TOTAL QUALITY MANAGEMENT IN ACADEMIC LIBRARIES

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Abstract:- *Total quality management (TQM) provides the tools and the direction to improve quality. The value added service and only be relieved by Implementation and believing total quality for the system the library executives have to understand the concept is TQM. The paper is highlights the concept of quality; application of TQM, in academic libraries and best practices for better management of libraries with quality awareness.*

Keywords:- *TQM, Academic Library, Quality Management, ICT.*

Introduction:-

TQM is a system of continuous improvement employing participative Management and centered on the needs of customers. Libraries adopting management techniques to give their boot in the form of products and services to the users. Libraries can benefit from TQM in three ways: breaking down interdepartmental barriers; redefining the beneficiaries and library services as internal users and external users and reaching a state of continuous improvement. Total Quality Management (TQM) is a modern operational philosophy and universally applicable approach to any service sector and it is vital to share survival of most libraries today. Although TQM a new concept in management but it is equally beneficial to each and every organization including service organization like libraries. Since the beginning had started to think about TQM after a growing awareness of the relevance of quality management methods to provides pin-pointed, exhaustive and efficient information to the users.

The concept of TQM in the field of management or organization. TQM is concept which make quality the responsibility of all people within organization. All the people involved are expected to contribute to the overall improvement of quality. TQM is the preferred method to increase the uses satisfaction.

Objective of Academic Libraries:-

1. To evaluate asses the use of library material periodically with a view to improve library services and to apply modern techniques and methods for dissemination of information and information retrieval.

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2. To provide awareness library facilities by providing current awareness services to faculty members and persuading student from potential to actual users for effective use of library resources.

3. To provide information about recent advancement in various filed to develop the cares of student for job opportunities and self development.

TQM in Academic Libraries:-

In a service organization like an academic library the users satisfaction manner fulfilling expectation. Libraries must find out what reader want and concentrate upon providing it.

- Who are the users?
- What do they want?
- What can the organization provide?

In a library there are basically two types of users: those who are in a hurry and those who want to kill time. An academic library has to identity these and serves them accordingly.

Need of TQM in Academic Libraries:-

The need of TQM in academic libraries due to changing scenario, impact of IT, information thrust, standardization, user and employee satisfaction, long term planning, management support, quality awareness and quality assurance.

Changing Scenario:- In this quality era everyone has transformed through quality process. The whole worlds have turn towards quality. Academic libraries are also travels in same path. Working style of most of the academic libraries is changed they accept the challenges and proceed through continuous quality improvement process.

Impact of Information Technology:- Due to technological invention most of the libraries automated and digitized. Users become hi-tech and use library regularly. They visit library web sites and portables to search information. A user requires quality services from library staff and that's why library staff is engaged in qualitative and continuous improvement process.

Information Thrust:- User is an important factor of any library. The tremendous changes founds in traditional and modern users. Users are more compute literate and information literature. They use e-resources very promptly.

Standardization:- The library products, equipment, and services are following the standards. Parent organization and the academic libraries transformed though quality standard is ISO, NAAC

User and employee Satisfaction:- User satisfaction is the key element in the TQM. User satisfaction and employee satisfaction are directly related to each others; seeing the satisfaction on user faces employees fell happy.

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Long-term strategic Plan:- TQM requires a basic reorientation from the users and organization. Academic libraries are prepared long range planning for the quality process. For TQM in the academic libraries a result oriented approach is of very important not the impact of resources.

Top Management Support:- Management Support is an important factor in the quality process. The librarian and subordinate staff receive more support in the form of time, money and quality assistance from the top and middle management. Top Management is involved in the quality process and designing the policies and audits the same with the help of library staff.

Quality Conscious:- Consciousness of users, staff and other members of library are intended to change. Over all functioning of library. This change environment transformed academic libraries towards TQM.

Quality Assurance:- Quality Assurance refers to a program for the systematic monitoring and evaluation of the various aspects of a library project, service, or facility to ensure that standards of quality are being met. It is important to realize also quality is determined by the facilitator or program sponsor.

TQM in Library Section (Acquisition Section)

1. Receiving the Suggestion for a document.
2. Checking the bibliographic data
3. Check its availability within the library.
   a. By Checking the catalogue
   b. By checking with the already ordered document list
4. Determine its cost
   a. Form the vendors
   b. Form the publication.
5. Get the invoice,
6. Select the vendor
7. Place an order
8. Send reminders if the document is not received
9. After receiving the document
   a. Check its bibliographic data
   b. Check its cost
   c. Settle the payment if its is due
10. Enter the details in access registers

Conclusion:-

Total quality management (TQM) is a new management concept of quality improvement. Libraries are non profit agencies and these are purely services based. The primary motto of libraries is to support teaching and research activities. It can only be achieved by providing qualitative information to its users. So TQM becomes a necessary

element to satisfy user's needs and overall development of library staff and continuous improvement in library services of any college. It is process which focuses on understanding users needs and improving users services and satisfaction.

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