

1. Record Nr.	UNINA9910464730703321
Autore	Balague Nuria
Titolo	Managing your library and its quality : the ISO 9001 way // Nuria Balague and Jarmo Saarti
Pubbl/distr/stampa	Oxford : , : Chandos Publishing, , 2011
ISBN	1-78063-279-7
Edizione	[1st edition]
Descrizione fisica	1 online resource (231 p.)
Collana	Chandos information professional series
Altri autori (Persone)	SaartiJarmo
Disciplina	025.56
Soggetti	ISO 9001 Standard Libraries - Quality control Libraries - Standards Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	part 1. Quality management issues and the use of ISO 9001 in the library environment -- part 2. Building your library's quality management system according to the ISO 9001 standard.
Sommario/riassunto	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