

DAFTAR PUSTAKA

- Anderson, Debbie & Genit, Jasen. (1997). *The evolving roles of information professional in the digital age*. Desember 6, 2009. www.educause.edu/ir/library/html/cnc9754/cnc9754.html
- Bank, John. (2000). *The essence of total quality management*. Edisi ke-2. London: T J International.
- Bell, Steven J & Shank, John D. (2007). *Academic librarianship by design: a blended librarian's guide to the tools and techniques*. Chicago: American Library Association.
- Brocka, Bruce. (1992). *Quality management: implementing the idea & the masters*. New York: McGraw-Hill.
- Budd, Jhon M. (2005). *The change academic library: operation, culture, environment*. Chicago: Association of College and Research Libraries.
- Choo, Chun Wei., Detlor, Brian., & Turnbull, Don. (2000). *Webwork: information seeking & knowledge work on the world wide web*. London: Kluwer Academic Publishers.
- Cut Armansyah. (1998). Tesis. *Penerapan total quality management dalam manajemen perpustakaan: survey pada beberapa perpustakaan di Jakarta*. FIB: UI.
- Departemen Pendidikan Nasional RI Direktorat Jenderal Pendidikan Tinggi. (2004). *Perpustakaan perguruan tinggi: buku pedoman*. Jakarta.
- Diamond, Randy & Martha Dragich. (Winter 2001). "Professionalism in librarianship: shifting the focus from malpractice to good practice" dalam *library trends, ethical issues of information technology* oleh Robert G. Wengert (Ed.). University of Illinois Graduate School of Library and Information Science.
- Gitlow, Howard S <et-al>. (2005). *Quality management*. Boston: McGraw-Hill.
- Hani T Handoko. (2003). *Manajemen*. Edisi ke-2. Yogyakarta: BPFE-Yogyakarta.
- Hansson, Jonas. (2003). *Doctoral thesis*. Lulea University of Technology: Sweden. Desember, 24, 2009. <http://www.isixsigma.com/library/content/c031008a.asp>

- Hesham, Magd & Adrienne, Curry. (2003). The TQM magazine. *ISO 9000 and TQM: are they Complementary or Contradictory to each other?*. 15(4), 244-256. Mei 7, 2009. <http://www.emeraldinsight.com/10.1108/09544780310486155>
- Indonesia. (2007), *Undang-undang No.43 Tahun 2007 tentang perpustakaan*. Jakarta: Sekretaris Negara
- James W. Marcum (2002). *Vision academic library in 2012*. 18 Desember 2009 <<http://alpha.fdu.edu/~marcum/Visions2012entry.ppt>>.
- Kristi E. Poerwandari. (2007). *Pendekatan kualitatif untuk penelitian perilaku manusia*. Depok: LPSP3 Fakultas Psikologi Universitas Indonesia.
- Kurniadi, Erick (1998). Pengertian TQM “total quality management” & GKM. 15 Maret 2009. <<http://erickurniadi.wordpress.com/2009/01/15/pengertian-tqm-%E2%80%9Ctotal-quality-manajemen%E2%80%9D-gkm/>>
- Lasa HS. (2005). *Manajemen perpustakaan*. Yogyakarta: Gama Media.
- Lancaster, FW., & Sandore, Beth. (1997). *Technology & management in library & information services*. London: Library Association Publishing.
- Lovelock, Christopher. (1992). *Managing service marketing operation and human resources*. Edisi ke-2. New York: Prentice Hall International Edition.
- Mauch, James E., & Park, Namgi. (2003). *Guide to the successful thesis and dissertation*. Edisi ke-5. New York: Marcel Dekker.
- Nasution, M. Nur. (2005). *Manajemen mutu terpadu: total quality manajemen*. Bogor: Ghalia Indonesia.
- Nawawi Hadari. (2005). *Manajemen strategik*. Yogyakarta: Gadjah Mada Pers.
- Nurwahid Subchan Wijaya. (2009). *Pemahaman orang tua yang memiliki anak autis*. 21 Desember 2009. http://fpsikologi.wisnuwardhana.ac.id/index.php?option=com_content&task=view&id=11&Itemid=11.
- Prasetyo Irawan. (2006). *Penelitian kualitatif dan kuantitatif untuk ilmu-ilmu sosial*. Depok: Departemen Ilmu Administrasi Fakultas Ilmu Sosial dan Ilmu Politik Universitas Indonesia.
- Putu Laxman Pendit. (2003). *Penelitian ilmu perpustakaan dan informasi: suatu pengantar epistemologi dan metodologi*. Jakarta: JIP-FSUI.
- Rahayuningsih. (2007). *Pengelolaan perpustakaan*. Yogyakarta: Graha Ilmu.

- Rao, Ashok,. (1996). *Total quality management: a cross functional perspective*. United States: John Wiley & Sons.
- Ratnaningsih. (2009, Februari). *Menuju perpustakaan perguruan tinggi berkelas dunia*. Makalah orasi pada acara pengukuhan sebagai pustakawan utama. Surabaya, Universitas Airlangga.
- Rounds, Laura. & Matthews, Michael. (1994, April). *Total quality management in academic libraries: initial implementation effort*. Paper presented at Proceedings from the International Conference on TQM and Academic Libraries. Washington: Association of Research Libraries.
- Shaugnessy, Thomas W. (1993). *Benchmarking, total quality management and libraries*. Library Administration & Management.
- Siregar, A. Ridwan. (2004). *Perpustakaan: energi pembangunan bangsa*. Medan: USUpres.
- Special Library Association. (1998). *Competencies for special library 21 century*. 23 April, 2009. <http://www.sla.org/conf/pcp/prodev.html>.
- Stueart, Robert D., & Moran, Barbara B. (2002). *Library & information center management*. Clorado: Library Unlimited..
- Sutarno NS. (2006). *Manajemen perpustakaan: suatu pendekatan praktis*. Jakarta: Segung Seto.
- Sulistyo-basuki, (2006). *Metode penelitian*. Jakarta: Wedatama Widya Sastra.
- Supriyanto dkk. (2006). *Aksentuasi perpustakaan dan pustakawan*. Jakarta: Ikatan Pustakawan Indonesia Pengurus Daerah DKI Jakarta.
- Suyadi Prawirosentono. (2004). *Filosofi baru tentang manajemen mutu terpadu total quality management abad 21 studi kasus & analisis*. Jakarta: PT Bumi Aksara.
- Tjiptono, Fandy., & Diana, Anastasia. (2002). *Total quality management*. Yogyakarta: Andi.
- Wiji Suwarno. (2009). *Psikologi perpustakaan*. Jakarta: Sagung Seto.
- _____. (2010). *Ilmu perpustakaan dan kode etik pustakawan*, Yogyakarta: Arruz Media.
- Zuhdi, Muhammad, et. al. (2008). *Pedoman penggunaan perpustakaan utama UIN syarif hidayatullah*. Jakarta: Perpustakaan Utama Press.