

This thesis deals with service design in public libraries. The theses consists of a theoretical part and a practical part. The theoretical part describes the services in public libraries. Then basics and principles of design services are introduced. This is followed by an overview of service design tools and methods suitable for use in libraries. The practical part analyzes services of the Matěj Josef Sychra Library from a user perspective, using tools and methods of service design and some possible improvements of these services are suggested.