



Managing Your Library and its Quality: The ISO 9001 Way (Chandos Information Professional Series)

Núria Balagué, Jarmo Saarti

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This book, divided into two parts, provides an introduction to the quality management issues and gives a general overview to the use of ISO 9001 in the library environment. The second part presents the main features of ISO 9001:2008 with practical comments and examples on how to implement its clauses in libraries. Whether in the public or in the private sector, libraries can be seen as service organisations: they act in very dynamic environments where users are increasingly demanding new types of services. Thus the adoption of a quality management system helps each library in meeting the needs of the customers. This book covers some key ideas about how to approach the ISO 9001 standard in library terms, or any other information service unit. Managing Your Library and its Quality offers not only a useful approach to quality but it is also an excellent guide on how to manage knowledge within organisations and, a priori, thus should be utilised by the information professional.

- Helps guide the implementation of a quality management system using ISO 9001, a standard widely and successfully used already in all types of organisations around the world
- Translates the ISO 9001 standard to the terms and language used within the libraries
- Presents a systematic approach to the quality management in libraries

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