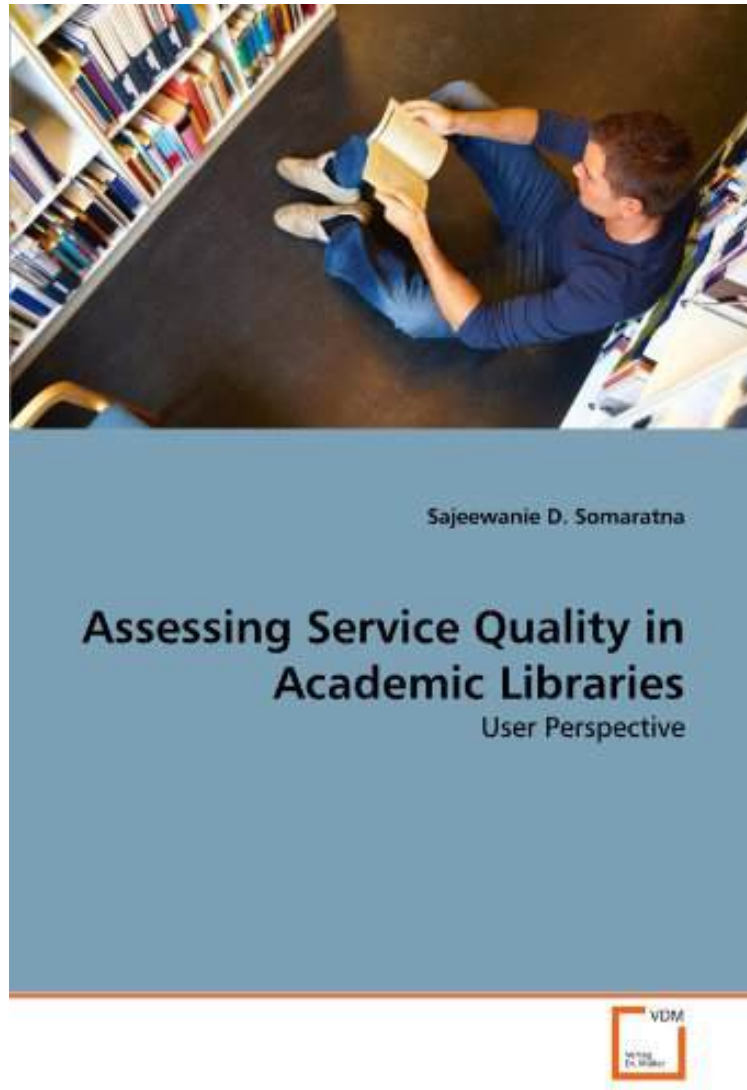


Assessing Service Quality in Academic Libraries: User Perspective

By Sajeewanie D. Somaratna

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