

Abstract

The diploma thesis deals with library service quality in relation to the development of library budgets. In the introductory chapter, the teoretical knowledge of service quality is gathered and summarized. The next chapter is focused on the PLIS standard. Attention is paid to its history and current form. The next chapter present an integrated view of the librarianship in the Plzeň region, its financing and regional function. In the next chapter is a detailed analysis of three libraries focussed on their financing, performance indicators and filling PLIS standard. The next chapter looks ahead to autors subjective evaluation of quality of library services in analysed libraries.