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Chapter – 1

Introduction

1.1 Introduction

Total quality management is an approach to the art of the management that originated in Japanese industry in the 1950’s and has become steadily more popular in the west since the early 1980’s. TQM include customers driven quality, top management leadership and commitment, continues improvement, fast and a TQM culture.¹

Total Quality Management is a structure of continuous development and center on the requirement of clients. The basic TQM presupposes employee participation, the tea of solving a problem, method of statistical and long term goals, analysis of the problems continuous sharpening of the quality performance leading to excellence.²

Total Quality Management (TQM) is an enhancement to the traditional way of doing business. It is a proven technique to guarantee survival in world-class competition only by changing the actions of management will the culture and actions of an management will the culture and actions of an entire organization be transformed. TQM is for the part common sense. Analyzing the three words we have.

Total – Made up of the whole
Quality- Degree of excellence a product or service provides
Management- Act, art or manner of handling, controlling, directing etc.

Therefore TQM is the art of managing and a set of guiding principles that represent the foundation of a continuously improving organization. It is the application of quantitative methods and human resources to improve all the processes methods and human resources to improve all the processes within an organization and exceed customers’ needs and in the future.
TQM integrates fundamental management techniques, existing improvement efforts and technical tools under a disciplined approach.  

1.2 The Present Study

The present study is based on the implementation of Total Quality Management in the field of LIS. It also reveals the significance of TQM in library and information centers. TQM is an essential part of effective library management and its services. The technical processing is also an essential part of library to save the time of reader and satisfaction of the library users. The main factor focus is on the implementation of TQM in technical processing in library.

1.3 Objective of the present work:

The study based on the implementation of TQM in the area of Library and Information Science is an essential part of effective Library management and library services. In view of above the following objectives of study have been considered.

1. To study the TQM in technical processing in libraries.
2. To examine how many libraries adopted TQM.
3. To examine how many libraries used quality assurance tools of quality
4. To study the benefit step of TQM
5. To study the technical processing (i.e. cataloguing, classification) circulation, shelving
6. To study the advantages and function of Technical processing
7. To study the kind of catalogue.
8. To study the scheme of classification
9. To study the system of circulation
10. To find out sources of finance in Engineering and Pharmacy College Libraries.
1.4 Hypothesis

1. Whether Fifty percent libraries adopt TQM in technical processing
2. Whether minimum libraries used quality assurance and tools of TQM
4. Whether maximum libraries are use conventional form of catalogue.
5. Whether maximum libraries are arranged shelve systematically.
6. Whether maximum libraries fulfill user requirement and Maximum users are satisfied library services.
7. Whether maximum libraries use library software.
8. Whether maximum libraries use circulation system by computerized
9. Whether minimum libraries are automated library and maximum libraries are using register system.
10. Whether minimum libraries use barcode system on the book.

1.5 Statement of Problem:

The problem under investigation is “Total Quality Management in Technical Processing: A study with reference to Engineering and Pharmacy college libraries in North Maharashtra University, Jalgaon.” Investigation the implementation of TQM in the area of library and Information Science. TQM is an essential part of effective library management and library services. IN which libraries continuously improvement of Technical Processing TQM is most important factor.

1.6 Scope of the study:

Entire study is based on the questionnaires received from librarians engineering and pharmacy colleges in N.M.U., Jalgaon. The researcher 28 questionnaires to the Engineering and Pharmacy colleges in N.M.U., Jalgaon Out of these 23 Colleges gives immediate response to the Questionnaire. So that the study is based on these questionnaires received back by the current situation of Engineering and Pharmacy College Librarians in N.M.U., Jalgaon regarding TQM in Technical Processing

1.7 Area of Research
The Researcher has selected the area of Engineering and Pharmacy College libraries coming under the N.M.U., Jalgaon and is situated in Jalgaon, Dhule, Nandurbar District. The purpose behind the selection of this area is to study of the improvement facilities and the current status of the libraries.

Researcher visited to 16 - Engineering and 12 - Pharmacy colleges Total 28 Colleges in North Maharashtra University, Jalgaon for collected data through personally interviewed with questionnaires. The researcher has personally interviewed 28 questionnaires to all pharmacy and Engineering college libraries. All 28 College are situated in three different district as 9 Engineering and 5 Pharmacy College in Jalgaon District, 4 Engineering and 5 Pharmacy College in Dhule District and 2 Engineering and 2 Pharmacy college in Nandurbar district.

A well structure questionnaire is prepared for data collection. The study is mainly based on the primary data collect from a list of Engineering and Pharmacy Colleges that was obtained from North Maharashtra University, Jalgaon the collect data and Information were analyzed by applying statistical methods. The physical features and geographical view of area i.e. Jalgaon is given in first chapter of thesis. The questionnaire used for collecting the data for the purpose are presented in Appendix- I

1.8 Research Methodology

The research problem of this study involves the systematic and scientific investigation of the “Total Quality Management in Technical processing: a study with special reference to Engineering and Pharmacy college Libraries in North Maharashtra University, Jalgaon.” The present study is based on the implementation of TQM in the area of Library and Information of TQM in the also reveals the importance of TQM in libraries and Information centers. TQM is an essential part of effective library continuously improvement of library services. TQM is most important factor. It’s most important for save the time of reader and satisfaction of the library users. The main focus is on the implementation of TQM in technical processing in library.

Research method is the foundation of any research project carried out for a systematic study of the problem. It provides guidelines and channelizes the available information of the
given subject in structured manner. It provides scientific thought to available resources and relevant data for the research problems. Research finding can be drawn on the basis of a systematic method of research. Thus it is very vital to follow certain methodology to carry out with the following methods through the research work for the innovative conclusion of the research problem.

1.8.1 Survey Method:

Survey is a recognized and accepted function of modern society keeps itself informed, solves problems faced and identifies a problem requiring immediate solutions. Survey attempts to bring perspectives and comparison. The term survey is used for technique of investigation by direct observation, questionnaire, etc.

It is defined as a method of analysis of scientific and orderly form for a defined purpose of given social situation and activity. It is a process of selecting sample from a population to obtain empirical evidence of a contemporary nature to solve problems.

1. Questionnaire Method:

Only one type of Questionnaire was designed to collect data and circulated to the selected respondent as:

• To collect data and other necessary information relating to the research topic a structured questionnaire was designed and circulated to the Engineering and Pharmacy College Librarian / in charge in N.M.U, Jalgaon.

2. Interview Method

To obtain the best result on the cataloguing, classification shelving and circulation system of the engineering and Pharmacy college Library in N.M.U., Jalgaon

Personal Interview Method

The personal interview method supplemented the questionnaire method and include interview with some of the Librarians Engineering and Pharmacy College in N.M.U., Jalgaon.

3. Observation Method
The researcher made a detailed study in the NMU, Jalgaon region to assess, observe and study the Technical processing (Cataloguing and Classification), Shelving, and Circulation in Engineering and Pharmacy College Library. Besides the researcher availed an opportunity to meet the librarians suggestions and feedback to improve and appropriate TQM in College library.

1. Planning and Design of the study:
The whole study is mainly divided into three consequent parts respectively
   Part I – Theoretical Features
   Part II – Analytical Features
   Part III – Finding and Suggestion
   Part IV Bibliography and Appendix

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