

**APPLICATION OF ISO 9000 IN A UNIVERSITY LIBRARY A CASE STUDY:  
ADVANTAGES AND DISADVANTAGES.**

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Certification with ISO 9000 has been developed in a University Library, together with other administrative departments, as part of the university goal. Documenting each procedure with flow charts, manuals, instructions, formats and controls has been performed and focus all in one aspect, user's satisfaction. In this analysis we present the advantages and disadvantages of the application of ISO 9000 a case study in a University Library in 2005. This certification program for libraries has been implemented by the Federal government since the year 2000 with the new government structure based on transparency and quality.