

## **Abstract**

The partnership between an academic library and book suppliers is crucial for the timely and correct delivery of materials for use by customers. This article describes the relationship that exists between the University of Botswana Library (UBL) and its book suppliers. The process of supplier selection and evaluation used by UBL is described. The article furthermore suggests areas where there is a need for improvement to ensure effective measurement of supplier performance and evaluation as a means to enhance delivery of quality service to customers. Although the article describes library-supplier relationship or partnership, it confines itself to book supply rather than serials or periodicals supply.