

This master thesis deals with service quality monitoring in libraries and it focuses especially on the situation in university libraries. There are foreign tools described in this thesis, namely the American LibQUAL+® which uses user satisfaction surveys, and German Bibliotheksindex which compares libraries according to received statistical data. From the Czech environment there is an initiative of the National Library of the Czech Republic described, „Benchmarking of Libraries“, which is based on the German Bibliotheksindex but it is not applicable in university libraries. The thesis includes a self made suggestion on how to monitor service quality according to both of the foreign tools which was also applied to a selected university library. The results of this research indicate that these foreign tools are applicable in the Czech Republic and that the selected university library provides services which its users are overall very satisfied with.