



Original Article

Total Quality Management in Academic Libraries: An Overview

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Abstract

Total quality is the main prerequisite of library in 21st century. As we know that libraries are the integral part of the education system . in modern era the concept of traditional libraries has changed due to the impact of ICT. And the need of the users also increasing day by day. it is the responsibility of the library to provide the best services to its users within short span of a time .libraries must satisfy to their users, by providing best facilities. And this can be done with the help of Total quality Management. (TQM.) in modern era libraries must follow the new techniques to provide better services. TQM has achieved lot of attention in management literature recently. The present paper focuses upon various issues related to TQM. For the successful execution of TQM in academic libraries leadership is needed .to understand quality management we must know what is not According to Koller , Total Quality is not A magic solution to every problem .total quality management is not a way to delegate problems to third party. total trust on statistical control. in simple terms Quality management means a system of continuous improvement employing participative management and centering on the need s of the usres of the library.

Keywords: TQM, ICT information communication technology, Academic Libraries. Importance of TQM., challenges.

Introduction:

Total quality management is a concept formed by W Edward Deming. This concept was first adapted in Japan after world war second. To support the Japanese in reconstruction of their economy. In the recent era TQM is a burning issue this is an innovative tactic for effective management and to accomplish quality. TQM is both a philosophy and a set of managerial ideologies that signify the fundamentals of organizations.

Research Methodology:

While writing a research Article it is necessary to write about the methodology adopted by the writer. The present research is based on the secondary sources mostly from books and from recent published articles in journals. This may affect library professionals. This article is based on survey prepared by with the intention to generate awareness about the Total Quality Management in academic Libraries. Various observations and discussions and professional experience is taken into consideration to collect relevant information. Personal experience also became helpful to write this article.

Definition of Total quality Management:-

“TQM is a corporate culture that is characterized by increased customer satisfaction through continuous improvement involving all employees in the organization” – Edgeman and Dalhlgard.

Bernard and Jurow: “A system of continuous improvement employing participative management on the needs of customers.”

What Is Quality?

Quality is a vague concept used in various everyday things. however, is it possible to say exactly what is meant when speaking about the quality of the library and information science . although the quality is not an easy concept , the meaning of it can be agreed upon , and there is an accepted way of describing what quality is the organization of IFLA has published some indicators of the quality of academic libraries as follows :

- 1 Relevance in collection development.
- 2 Degree of satisfaction

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- 3 Hours open
- 4 Delay between the order and availability on shelves.

Principles of Total Quality Management:

- Teamwork
- Top management leadership and obligation.
- Constant self- assessment and process upgradation.
- Employee Emancipation
- Quick reply.
- Functioning grounded on facts.

Benefits of TQM in the Libraries

TQM is implemented in the library carefully it yields positive Results in an academic library.

- Incremental changes lead to continuous improvement quick solution may yield only partial results.
- It forces library managers to develop leadership skills instead of relying on power within position to obtain results.
- Increases staff participation in decision making, thus increasing the feeling of ownership of decision and direction once charted .
- Improve product proposal.
- Breaching inter departmental barricades .
- Decrease users grievances.
- Evolving an account of all the documents existing in the Library.

Barriers to Quality Management:

Most academic libraries try to implement quality management fail . reasons for failure are numerous and may include .

- It is not a quick solution to problems, and many administrators lose patience with the approach .
- Professionals are reluctant to relinquish their expertise to the “whim” of the customer .
- Middle managers feel threatened by a perceived loss of power in a flattened organizational structure;
- The Jargon usually associated with the business world is unfamiliar to academics and is often uncomfortable for librarians .
- Many managers perceive an inordinate amount of time and resources required for training and development activities.

Dimensions of Quality:

- Reliability
- Responsiveness
- Assurance
- Access
- Communication
- Security.

Importance of TQM in Libraries:

In the present scenario of information technology the requirement of the users are increasing day by day in order to please them the quality if the services should be enhanced . this can be achieved only through the execution of total quality management .

TQM in Academic Libraries:

TQM combines theories, tools and organizational models developed in Japanese, European and US industries. in simple term, it refers to system of continuous improvement centered on customer needs. TQM is not entirely a new technique for librarians and information centers because they are already user –focused and strive for continuous improvement. however, it offers a more formal and systematic approach to continuous improvement . the basic elements of TQM applicable in libraries and information centers are :

User focus: the user satisfaction is the main objective of the library and information science. The need of the user can be varied according to the different kinds of users of the library.

Team Structure: Team or quality circles may be set up to find out the problems and to resolve many problems arise in the library. There should be a leader in the team for the better management. Therefore it is necessary to thoroughly analyse the system. It is therefore, necessary to bring about changes.

TQM in Academic Libraries:

Here the client is not the stranger, but the part of the academic library .India NAAC build up by UGC is very important agency to check the qualities provided by the institution and also it checks the services provided by the library. Total quality management is very important in the libraries. Through which academic libraries can give better facilities to their users.

Suggestion for Quality Management in the Libraries: for the effective implementation of quality management well staff is required that take part completely in quality enhancement. In modern librarian also need to find the need of the users and he must provide them better services to the users. for the successful execution of Total quality management healthy leadership is required.

Conclusion:

In modern era need of the users of the library is increasing day by day. The quest of the library users are increased in the age of information technology. librarian also must aware about innovative library services. a dramatic change in the scope and pace of technological advances contributes substantially, To a fundamental shift in library and information products.in Total quality management system staff should be given proper training for better services. Team work is also needed in the academic libraries . total quality management in academic libraries plays an important role library services.

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Conflicts of interest

There are no conflicts of interest.



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