Implementing Total Quality Management in College Libraries

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Abstract:

In the current research paper the concept of Total Quality Management in college libraries is introduced. For the study data from 100 libraries are taken with the help of questionnaire. and users view is also taken to know what they want from library to find out where the quality improvement is required. After analyzing the data it is found that the first thing to improve before implementing TQM is the willingness of management for library development.

Introduction:

Initially TQM was limited to manufacturing business or industries but as the time goes service industries also started adopting the TQM policy. Because of the competition era manufacturer and service industries start providing services which are user oriented. And customers always attracted towards better services. So to meet the competition provide quality services is essential. And the concept total quality management is the tool that provide direction to improve this quality.

Libraries always committed to provide quality services to its users. For them to survive in an electronic era it is mandatory for them to provide user oriented services to their users. Here quality information is important because the right information need to be given to the right person at right time and of course in right form. Thus total quality management is based on the customer satisfaction.

Quality:

What is the quality? To answer the question in one sentence is walks of life. Quality can be defined always customer oriented. Satisfy our customer with quality product and service is

the main aim. According to P F Drucker, "Quality is a product or services are not what the supplier puts in. It is what customer gets out and is willing to pay for," quality of the organization depends on customer's satisfaction. This quality is not a onetime process it is continuous process. In an academic library quality is connected with services, products as well as staff, facilities.

Management:

According to the glossary of library and information science, "Library management is the process of coordinating total resources of an organization towards the accomplishment of desired goals, it is through the planning, organization, staffing, directing and controlling. It is getting things done with the help of staff in an organization. According to F W Taylor, "Art of knowing what you want to do and then seeing that it is done at best way.

Total Quality management:

The term total quality management means total efforts of different department or an organization to make its products/services more qualitative which helps to satisfy uses need and expectations. To maintain quality is continuous activity. To maintain the quality in total is the continuous activity that has to follow by all customers continuously.

The concept of quality control is emerged nearly at 1920 in US simply to control the creation of defective system. It is way of improving the efficiency, effectiveness, efficiency, flexibility and competitiveness of an organization getting organized and committed in quality.

Thus we can say that TQM means users satisfaction through product or services. The concept of TQM has come out through meaning of quality.

Total quality management in Libraries:

Nowadays in the technological era, which affects all aspects of life. People are connecting to the internet today. And because of that they can access the information from everywhere at any time. That is why libraries are also attached towards TQM revolution. To give information to their users is the primary responsibility of users. It can be print or electronic material. Users of libraries are varying and they need different information, so it's very difficult for them to give each of them right information, at right time. And this is the main reason why libraries are adapting total quality management.

Objectives of the study:

(1)   To identify the view of library staff for application of TQM.
(2)   To identify challenges and opportunities to implement TQM in libraries.
(3)   To find out users view for application of TQM in libraries.

Research Methodology:

For research purpose fifty graduate college libraries are consider. Data have been collected from 100 librarians. Questionnaire is prepared for collecting the data. It is identified with the help of charts and diagram.
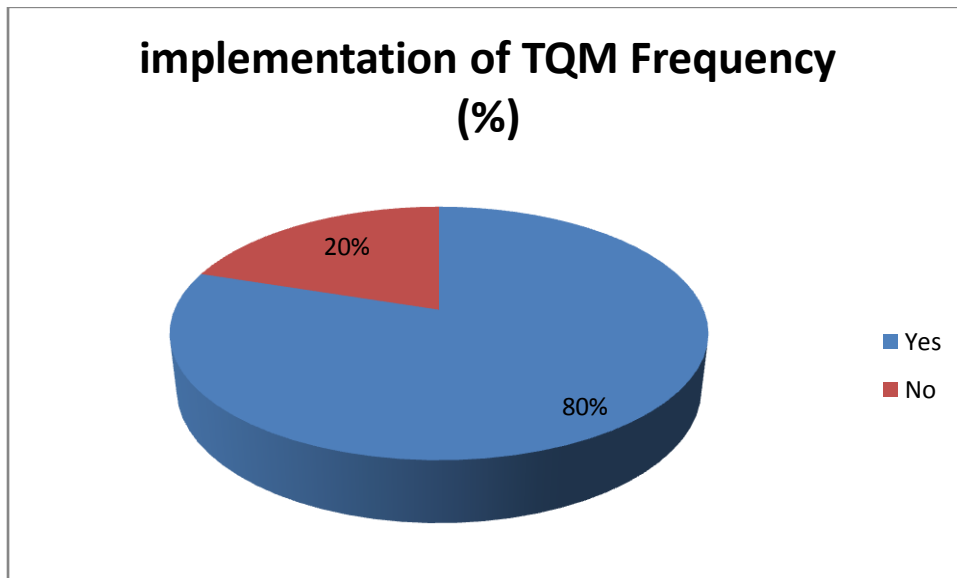
Data Analysis:

Data were analyzed with tabulation and charts:

Objective: 1 To identify the view of library staff for application of TQM.

| implementation of TQM	
TQM should be implemented	Frequency (%)
Yes	80%
No	20%

implementation of TQM Frequency (%)

Total 80% respondent give their positive view to implement TQM in libraries. Because maximum librarians wish to implement TQM in their libraries.

Objective : 2 To identify challenges and opportunities universities to implement TQM in libraries

Particular	Respondent

S p e c i a l I s s u e - I n t e r n a t i o n a l O n l i n e C o n f e r e n c e
V o l u m e – 5, I s s u e – 5, M a y 2 0 2 0

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Lack of Library Budget	60%
Lack of Training to library staff	30%
Lack of management support	10%
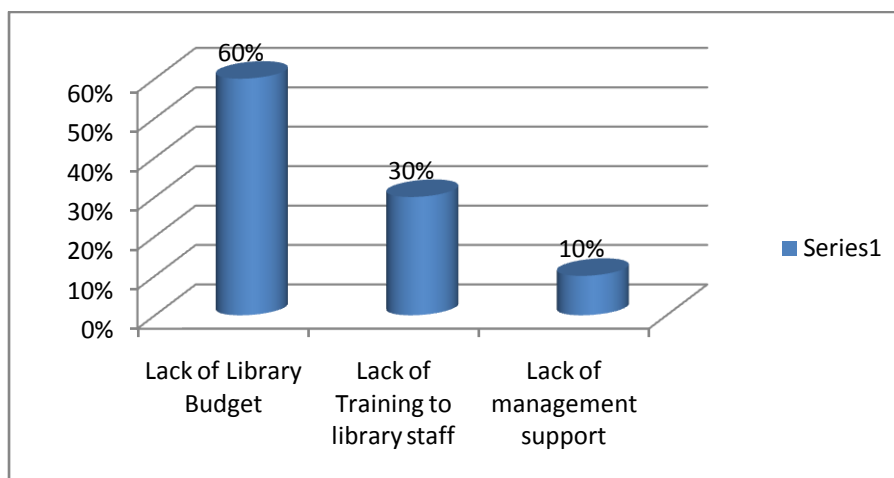
Budget is the main drawback to implement total quality management in the libraries. 60% responded the same, 30% respondent lack of training to library staff is also one of the drawback to implement the TQM in libraries, and 10% respondent that lack of management support which is the hurdle to implement TQM.

Objective: 3   To find out users view for application of TQM in libraries.

- Total no. of users giving response

Total Questionnaire distributed	Total response received	Response %
200	150	75%

S p e c i a l   I s s u e - I n t e r n a t i o n a l   O n l i n e   C o n f e r e n c e   V o l u m e – 5 , I s s u e – 5 , M a y 2 0 2 0

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While taking survey 200 questionnaire distributed and among them 150 received back. It is found that 75% respondent are interest to talk about total quality management.

- Status of users

Particular	Response	%
Teachers	40	26.67%
Research Scholar	75	50%
Students	20	13.33%
Administrator	15	10%

Users received response are distributed as teachers, research scholar, students and administrator. 26.67% are respondent are teachers, 50% research scholar, 13.33% are students and 10% are administrator.
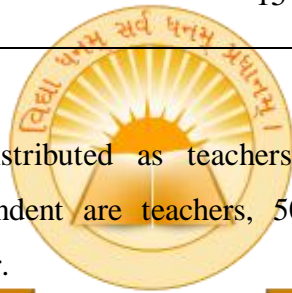
- Users opinion that TQM should be applied

TQM should be applied	Frequency	%
Yes	160	80%
No	40	20%

From the above table it is found that 80% users wish to implement TQM while 40% are negative for implementing TQM.

S p e c i a l   I s s u e -   I n t e r n a t i o n a l   O n l i n e   C o n f e r e n c e
V o l u m e – 5 , I s s u e – 5 , M a y 2 0 2 0

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- Users want quick information:

particular	agree	disagree
Issue material	120	30
Use electronic resources	100	50
Using newspaper	60	90
phone the library for assistance of information	50	100
use zerox machine	40	110

From the above table it is found that users want information quickly. 120 users responded want to issue material quickly, 100 said they need use electronic resources, 60 said using newspaper, 50 responded phone the library for assistance of information and 40 responded that using zeox

Machine.
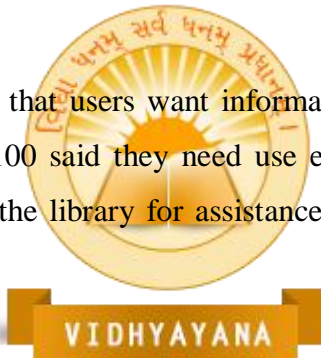
Conclusion:

From the above analysis it is found that total quality management is needed mainly to give information quickly to their users. Dr. S R Ranganathan gives us five law of library science. And his fourth law is save the time of users. Implementing the TQM is very beneficial but there are certain challenges for the same and that is low budget, lack of training and lack of management support. So before implementing the concept of total quality management it is necessary to overcome this challenges.

S p e c i a l   I s s u e -   I n t e r n a t i o n a l   O n l i n e   C o n f e r e n c e
V o l u m e – 5 ,   I s s u e – 5 ,   M a y   2 0 2 0

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