

Quality and the Academic Library: Reviewing, Assessing and Enhancing Service Provision

By Jeremy Atkinson

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Quality and the Academic Library

Reviewing, Assessing and Enhancing Service Provision

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qualitative health research criteria process and writing carlos caldern gmez Quality and the Academic Library: Reviewing, Assessing and Enhancing Service Provision:

Quality and the Academic Library Reviewing Assessing and Enhancing Service Provision provides an in depth review and analysis of quality management and service quality in academic libraries All aspects of quality are considered in the book including quality assessment quality review and quality enhancement An overview of quality management and service quality concepts principles and methods leads to a detailed consideration of how they have bee About the Author Jeremy Atkinson has wide ranging experience and expertise in the leadership management and development of academic library services He had overall responsibility for the strategic and operational management of library and information services

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