

## **Library Service Quality for Children With Special Needs In SDN Klampis Ngasem I No. 246 Surabaya**

### **Abstract**

Service quality is reflected by the whole responses of customers toward delivery of services, including successful and unsuccessful service experiences. This research will observe the quality of service in a school library for children with special needs at SDN Klampis Ngasem I No. 246 Surabaya.

SDN Klampis Ngasem I is an inclusive school, where the normal students and the students with special needs learn together. This research uses *LibQual theory* to evaluate the quality of library service. *LibQual theory* evaluate the quality of service by 3 aspects: Affect Of Service, Information Control and Library As Place.

This research uses *Quantitative Descriptive method* with *Purposive Sampling technique*. It takes 43 students with special needs as the samples. Most of respondents feels satisfied with the quality of service at the library.

Keyword: Service Quality, school library, student with special needs, SDN Klampis Ngasem I No. 246 Surabaya