References


31. King M (2009) LibQUAL+ Service quality assessment of San Jose State University Library


34. The library and information Service Center of SIIT (2008) Assessment of Library Service Quality: Library and Information Services Center of Sirindhorn International Institute of Technology (SIIT)

35. Cook Colleen, Health Fred and Thompson Bruce (2001) Users’ hierarchical perspectives on library service quality: a LibQUAL+ study


47. University of Virginia Library, USA (1999) The University of Virginia Library undertook a project
49. Manjunatha (2003) Information access in Libraries, annual of library and information studies 50, 2; 2003; 85-90
50. Unegbu M, Igbokwe N and Obinna O (2004) Lectures’ satisfaction with library and information services in the libraries of IMO state university Owerri (IMSU) and Federal University of technology (FUTO) Owerri


55. Patience L Simmonds and Syed Saad Andaleeb (2001) Usage of academic libraries: the role of service quality, resources and user characteristics, Library Trands, vol.49. no. 3 pp.626-634.


63. Heron P (2001)


81. Booth Andrew (2006) What is quality and how can we measure it? (www.shinelib.org.uk/.../what_is_quality_and_how_can_we_measure_it?)
89. Verzosa Fe Angela (1995) Library evaluation and performance measurement


111.
112. Lali S.L and Vijaykumar K P (2002) Kerala University Library: SWOT analysis is a proposal for the marketing of information services, Kelpro Bulletin 8 (1 & 2), pp64.


National Assessment and Accreditation Council, Library and Information Services: Case presentations, Best practices-2.

Bibliography


Arshad A and Amreen K (2011) Reality versus expectations: a survey of university of the Punjab’s libraries using SERVQUAL, library and philosophy and practice, ISSN 1522-0222


Benchmarking University Libraries in Netherlands (1998) A project to benchmark university libraries in The Netherlands


Booth Andrew (2006) What is quality and how can we measure it? (www.shinelib.org.uk/.../what_is_quality_and_how_can_we_measure_it?)


Cook Colleen, Health Fred and Thompson Bruce (2001) Users’ hierarchical perspectives on library service quality: a LibQUAL+ study


Gronholdt L and Martensen A (2003) Improving library users’ perceived quality satisfaction and loyalty: an integrated measurement and management system, the


Hassanzadeh M, Sharifabadi S and Derakhshan M (2010) Assessment of service quality at central library of management and planning organisation (MPO), Iran, international journal of information science and management, Vol 8 no.1 ISSN 1017-1819.


Heron P (2001)


King M (2009) LibQUAL+ Service quality assessment of San Jose State University Library


Lali S.L and Vijaykumar K P (2002) Kerala University Library: SWOT analysis is a proposal for the marketing of information services, Kelpro Bulletin 8 (1 & 2), pp64.


Landrum, Prybutok, Zhang and Peak (2009 )


Manjunatha (2003) Information access in Libraries, annual of library and information studies 50, 2; 2003; 85-90


Martin S (2003) Using SERVQUAL in health libraries across Somerset, Devon and
Melo Luiza Baptista & Sampaio Maria Imaculada Cardoso (2002) Quality measures for academic libraries and information services: two implementation initiatives – mixed-model CAF-BSC-AHP and PAQ-SIBi-USP.


National Assessment and Accreditation Council, Library and Information Services: Case presentations, Best practices-2.


university system. Seminar organized by the University of Jos.


Onadiran RW (1997) Nigerian University library services: students opinion, Annual of Library Science and Documentation, 46, 3 97-100.


Patience L Simmonds and Syed Saad Andaleeb (2001) Usage of academic libraries: the role of service quality, resources and user characteristics, Library Trands, vol.49. no. 3 pp.626-634.


Rasul Gulam and Sahu Ashok Kumar (2011) Use of IT and its Impact on service in an academic library. Library philosophy and practice ISSN 1522-0222 (retrieve on 08/08/2012 http://unllib.unl.edu/LPP)


Shahin Arash (2010) SERVQUAL and Model of service quality gaps; a framework for determining and prioritizing critical factors in delivering quality services (www.macrothink.org/journal/index.php/bms/article)


Sierpe E (2004) Managing the information revolution: library management, the control of prescriptive technology and the future of librarianship library management,
25 (4 &5), 177-182.


Suki Norazah Mohd and Suki Norboyah Mohd (2013) Service quality vs. customer satisfaction: Perspectives of a public university library, World academy of Science engineering and technology, 74

Suresh Kumar P.K. (2012) University libraries in Kerala : SWOT analysis for marketing, Library Philosophy and practice


The library and information Service Center of SIIT (2008) Assessment of Library Service Quality: Library and Information Services Center of Sirindhorn International Institute of Technology (SIIT)


Thompson B, Kyillidou M and Cook C (2002) Reliability and structure of LibQUAL


Unegbu M, Igbokwe N and Obinna O (2004) Lectures’ satisfaction with library and information services in the libraries of IMO state university Owerri (IMSU) and Federal University of technology (FUTO) Owerri

University of Virginia Library, USA(1999) The University of Virginia Library undertook a project


Verzosa Fe Angela (1995) Library evaluation and performance measurement
