

ABSTRAK

ANALISIS REVITALISASI RUANG LAYANAN REFERENSI DI UPT PERPUSTAKAAN UNIVERSITAS MITRA INDONESIA (UMITRA) BANDAR LAMPUNG

Oleh

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Perpustakaan perguruan tinggi memiliki peran penting dalam mendukung kebutuhan informasi sivitas akademika melalui layanan referensi. UPT Perpustakaan Universitas Mitra Indonesia (UMITRA) Bandar Lampung sebelumnya belum memiliki ruang layanan referensi yang terpisah dan terkelola secara khusus sehingga diperlukan revitalisasi untuk meningkatkan kualitas layanan. Penelitian ini bertujuan mengidentifikasi kondisi ruang referensi sebelum revitalisasi, menganalisis proses revitalisasi, serta mengetahui dampaknya terhadap kualitas layanan. Metode yang digunakan adalah deskriptif kualitatif dengan teknik pengumpulan data berupa observasi, wawancara, dokumentasi, dan studi pustaka terhadap tiga pustakawan. Hasil penelitian menunjukkan bahwa revitalisasi dilakukan melalui penataan fisik ruang, pengelolaan koleksi referensi, dan penguatan layanan pustakawan. Revitalisasi tersebut meningkatkan keteraturan ruang, kemudahan akses koleksi, serta kualitas layanan referensi. Meskipun demikian, pelaksanaannya masih menghadapi kendala berupa keterbatasan sumber daya manusia, anggaran, dan waktu. Setelah revitalisasi, ruang layanan referensi memiliki identitas yang lebih jelas, aksesibilitas koleksi meningkat, dan kualitas layanan pustakawan membaik secara signifikan. Namun, masih diperlukan pengembangan lanjutan berupa integrasi koleksi ke dalam sistem OPAC, penyaringan koleksi usang, dan perluasan ragam koleksi referensi.

Kata Kunci: revitalisasi, layanan referensi, perpustakaan perguruan tinggi

ABSTRACT

REVITALIZATION ANALYSIS OF THE REFERENCE SERVICE SPACE AT THE UNIVERSITY OF MITRA INDONESIA LIBRARY (UMITRA) BANDAR LAMPUNG

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University libraries play a crucial role in supporting the information needs of the academic community through reference services. The Library Unit of Mitra Indonesia University (UMITRA) in Bandar Lampung previously lacked a separate and specifically managed reference service space, necessitating revitalization to improve service quality. This study aims to identify the condition of the reference space prior to revitalization, analyze the revitalization process, and determine its impact on service quality. The method used was descriptive qualitative, with data collection techniques including observation, interviews, documentation, and a literature review of three librarians. The results indicate that the revitalization was carried out through physical reorganization of the space, management of reference collections, and strengthening of librarian services. This revitalization improved the orderliness of the space, ease of access to collections, and the quality of reference services. However, implementation still faced challenges such as limited human resources, budget, and time. After the revitalization, the reference space has a clearer identity, collection accessibility has increased, and the quality of librarian services has significantly improved. However, further development is needed, including integration of collections into the Open Access Control (OPAC) system, filtering out obsolete collections, and expanding the range of reference collections.

Keywords: *revitalization, reference services, university library*