



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

Jeremy Atkinson

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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 been applied in universities and their libraries. A case study approach is used with different perspectives provided from the different stakeholders involved in the quality processes.

All contributors adopt a critical reflection approach, reflecting on the implications, impact, and significance of the activities undertaken and the conclusions that can be drawn for future developments. The book concludes with an overall reflection on quality management and service quality in academic libraries with a final analysis of priorities for the future.

- Presents a holistic view of the subject, looking at reviews of academic library services, quality assurance and assessment, quality enhancement, and service quality
- Provides perspectives from authors with different experiences and responsibilities, including those responsible for initiating and managing quality processes in higher education
- Includes case studies where the authors not only describe the quality processes used, but also seek to review and reflect on their success, limitations, and the impact of their work some time after the event
- Seeks to be current, comprehensive, and reflective by including the results of surveys/interviews from senior librarians on quality in academic libraries

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