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22. MEASURING QUALITY AT SCHOOL RESOURCE CENTRE

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ABSTRACT
Information professionals use two evaluation tools SERVQUAL and LibQUAL to determine the quality of library services and benchmark quality of libraries. The evaluation tools can measure the users' satisfaction towards the library services and the quality of the library services. There are five types of quality will be evaluated for the SRC as follows: quality collection, quality service, quality facilities, quality service by the staffs and quality study environment.

22.1 INTRODUCTION
Library and Information Science (LIS) researchers have drawn on marketing and other literatures to focus attention on expectations and an alternative view of quality. The researchers have found that "only customers judge the quality; all other judgments are essentially irrelevant" (Nitecki and Hernon, 2000). Specialists in academic libraries agreed that the best assessors of service quality in libraries are their users (Cook et al., 2002). This indicates that the users do play an important role in determining the quality of a library. Although most users do not have full understanding of the complexities of library systems, in order to implement customer-based changes, librarians