kinerja lembaga UPT perpustakaan Universitas Tadulako dilihat dari aspek-aspek peningkatan pengembangan koleksi, peningkatan sumberdaya manusia, peningkatan sistim dan jenis pelayanan, peningkatan fasilitas perpustakaan dan akses informasi dan peningkatan suasana kondusif.

Subyek penelitian adalah mahasiswa pemakai perpustakaan yang diambil masing-masing satu orang dari tujuh fakultas yang ada di Universitas Tadulako. Pengumpulan data dilakukan dengan metode wawancara mendalam (*depth interview*), observasi dan dokumentasi. Pengolahan dan analisis data dilakukan dengan menggunakan metode deskriptif kualitatif.

Hasil penelitian menunjukkan bahwa pengembangan koleksi yang dilaksanakan belum menghasilkan koleksi bahan pustaka yang berkualitas, tingkat kesesuaian dengan kebutuhan masih rendah, dan keragaman jenis koleksi yang ada juga masih rendah; sumberdaya manusia pengelola perpustakaan masih perlu ditingkatkan baik kualitas maupun kuantitas; sistim dan jenis pelayanan belum memenuhi harapan pemakai; fasilitas perpustakaan dan akses informasi masih belum memadai; dan susana kondusif di perpustakaan masih perlu ditingkatkan.

Sebagai kesimpulan secara umum kinerja perpustakaan masih belum maksimal dalam menjalankan tugas dan fungsinya untuk mendukung perguruan tinggi dalam memberi pelayanan informasi kepada pemakai.

Kata kunci : Kinerja perpustakaan, Pengembangan koleksi, Pelayanan, Pustakawan

ABSTRACT

The research aimed to know Tadulako University library performance discussed from aspects of collection development, development of library human resource, system and variety of services available, library facilities and access of information available, and the conducive situation inside and outside of library buildings

Subject of research were students of library users whom were taken one person from each faculty within Tadulako University. Data collections were conducted by using depth interview, observation, and documentation methods. Data collected were analyzed and processed by using descriptive and kualitative approaches.

Result of research showed that mechanism of collection development implemented did not result in quality of collections, the collections did not meet the users requirement, the diversity of collections available are still inadequate; the quality and quantity of libararians still required to be improved; the system and kinds of services available did not meet the users expectation; library facilities and access of information facilities were still inadequate; the conducive situation inside or outside library building required to be improved.

The research concluded that in general library performance was still low in implementing its function to support university's tasks in providing information services to its users.

Key words : Library performance, Collection development, Library service, Librarian