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Altri autori (Persone)	SaartiJarmo
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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