

Judul:

The quality library: a guide to staff-driven improvement, better efficiency, and happier customers

Pengarang/Penulis:

Laughlin, Sara, author

Subjek:

Library administration; Total quality management; Library planning; Customer services; Library administration -- Methods; Library services -- Organization & administration; Program evaluation; Consumer satisfaction

Nomor Panggil:

e20435760

Penerbitan:

American Library association

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