

Measuring Service Quality In Academic Libraries: A Malawian Case Study

By Naomi Dalitso Kachoka

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Various measurement models have been used to assess quality in library services In order to assess the attitude of users libraries have used user satisfaction and service quality surveys which use the Gap measurement model The LibQUAL trade instrument which was derived from the Gap theory of service quality and the SERVQUAL instrument are now being widely used Inadequate funding which leads to inadequate resources in most developing countries contributes to the po About the Author Naomi Kachoka is a Periodicals Librarian at Chancellor College University of Malawi She holds a Master of Information Studies and a Bachelor of Education degrees obtained at the University of KwaZulu Natal South Africa and University of Malawi

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