

Perceptions of service quality in academic libraries: A modified SERVQUAL approach

By Md. Zahid Hossain Shoeb

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Users perception of service quality has become an area of considerable interest for library and information services like other service organizations Though traditionally library quality has been assessed by its collections sizes counts of users etc but it has long been argued that library users must be involved in the evaluation process in order to obtain valid and acceptable results By evaluating service quality libraries can identify areas for improvement that

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