CHAPTER III

METHODOLOGY

3.1 RESEARCH DESIGN

Research Design is an important in collecting and analysing the data in a manner that aims to combine relevance to the research purpose with economy in procedure. The present study is descriptive and analytical in nature. It tries to analyse the Total Quality Management of chosen University Libraries in Tamil Nadu.

3.2 SIGNIFICANCE OF THE STUDY

TQM as a management tool needs radical rethinking of the way in which a library is organized and is performing its functions. It emphasizes on organizing quality once the commitment to TQM and the decision on methodology and structure is made. It involves an extensive evaluation of current work processes and the relationship processes to customer needs and expectations. Laying heavy emphasis on team activity, team members need, extensive training on the customer service, dimension of the quality processes including the customers judge services, and a different set of skills of the staff are significant.

The following are the Specific Benefits of TQM for Libraries:

- TQM reduces bureaucracy, empower staff and create a team base culture, which is keenly desired for the university library,
- TQM helps us to maintain qualitative library and information services,
TQM helps libraries to improve the image of the library staff and assists in public relation,

TQM helps the development of the qualitative library collections,

TQM helps to detect defects and focus on practices that identify potential defects to prevent them from occurring.

Now a day without applying TQM, Library professionals cannot maintain the university library properly. This concept is useful to find out the strength and weakness of the library sources, services and Library professional’s attitude also. It is also useful to find out the user’s behaviour regarding the use of information sources. Hence it is the right time to study whether the University libraries apply the TQM. Based on this assumption a pilot study has been conducted. The researcher found that most of the target university libraries have not applied the TQM or under applied the TQM. Hence it is deduced that there is some deficiency in applying this management concept fully. Thus, a study in this area is essential to find out the deficiency and to suggest the remedial method, so that their attitude be changed to apply this management concept, to the optimum level.

The image of the Libraries can be enhanced only by improving the routines and services. In this regard, there are many techniques adopted to maximize the use of information resources available in Libraries. Periodical survey alone will lead to progress in the Library system. Hence the present study aims to identify the level of awareness on TQM among the Library users and Library professionals of University libraries.
3.3 SCOPE OF THE STUDY

The methods adopted for this study are descriptive, analytical and comparative. There are 14 State Government universities in Tamil nadu excluding Medical, Engineering, Law, Agriculture and Veterinary universities. The target of this study includes Library users and Library professionals of the Five State Government University libraries in Tamil nadu have been analysed excluding Medical, Engineering, Law, Agriculture and Veterinary universities. A detailed study of five university libraries of Tamilnadu such as: 1. Alagappa University Central Library, Karaikudi, 2. Bharathiyar University Central Library, Coimbatore, 3. Madurai Kamaraj University Central Library(Dr.T.P.M.Library), 4. Manonmaniam Sundaranar University Central Library, Tirunelveli, 5. University of Madras Central Library, Chennai have been taken up and analysed. The target respondents in other University Library users and library professionals are not included in this study. There is a scope for other future researchers to take this area of the study. The geographical area of this study is confined only to Chennai, Madurai, Coimbatore, Karaikudi and Tirunelveli cities only.

3.4 HYPOTHESES

The hypothesis formulated for this research investigation is as follows:

1. There is no association between the Gender of the library users and their information searching per week in the University libraries.
2. There is no association between the Marital Status of the library users and their time spent on Internet per day.
3. There is no significant difference between mean opinions among the male and female library users and their satisfaction level about availability of latest textbooks.

4. There is no association between the Residing sector of the users and their opinion of level of satisfaction of the library resources.

5. There is no association between the status of the users and their opinion on the overall services of the university libraries.

6. There is no association between the age of the users and their satisfaction with Quality of work provided by the Library professionals.

7. There is no significant difference between Residing sector of the users and their mean opinion about maintaining a good relationship with the library staff.

8. The Satisfaction level about Management’s recognition of suggestions by married and unmarried Library Professionals is not different.

3.5 SAMPLING TECHNIQUE

For this study convenient Random sampling method was adopted for collecting Primary data from the library users. A sample including library users those who are aware about TQM and library professionals were chosen from the five selected Government state university libraries in Tamil nadu excluding Medical, Engineering, Law, Agriculture and Veterinary universities. Hundred library users are selected for a sample of the research from each of the above said 5 university libraries and hence the sample size is 500 therefore hundred percent response was received and almost all the library professionals are selected to collect data and hence the population size of the library professionals is 53.
### Description of Sample of Respondents (Library Users)

<table>
<thead>
<tr>
<th>Nature of Responses</th>
<th>No. of Respondents Randomly Selected from each University</th>
<th>No. of Universities</th>
<th>Total Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Users</td>
<td>100</td>
<td>5</td>
<td>500</td>
</tr>
</tbody>
</table>

### Description of Library Professionals

<table>
<thead>
<tr>
<th>Name of the University Library</th>
<th>No. of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alagappa University Central Library, Karaikudi</td>
<td>13</td>
</tr>
<tr>
<td>Bharathiyar University, Coimbatore</td>
<td>10</td>
</tr>
<tr>
<td>Madurai Kamaraj University Library, Madurai</td>
<td>10</td>
</tr>
<tr>
<td>Manonmaniam Sundaranar University Library, Tirunelveli</td>
<td>10</td>
</tr>
<tr>
<td>University of Madras, Chennai</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>53</td>
</tr>
</tbody>
</table>
3.6 TOOL FOR COLLECTING DATA

For this study both primary and secondary data are collected. The primary data are collected from the users and library professional of the university libraries using Questionnaire. Secondary data are collected from various Books, Journals, Magazines, Newspapers and records of University libraries.

3.7 STATISTICAL TOOLS USED FOR ANALYSIS

Information collected through survey was analyzed by using different conventional statistical tools like tables, figures, percentages, average and chi-square test and T-test are used. Primary data are entered in MS-EXCEL, SPSS (Statistical Packages for Social Sciences) and analysed.

To test the hypotheses the Chi-square is used.

\[ \sum (O-E)^2 \]

\[ \chi^2 = \frac{\sum (O-E)^2}{E} \]

The following procedure for scoring was adopted

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<table>
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<tbody>
<tr>
<td>Very good</td>
<td>5</td>
</tr>
<tr>
<td>Good</td>
<td>4</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>3</td>
</tr>
<tr>
<td>Not satisfactory</td>
<td>2</td>
</tr>
<tr>
<td>No comments</td>
<td>1</td>
</tr>
</tbody>
</table>
3.8 Period of Study

The study covers a period of two years from June 2011 to June 2013. Data related to their period have been collected from the sample library users and population size of the library professionals.

3.9 Limitations of the Study

The study belongs to the Total Quality Management of University Libraries in Tamil Nadu. In this study only five state Government universities are considered to collect the data and the other State Government Universities, Central government universities and Deemed universities are not included.

3.10 Bibliography Rendering Style

The report format follows the Chicago manual of style in rendering the Bibliography with slight modifications regarding Indic and Islamic names.
3.11 Profile of University Libraries

Alagappa university library

The Central Library of Alagappa University was declared open in July, 23, 1990 by Dr. K. Anbazhagan, the then Pro-Chancellor of the University. Housed in an independent, spacious and functionally convenient building, the Central library of Alagappa University has earned for itself a reputation for service among the academic community of Alagappa University (and also of neighbouring sister Universities). The library has all the amenities expected of a University Library:- an inviting exterior, Reading Halls, 3 tier stack rooms, Research cubicles, Rooms for Librarian, Library staff classroom etc. Library has very rich collection of 64,000 carefully culled vols. Apart from books, library is subscribing 121 periodicals, which includes 16 international journals and some are accessible in electronic form (full text) through World Wide Web. Further a good collection of Annual reports of Government, public and private sector organizations, technical reports, proceedings of conferences, etc. are also available in central library. The library is part of the UGC-INFONET e-journals, from which it is going to receive about 4300 academic and research titles from reputed publishers, societies etc and an Air-Conditioned Internet Browsing Centre with about 20 computers for free access.

The motto of university is "Excellence in Action". This motto was the dream of late Dr. Alagappa Chettiar founder of Alagappa Educational Trust. This central library is regarded as one of the best academic libraries in India. Apart from the main library it has departmental libraries also. The
primary mission of the library is to support the educational and research programmes of the institute by providing physical and intellectual access to information, consistent with the present and the anticipated educational and research functions of the institute. In accordance with the objectives of the institute, the library aims to develop a comprehensive collection of documents useful for the faculty and the research community of the institute.

**Library usage**

On an average about 300 users use the Library and transact business everyday. Scholars and Students from neighbouring Universities and colleges utilize our library’s resources for literature search and research purpose.

**Special collections**

Special mention has to the made of Dr. V.Sp. Manickam collection of 4500 volumes donated to the library as decreed in his will and handed over to the library by his wife. So collection of 1987 volumes of which many are rare books and bound volumes of journals published long back. The library has a good collection of books on Aurobindo Philosophy, donated by Thiru R.Valliappa Chettiar and Rotary club of Karaikudi has donated 1500 books.

The library has been using the SOUL an Integrated Library Management software package with all the modules for the library housekeeping operations. Using OPAC, users can search the Library Online Catalogue by Author, Title, Subject, and keywords. Also, the users can know the latest additions of periodicals and books and the status of a document (whether on shelf or on issue). Reservation of a book can be done Online.
Several CD-ROM databases are acquired by library and the retrieval services are offered.

**Bharathiar university library**

The Library of Bharathiar University was established in the year 1981 at the Madras University Autonomous Postgraduate Centre of the University in an area of 11,750 sq.feet. The seating capacity currently is about 300, and has over 1,47,350 volumes of books covering all disciplines. The library subscribes 153 National and International journals and seven leading news papers. 150 journals and magazines are received on gratis. Back issues of journals are available and some of them in this are dated back to 1880’s. Photocopying facility is also available inside the library.

The Library is an open access library and presently occupies an area of 11,750 Sq.ft. and has a seating capacity of 300. On weekdays, on an average there are about 800 visitors to the library and about 1000 books are issued/renewed and about 900 books are returned. The library caters mainly to the needs of P.G. Students, M.Phil., Ph.D., Scholars, Faculties and Staff of the University. The library provides long range and short-range references to the users such as Current Awareness Service, Selective Dissemination of Information Service, Subject bibliography etc. Library also extends its facilities to the students and faculties of affiliated colleges and as well as to the students of other universities located in Coimbatore City as well as other Universities. Library operations are mostly computerized especially books circulation and OPAC. We have bar-coded our document collections. Provisions are being made to provide internet access to our library users so
as to enable them to access the various learning resources available in the academic websites.

**Other Services Provided By BUL**

- Circulation of Books (Issues, Returns and Renewals)
- Reference Services
- Online Catalogue Services
- Reprographic Services
- Selective Dissemination of Information
- Orientation & Training Programme
- E - Learning and E – Education

**Madurai Kamaraj University Library (Dr.T.P.M.Library)**

There was only the University of Madras for the whole state of Tamilnadu until 1967 other than the Annamalai University - a privately funded one. It was Dr.A.Lakshmanaswamy Mudaliar who thought of a Post Graduate Centre of the University of Madras, down south. The Post Graduate Centre of the University of Madras was opened on 15th December 1957, at the premises of the time old renowned The American College at Madurai. Dr.S.J.Savarirayan, Principal of the American College was the in-charge person of the Centre.

The occasion was marked with the establishment of a small library with Prof. S.Gnanamuthu as the Librarian, who later became the first University Librarian. On 2nd February, 1957, Dr.C.P.Ramaswamy Aiyar laid the foundation stone for a new library building at the N.M.R. Subbaraman Park adjacent to the Pandyan Hotel. The building was opened by
Dr. C. D. Deshmukh, the then chairman of the University Grants Commission on 16th October, 1961.

In view of the growing number of colleges in the southern districts encircling Madurai as an academic pivotal point, the Government of Tamilnadu pronounced the opening of a University, bifurcating from the University of Madras. That was the Madurai University which breathed in on 1st February 1966. The University of Madras Extension Centre Library was renamed as the Madurai University Library.

The city complex could not cater to the growing needs of the newborn university, the authorities decided to shift to a new venue named Palkalainagar near Vadapalanji village, on the Theni Main Road. The new building was declared open on November 20, 1973 by Thiru V.R. Nedunchezhiyan, the then Pro-chancellor of the University. The total cost of the building and furniture came upto Rs. 14,04,251. The library was constructed with the financial assistance of the UGC and the Government of Tamilnadu. The University Library was shifted from the old campus at Tallakulam to Palkalainagar and it started functioning in the new building from April 3, 1974. It is called "Dr. T.P. Meenakshisundaranar Library" after our first Vice-Chancellor.

**Manonmaniam Sundaranar University Library**

The University Library is well equipped and has a good collection of reference sources, books and journals in printed as well as in electronic form. Internet facility is available to browse any information in moment and also efficient Online Public Access Cataloguing Service is provided to the
users. The Library is fully automated with the help of INFLIBNET Center, Ahmedabad. The University Library provides research-oriented information to its users, getting information from American Information Resource Centre. It has its membership with DELNET and also providing e-journals service through INFONET.

Holdings

The holdings include resources on a wide range of disciplines like Computer Science, Mathematics, Physics, Chemistry, Statistics, Operations Research, Environmental Science, History, Sociology, Communication, Education, and Tamil etc. The collection also includes Surveys, Annual reports, Dissertations and Corporate Publications.

Library Hours

The Library is kept open from 9 A.M to 7 P.M on all working days. On Saturdays and on Summer Vacation the Library is kept open from 10 A.M to 5.45 P.M.

Additions

During the academic year 1999-2000, 7,155 books have been added to the collection. Total Collection raised to 45,685. The Library subscribes 168 Periodicals both Foreign and Indian including Newspapers and Popular Magazines.
Benificiers

The Library is used by 17,913 Teachers, Scientists, Scholars and Students. In the counter 50,059 Books are charged and 32,346 are discharged. 1,66,730 Books are consulted.

Library Automation

The University Library holding are feed into computer and automation of the Library is taken place. The Software package Used for the Automation is CDS/ISIS (Computerised Documentation System/Integrated set of Information System) which is developed by the UNESCO. The library is slowly entering into Computerisation work of charging and discharging of books. With financial support of INFLIBNET centre, Ahmedabad the library has started e-mail, Web Page, Internet facility etc.

University of Madras library

Madras University Library was established in 1907 in the Connemara Public Library. The existing library building, built in Indo-British style was opened on 3rd September 1936. This Building is built with the pointed arches in granite, domes with octagonal base. The kiosks resemble the Islamic Architecture in India.

Library Collections

1. Books 526625
2. Theses 10030
3. Journals 260
4. CD Rom  100
5. E-Database  10
6. E-Journals  4500+

Services

- Book Lending Service
- Inter-Library Loan Service
  - Referral Service
  - Serials Service
  - Reprographic Service
  - User Awareness Service
  - Resource Cell for Competitive Examinations
  - MALIBNET Service
  - Associate Member-IIT Madras

E-Information Services

- CD-ROM Search Service
- OPAC Service
- Theses Digital Library
- e-Resources.