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**Qualitative analysis of the activity unfolded within the free access room of the library of  
Transilvania University of Brasov**

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The quality of the offered products and services stands for one of the most important targets, which pertains nowadays to all fields of activity. The data will be obtained following the fill-in of a survey by the users, who are the main beneficiaries of the library. There will be likewise obtained information about the orientation of the publication collection which are to be acquired.

**Key Words:** qualitative analysis, library, information, questionnaire, publications