



Service Quality in Academic Libraries (Contemporary Studies in Information Management, Policies & Services)

Peter Hernon, Ellen Altman

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Service quality is an issue separate from internal observations of effectiveness and efficiency, and cannot adequately be conveyed by output and performance measures. Considerations of service quality require librarians to regard management and the provision of service from an entirely new perspective- from the viewpoint of the library user, for whom the outcome of a trip to the library has far greater relevance than the institutions' outputs. This book examines service quality, identifies its essential elements (including electronic service delivery), and discusses ways in which it can be assessed quantitatively and qualitatively. Based on a two-year research study, this book encourages every manager to consider the impact of accountability on the library's role within the larger organization. It identifies simple and practical methods by which to implement measures representing service quality and to narrow the gap between library services and customer expectations.

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