



Healthier Services For Academic Libraries Using The Technique Of Total Quality Management

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Abstract:

Since ancient times, various management techniques have been used to achieve quality in libraries; however, if efforts to attain this quality are consistently maintained, this quality management can be effectively achieved. By adopting the concept of total quality management in libraries, maximum services can be provided to users in the shortest possible time, thereby saving time for both library staff and users, leading to satisfaction for both. Continuously training to library staff helps maintain consistency, and ongoing improvements in the services provided enable the library to achieve its objectives. As a result, the five principles outlined by Raghunathan, known as the 'PNACHSUTRI' of the library, also bear success.

Keywords: Quality, Techniques, Services, Management.

Introduction:

The concept is known as Total Quality Management (TQM), also referred to as comprehensive quality management, gross quality management, or perfect quality management. W. Edwards Deming, an American, is the founder of "Total Quality Management (TQM)." Deming presented his ideas and roles on quality in Japan as a management expert and consultant.

According to this concept, instead of a single department of an organization pursuing quality, the entire institution must pursue quality. Everyone should be conscious of ensuring that library users and readers receive excellent service. This includes everything from the cleanliness of the library premises and the neat appearance of staff to every aspect of each book in hand (binding, construction, colour, illustrations, interior, etc.) being of superior quality and being

handed to the reader by staff with a smile. That is the hallmark of Total Quality Management (TQM). Special programs must be undertaken to implement this concept. These programs should involve all staff members. Department-wise programs must be organized. The relationships between each component that comes into play need to be carefully defined. For this, tools such as Pareto analysis, cause-and-effect (fishbone) diagrams, etc., must be used. Of course, Total Quality Management (TQM) is a comprehensive philosophy that emphasizes relentless effort to bring about continuous improvement in work processes.

Gross quality management in the library (Total Quality Management - TQM) means a systematic process of improving the quality of all the services and functions of the library, in which the reader is constantly improved by keeping the centre. This includes

tasks such as setting quality policies, planning, guaranteeing services, controlling and continuously improving. The need and importance of gross quality management.

Reader-Centred Approach:

- The focus is on meeting readers' needs and expectations.
- Improve the quality of services
- Improving all services provided by the library, such as getting a book, finding information, etc.
- Increase in efficiency:
- Making the functioning of the library more efficient by proper use of resources.
- Continuous improvement:
- Due to quality management, the functioning of the library can be constantly improved.

How to implement gross quality management in libraries:

1. Creating a quality policy: Determining the goals and quality of the library.
2. Quality planning: Establishing the necessary plans and procedures to meet these goals.
3. Quality Guarantee: To ensure that services are being provided according to the standard standards.
4. Quality control: Finding the error and measures by examining the services and functioning of the system.
5. Quality improvement: Continuous improvement of services based on readers' feedback and information on control.
6. Training of employees: Providing the required training to the staff of the library.
7. The use of technology: Using technology to make proper use of information and enhance facilities for readers.

Reconstructing The Libraries On The Basis Of TQM:

Reconstructing is taking place in a great number of libraries. This is due to the fact that the new dispensation is seeking to ensure access to all services by all inhabitants of the country. Development is so essential as part of the process and, if reconstruction and development initiatives are to succeed, the process must be carried out in a logical manner and with an acceptable basis. User expectations of the ability of a library or information service to deliver high quality services are growing. The importance of information as a resource (and, even, a product) is being more broadly recognised by government, organisations and other social structures. Linked to the user demand for services is the influence of information technology. Students, for example, are becoming more computer literate and the academic library environment has changed substantially in the increased range of technology which can be used as channels for its service delivery. The subject librarian has become more of a consultant in information services and many users want to conduct some, at least of their searches from their own workstations. If users want to be more independent in their search for information, training in the use of information systems and databases is very important. The is also true for the staff working in these environments where change is taking place so fast. By training users and staff, both can be empowered to do more and, in the process, achieve better result for the organisation as a whole and for the satisfaction of their own aspirations. The central core of the Deming philosophy (Japanese Philosophy) is one of continuous improvement in service delivery associated with meeting and exceeding the

expectations of users, both are of critical importance to the management of a modern, responsive library and information service.

Why Libraries Requires Implementation Of TQM:

Libraries are among the maximum earliest social and cultural institutions in existence. Ancient libraries as well as modern ones have one thing in common; all of them have a body of information that could be retrieved when needed. The availability of information required for good organization is retrieved and made accessible competently and in a timely manner to the users. Creation and maintenance of such a structure require an effective management process that facilities work towards the goal.

Benefits of Library Organization by the Services with Management techniques.

1. Conduct a user investigation about library services.
2. Expand Signage.
3. Generate service brochures and information kits.
4. Modification Periods of operation.
5. Deliver a more suitable material return.
6. Use elasticity in staff projects.
7. Cooperate with the local government.

8. Create inter departmental library advisory groups.
9. Give new staff a thorough direction.
10. Improve the physical layout of the library.
11. Develop an active outreach Programme.
12. Offer electronic document delivery.

Today, technology has changed our social and economic life. In the workplace methodologies change people work at home or on the web with flexible timetables, and more and more virtual communities are emerging in different fields. The most important stakeholders are interested for various reasons, in the introduction of total quality management. The introduction of Total quality makes great demands on the staff.

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