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http://www.libqual.org
Respected Sir/Madam,

Sub Request of Data for “APPLICATION OF TOTAL QUALITY MANAGEMENT IN ENGINEERING UNIVERSITY LIBRARIES IN TAMILNADU” – A Study – reg.

I have registered for Ph.D (LIS) Course with Bharathiar University, Coimbatore to do research in the APPLICATION OF TOTAL QUALITY MANAGEMENT IN ENGINEERING UNIVERSITY LIBRARIES IN TAMILNADU” It aims for the application of Total Quality Management in the Engineering University Libraries and for the development of the library services.

I request you to kindly fill up the enclosed questionnaire and the inputs received from you will be highly appreciated and will be kept confidential and will be used only for research purpose.

Thanking you,

Yours faithfully,

(M.SENTHILVELAN)
NOTE:

Universities, offering Engineering Courses, please fill the details about the library resources.

Please put a tick mark in the box in which you think to be the nearest to your concept.

APPENDIX I - QUESTIONNAIRE

A STUDY ON THE APPLICATION OF TOTAL QUALITY MANAGEMENT IN ENGINEERING UNIVERSITY LIBRARIES IN TAMILNADU

OBJECTIVE OF THE STUDY:-

1. To understand the concepts of Quality of the Library
2. To understand the concepts of Quality of the Library
3. To Understand the Quality Control, Quality Assurance and Total Quality Management.
4. To Understand the Quality of the Membership Service, OPAC (Online Public Access Catalogue)
5. To Understand the Quality of Reference Service, Circulation Service, Current Awareness Service.
6. To Understand the Quality of Reprographic Service, Digital Information Service and Text Book Service
7. To Study the Satisfaction level of the Users in the Library
8. To Know the Satisfactory level in the Collection of Resources in the
Infrastructures

7 To find out the Quality and Satisfactory level with respect to automation of the Library

8 To Know the Satisfactory level in the Human Resource Management

9 To find out the Satisfactory level in the Process Management

10 To Understand the Satisfactory level in Customer Satisfaction

11 To find out the Satisfactory level of availability of E-Resources and Continuous improvement aspects.

**SECTION A – GENERAL INFORMATION-FACTUAL DATA**

1) Name and address of the University:

2) Accreditation Status of the University NAAC – A, NAAC – B, NAAC – C

3) Year of Establishment:

4) Name of the Librarian:

5) Qualifications :

6) Experience :

7) Does your University have Constituent Colleges? Yes/No

   If yes, Please specify how many constitute colleges

8) How many Courses in Engineering discipline?

   UG: B.E: B.Tech Others:

   PG: M.E M.Tech: Others:

   Doctoral Programme

9) Student Strength UG: PG: Ph.D:

10) Faculty Strength on engineering discipline?

    UG Departments: PG Departments:
SECTION B - MANAGEMENT COMMITMENT

The respondents are requested to answer the following questions on the 5-point scale as below:

(1) EXCELLENT (2) VERY GOOD (3) GOOD (4) AVERAGE AND (5) POOR

11) Library Basic Facilities (Please tick in the appropriate box)

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Description</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1</td>
<td>Reading Hall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.2</td>
<td>Conference/Seminar Hall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.3</td>
<td>Discussion Hall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.4</td>
<td>Lighting Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.5</td>
<td>Generator Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.6</td>
<td>Drinking Water</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.7</td>
<td>Telephone/Intercom</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.8</td>
<td>Reprography</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.9</td>
<td>Uninterrupted Power Supply (UPS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.10</td>
<td>Suggestion Box</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

LEADERSHIP:-

11.12 Leadership quality in effectiveness of library 1 2 3 4 5
11.12 commitments and competence towards effective library services 1 2 3 4 5

11.13 Strong Management support and commitment 1 2 3 4 5

11.14 Interpersonal relationship among library staff 1 2 3 4 5

12) What is the administration and governance of your library? (Please tick)

**Centralized**

**Decentralized**

13) Current Status/Level of the Library:-

Please indicate (tick mark) the current status/level of your library/information Centre:

(As per the following criteria)

13.1 Advanced (fully automated activities: including online access to external databases/digital Libraries or electronic document delivery

13.2 Modern (including applications of computers for in-house activities)

13.3 Traditional (not computerized; including routine library activities like circulation, Document supply, etc.)

14) Which software sources used in your university library? (Please tick)

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.1</td>
<td>Commercial Software</td>
</tr>
<tr>
<td>14.2</td>
<td>In-House Software</td>
</tr>
<tr>
<td>14.3</td>
<td>Open Source</td>
</tr>
</tbody>
</table>

15) Please indicate (tick mark) the status of ISO 9000 Series of standards adoption:

15.1) Certified 15.2) Under Process 15.3) Under plan 15.4) No Plan
16) Please indicate (tick mark) the applicability and coverage of ISO 9000 Series of standard

As per the following options:

16.1) Parent organization only 16.2) LIS Unit only 16.3) Parent Organization and LIS Unit

17) Whether any Quality Consultant/Manager was appointed:

If so, from within or outside the organization:

18) Any formal/informal quality assurance/management practice (other than ISO 9000) adopted (Such as Statistical process control, Benchmarking, etc.,)

If so give details:

19) Any National/International quality award conferred in your organization:

If so, give details:

20) Total Budget for the Library (Pl.tick) <5 lakh 5-50 lakh 50 lakh-1 crore > 1 crore

Allocation of Funds for Library:

<table>
<thead>
<tr>
<th>20.1) Books</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.2) National Journals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>20.3) International Journals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>20.4) Non-Books Materials</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>20.5) E-Journals</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
SECTION C – HUMAN RESOURCE MANAGEMENT ISSUES/ASPECTS

(1) EXCELLENT (2) VERY GOOD (3) GOOD (4) AVERAGE  AND (5) POOR

Please tick marks the answer on one of the following options on a 5-point scale as below:

21) Customer Relationship with the library users followed is 1 2 3 4 5

22) Communication with the Library users by the Library Staff is 1 2 3 4 5

23) Periodical User Orientation Program for the Library Users 1 2 3 4 5

24) Availability of Trained Library Staff 1 2 3 4 5

25) Employee Involvement in the work 1 2 3 4 5

26) Decision making by the library staff 1 2 3 4 5

27) Delegation of Authority among the Library Staff 1 2 3 4 5

SECTION D – PROCESS MANAGEMENT

28) Book Selection through book recommendation form by the Faculty is 1 2 3 4 5

29) Selection of Book Vendor is 1 2 3 4 5

30) Time taken for Classification and Accessioning of books are 1 2 3 4 5
31) Timely availability of technical processed Books are | 1 2 3 4 5  
32) Timely availability of National/International Journals | 1 2 3 4 5  
33) Timely availability of Online Journals | 1 2 3 4 5  
34) Timely availability of Non-Book Materials  
(CD,Floppy, etc.,) | 1 2 3 4 5  
35) Bar Coding of Books are | 1 2 3 4 5  

**SECTION E – CUSTOMER SATISFACTION**

36) Availability of Books and Journals for the Users | 1 2 3 4 5  
37) P D C A Cycle Procedure:-  
37.1) Plan - Procurement of Books | 1 2 3 4 5  
37.2) Do - Purchase Implementation | 1 2 3 4 5  
37.3) Check- Availability of Books | 1 2 3 4 5  
37.4) Act - Processing of Books for the User | 1 2 3 4 5  
38) Membership Service is good or not, please rank | 1 2 3 4 5  
39) O P A C (Online Public Access Catalogue) | 1 2 3 4 5  
   a) Title wise  
   b) Author wise  
   c) Subject wise  
   d) Publisher wise  
40) Reference Service | 1 2 3 4 5  

225
41) Circulation Service

42) Current Awareness Service

43) Interlibrary Loan-Through DELNET

44) Reprography Service

45) Digital Information Service
   a) Content of the text
   b) Abstract of the text
   c) Full text

46) Orientation to the Library users

47) Shelving of Books are

48) Availability of Text and Reference Books in the Library

49) Response to query

50) Technology in the Library

51) Richness and range of collections in library

SECTION F – CONTINOUS IMPROVEMENT - ASPECTS

52) Training for Library Staff Members

53) Periodical Meeting for the Library Staff Members

54) Improvement of Collection of Books, Journals and
    Non-Book Materials
55) Improvement of Library Infrastructures 1 2 3 4 5
56) Upgrading the Library Technology Facilities 1 2 3 4 5
57) Performance of the Book Vendors 1 2 3 4 5
58) Motivation to the Library Staff members 1 2 3 4 5
59) Benchmarking of the Whole Library Services 1 2 3 4 5

**SECTION G – MEASUREMENT OF LIBRARY SERVICES**

60) Library User Survey Undertaken 1 2 3 4 5
61) Implementation of the Suggestions given by the Users 1 2 3 4 5
62) Periodical User Survey Chart 1 2 3 4 5
63) Evaluation of the Physical Collection 1 2 3 4 5
64) Evaluation of the Electronic Resources 1 2 3 4 5
65) Evaluation of the Reference Services 1 2 3 4 5
66) Evaluation of the Technical Services 1 2 3 4 5
67) Evaluation of Interlibrary Loan 1 2 3 4 5
68) Evaluation of Online Systems 1 2 3 4 5
69) Evaluation of Bibliography/Library Instruction and Information Literacy 1 2 3 4 5
70) Evaluation of Customer Services 1 2 3 4 5

**Open ended question**

**What are your views on quality improvement approaches including ISO 9000 AND TQM. Please add any other information related to the same which you think may contribute to successful implementation of quality improvement activities.**

Please offer your suggestions for your improvement of library in the future if any:-
APPENDIX II – PUBLICATIONS

PUBLICATIONS IN THE JOURNALS:-

I. National Journals:-


II. International Journals:-


PRESENTATIONS IN CONFERENCES:-


3. Total Quality Management in Libraries, National Conference on E-Infrastructures In Libraries held on 21-12-2012 at Sardar Vallabhbhai Patel International School of Textiles and Management, Coimbatore