



**Quality Management in Academic Library: A case studies of the Science and Technology area in Spain**

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This paper presents partial results of a research developed during the year 2002 to 2006. Population analyzed was Science and Technology teachers of Spanish universities. The investigation has worked with sample academic users, distributed among 19 Spanish universities. The main contribution of this study is to present a BIQUAL tool. It is useful for the evaluation of the quality services in university libraries and especially of Science and Technology. This tool is created using the user's point of view. Results identify behaviour of these users and the aspects that concern the quality of the service in this environment.

We also discuss about some problems and difficult experimented in this research. We analyzed the use of quantitative methods, in special, survey as well as it effectiveness to library quality management.

**Key Words:** Academic library, quality services, surveys, information behavior, Science and Technology, European Higher Education Area