

**Abstract:**

This thesis concerns methods of research, user's satisfaction and methods and tools for measuring quality and performance in the libraries of the Czech Republic and the Nordic countries, especially the library institutions of Norway, Sweden and Finland. The theoretical part focuses on the basic concepts related to research in general. Furthermore, the thesis clarifies specific tools and methods for measuring the quality and performance in an environment of the Czech and Nordic libraries and it also comments on the research methods of the user's satisfaction in the libraries of the Czech Republic. The practical part is composed of an exploration in the Czech libraries by using different kinds of research methods.