



**Many-Faceted Measuring of the Quality as a Tool for Quality Improvement in the  
Kuopio University Library, Finland**

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From the beginning of the 1990's, different types of quality management and evaluation systems have become integrated into higher education institutes in Finland due to the creation of the European Higher Education Area (EHEA). At the same time a renewal of the higher education legislation and structures was decided to be carried out in Finland. This has meant that the university services, e.g. libraries have had to integrate more efficiently to the core processes of the universities. The paper describes the building of the quality management system in one library and especially how different types on quality measurement systems - statistical analyses, benchmarking, surveys - are used in order to improve the quality of the library services. A great emphasis is in the management involvement both at the strategic and everyday level.

**References**

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