

UNIVERSITY OF YAOUNDE II SOA
ADVANCED SCHOOL OF MASS
COMMUNICATION
(ASMAC)

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



ECOLE SUPERIEURE DES SCIENCES
ET TECHNIQUES DE L'INFORMATION ET DE LA
COMMUNICATION
CENTRE DE DOCUMENTATION
D'INFORMATION

**USER SATISFACTION AS AN INDICATOR
OF THE QUALITY OF SERVICES
RENDERED BY THE
BRITISH COUNCIL LIBRARY BAMENDA**

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

Specialisation: Library and Information Science

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