

QUALITY LIES IN THE EYE OF THE BEHOLDER

The talk deals with the truism that the quality of any product or service can only be judged by those who use it and pay for it. The relationship between quality and value will be explored. Examples from the quality practice of the University of Pretoria Library Services will be used to illustrate how library patrons can be partners in co-creating quality and value.

Monica Hammes

I recently retired as Deputy Director of the University of Pretoria Library Services. The last ten years of my professional life have been devoted to establishing a quality framework and integrated quality programme for the UPLS (<http://www.library.up.ac.za/quality/index.htm>). I also had the good fortune to introduce my university to open access, including the establishment of an Open Scholarship unit in the library and a successful OA mandate (<http://www.library.up.ac.za/openup/index.htm>).

