Abstract of the Thesis

1. Introduction

Total Quality Management (TQM) is a systematic method of describing any problem, observing its basics that determine/identify the root causes/genesis of the problem. After diagnosis of the problems, adoption of corrective measures and checking its functional effectiveness, standardizing the solution and finally evaluating the process. Quality is a function of parameters like time, places, surroundings, environment and the lastly the people associated with the process.

Thus, TQM is the outcome for a new look for quality management.

2. Scope of the Study

The scope of the study is to carry out in depth research of efficacy of TQM in library services of IIT Delhi, IIT Roorkee and IIT Kanpur and suggest measures, if any, for improvement in quality of library services.

3. Limitation of the Study

There are 23 IITs in our country, but it is very difficult task to cover all of them. Hence, three IITs, namely IIT Delhi; IIT Roorkee and IIT Kanpur are considered as sample for the study. The efforts are made to conduct an in-depth study of them for total quality management.

4. Main Objectives of the Study

Total quality management in libraries are play vital role in modern era. Efficiency of work are also depends on quality of works in library, knowledge and behavior of library professionals with library users. For this study I have selected most well-known three libraries, namely Central Library of IIT Delhi; P.K. Kelkar Central Library of IIT Kanpur and Mahatma Gandhi Central Library of IIT Roorkee.

This study has been conducted keeping the following objectives in view:
i. To critically analyze the utilization of library software by the selected IIT’s libraries and its operations to make specific suggestions for improvement.

ii. To discern the utilization of OPAC in the libraries.

iii. To highlight the role of library software in the augmentation and upgradation of services of libraries under study.

iv. To investigate the staff strength conversant in use of library software in libraries of selected IITs.

v. To observe the application and status of various modules of library automation software in the designated libraries.

vi. To observe the satisfaction level of the users with the overall amenities provided through computerized library system.

vii. To measure the impact of training provided by the technical professionals to staff of selected libraries.

5. Hypothesis

The libraries of any organization are considered as the heart of that organization and so is the case with IITs libraries.

Thus, the following hypotheses are developed to study the efficiency and usage of total quality management (TQM) in library services of IIT Delhi, Roorkee and Kanpur:

i. There is a considerable difference in the awareness of library software among the users of IITs.

ii. The usage of OPAC is much higher in the libraries of IIT Delhi and IIT Kanpur than in the library of IIT Roorkee, as IIT, Delhi and IIT, Kanpur are the old ones.

iii. The library users in IIT Kanpur library are well-versed with the advanced search techniques in OPAC because IIT Kanpur is supposed to be ahead of computer technology, than the users of IIT Delhi and IIT Roorkee.
iv. The library staff in IIT Delhi is more efficient and equipped in handling the software than their counterparts in the libraries of IIT Roorkee and Kanpur.

v. All the selected IITs libraries are using all the modules that are available in library software respectively.

vi. The user satisfaction level with respect to the overall services of automated library system is higher in IIT Delhi than in IIT Roorkee and Kanpur.

vii. There is a requirement to provide additional training to the staff of libraries by the software experts for efficacious use of the modules of library software.

6. Research Methodology

Questionnaire method was used to conduct the present study. However, it was supplemented with the observation and interviews on some occasions.

The total numbers of questionnaires distributed in selected libraries were 660 in IIT Delhi, 590 in IIT Kanpur and 555 in IIT Roorkee. Out of the total distributed 660 questionnaire were received from IIT Delhi, 566 from IIT Kanpur and 503 from IIT Roorkee. The remaining questionnaires were rejected due to incomplete rezones. Finally 574 filled questionnaires were received from IIT Delhi, 556 from IIT Kanpur and 482 from IIT Roorkee.

The percentage of filled questionnaires. It is found that 91.82% are from IIT Delhi, 95.93% from IIT Kanpur and 90.63% from IIT Roorkee.

7. Major Findings of the Study

The major findings of the study include the following:

• More that 90% of the users in IIT Roorkee visit library on daily, weekly or fortnight. The corresponding figures are 85% for both the selected IITs Delhi and Kanpur libraries.
• Librarian of IIT Delhi only gave positive feedback about library software, whereas the other two librarians of IIT Kanpur and IIT Roorkee have reported that library software vendor is not efficient in delivering the desired services. Also the staff of these libraries has complained that after paying the annual maintenance charges, representative from the LibSys do not turn up promptly in solving their problems. This may be due to the fact that Roorkee and Kanpur are located far off from the location of headquarter of LibSys, which is located in Gurugram. However, online support is available these days.

• All selected three IIT libraries have common opinions that the process of cataloguing has been made easier with the help of library software.

8. Suggestions

• Central Library, IIT Delhi is using RFID Technology for self Check-out and Check-in. It is also suggested to both the selected Mahatma Gandhi Central Library IIT Roorkee and IIT Kanpur libraries to modernize their issue and return system. However, recently, IIT Roorkee has started RFID.

• The library authority should conduct the orientation programme for the library users in understanding the library classification. Many users are not aware of the library classification. This training programme will be useful for users to retrieve the document in the library on the basis of subject classification.

• Authorities of IIT libraries should make the necessary provisions to insure that all library staff must attend the training programmes related to TQM in order to enable them to implement all library functions effectively.

    Last but not least, all the selected libraries should be provided with enough staff for rendering quality service to users in the IIT libraries.

9. Scope for Further Research

• This study may further be carried out in all the libraries of remaining IITs.
Further, a similar study may also be undertaken in IIMs (Indian Institute of Management) and other institutes of national repute.

10. Conclusion

The mission of central libraries of IITs, regardless of how it is stated, is to support the user community in providing them with the pin-pointed and exhaustive information whenever they can. The present study reveals the performance of quality management and user services of selected central libraries of IIT Delhi, IIT Kanpur and IIT Roorkee in India,