

**UNIVERSITY OF YAOUNDE II  
SOA**

**ADVANCED SCHOOL OF  
MASS COMMUNICATION  
(ASMAC)**

**UNIVERSITE DE YAOUNDE II  
SOA**

**ECOLE SUPERIEURE DES SCIENCES  
ET TECHNIQUES DE L'INFORMATION  
ET DE LA COMMUNICATION  
(ESSTIC)**



**USER SATISFACTION AS THE MAIN INDICATOR OF  
SERVICE QUALITY AND LIBRARY PERFORMANCE:  
*AN EVALUATION OF THE LIBRARY SERVICES OF  
THE NATIONAL HIGHER POLYTECHNIC YAOUNDE***

A Dissertation Submitted in Partial Fulfilment of the Requirements for the Award  
of a Bachelor's Degree in Mass Communication.

**SPECIALISATION : LIBRARY AND INFORMATION SCIENCES**

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**Academic Year: 2000 / 2001**

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