CHAPTER 1

INTRODUCTION

1.1 PREAMBLE

The development and Growth of an Individual depends upon the Educational background. Education determines every man’s life. All Educational Institutions are having learning center to impart quality education for the users. They realized that a good learning/resource center is essential for an Educational Institution. Up to-date and latest information must be made available in the library, so that the Institution as well as the users will develop in their career. It has been very well realized by the Educational Institutions. Hence, a good library is must for every educational institution. Apart from establishing a library in the institution it is essential for modernization of the organization to satisfy the needs of the population using the Library and according to the Information explosion. Focusing on the educational institution that creates teachers and they will further implement new techniques of teaching and grasping, replicating information to the students and users.

Availability and offering of good quality of customer service will prove the standard of the library. Also the good collection of resources and offering good library services will acknowledge the application of Total Quality Management in the Library.

1.2 EXPLANATION OF THE TITLE

“APPLICATION OF TOTAL QUALITY MANAGEMENT IN ENGINEERING UNIVERSITY LIBRARIES IN TAMILNADU”
Total Quality Management in Libraries: -

Implementation of ISO in the library is one of the processes for implementation of TQM. Total Quality Management can be defined as a holistic management philosophy aimed at Continuous improvement in all functions of an organization to deliver goods and services in line with the customer needs or requirements. TQM was initially applied as a management philosophy in the manufacturing sector. Following its enormous success, this philosophy is increasingly being applied in the service sector, including libraries.

The International Standard, ISO 9000, defines Total Quality Management (TQM) as a “management approach of an organization, centered on quality, based on the participation of all its members and aiming at long term success through customer satisfaction and benefits to the members of the organization and to the society.” A widely used technique of quality improvement is TQM. The Total Quality Management has become the most important concept because the quality of the student makes the difference between success and failure of any institution. It is recognized as an important management philosophy which is being used in most of the disciplines and the Libraries. Application of TQM in Engineering University Libraries will improve Library Services like Membership Service, Circulation Service, Reference Service, Text Book Service and it will satisfy the customers and it will improve the collection of resources in the library.

1.3 NEED FOR THE STUDY

Over the past years libraries have evolved from being primarily collections of printed information to access points for vast amounts of electronic and digital information. Even more changes have been taken place. Although these changes are
exciting, they also bring challenging new roles for libraries and librarians in organizing and structuring information in a variety of print and electronic media. It will present numerous challenges to libraries. Every research is based on the purpose of both identifying a problem and solving it or work for the development of the area dealt with. The present study identifies the Application of TQM in Engineering University Libraries, which need attention and development is recognized. The need for this study focusing the educational institution has been felt due to the growing number of libraries and to implement Total Quality Management Principles in the Libraries for offering good library services for the users and to understand the customer satisfaction level among the users and to maintain the standard of the library.

1.4 OBJECTIVE OF THE STUDY

1) To find out the Quality Control and Total Quality Management.

2) To Understand the Quality of the Membership Service, OPAC (Online Public Access Catalogue)

3) To find out the Quality of Reference Service, Circulation Service, Current Awareness Service.

4) To Understand the Quality of Reprographic Service, Digital Information Service and Text Book Service

5) To Study the Satisfaction level of the Users in the Library
6) To Know the Satisfactory level in the Collection of Resources and 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 and Process Management

1.5 HYPOTHESIS

1) The concepts and Quality of the Library have been understood

2) The Quality Control, Quality Assurance and Total Quality Management in the Library has been tested

3) Quality of the Membership Service, OPAC (Online Public Access Catalogue) is satisfied

4) Quality of Reference Service, Circulation Service, and Current Awareness Service is found good.

5) The Quality of Reprographic Service, Digital Information Service and Text Book Service are found satisfactory

6) The Satisfaction level of the Users in the Library is good

7) The Satisfactory levels in the Collection of Resources and in the Infrastructures have been good.
8) The Quality and Satisfactory level with respect to automation of the Library is also satisfied

9) The Human Resource Management is satisfactory

10) The Process Management carried out in the library is good.

11) The Customer satisfactory level in Customer Satisfaction is appreciable

12) The Satisfactory level of availability of E-Resources and Continuous improvement aspects is good.

1.6 METHODOLOGY

Step 1 Questionnaire Construction

A Questionnaire was constructed covering all TQM factors and parameters and it was distributed to the Librarians, Assistant Librarians, Library Assistants, Students and Faculties in the Universities for necessary filling up. A Questionnaire has been prepared indicating two parts namely for Library staff and for Users’ part. The Questionnaire contains seven sections consisting of Factual data, Management Commitment and Leadership, Human Resource Management Issues/Aspects, Process Management, Customer Satisfaction, Continuous Improvement-Aspects and Measurement of library Services which all contains 70 questions.

1.7 LIMITATIONS OF THE STUDY

The study is confined to Engineering University Libraries in Tamilnadu only. And it is not covered fully in all aspects.
1.8 DATA COLLECTION

The investigator has collected data based on the Questionnaire proposed, The Questionnaire was distributed to all the Universities in Tamilnadu and the same was used for analysis and findings. Quantitative methods of analysis were used to find the result. The SPSS Software has been used for Statistical Analysis.

1.9 SAMPLING DATA COLLECTED

In this study data were collected from 28 libraries of universities located in Tamil Nadu which are offering engineering courses. From the selected universities the head of the library (Librarian) and one assistant librarian from each university (28 library heads and 28 assistant librarians, totally 56 respondents) are selected and their responses regarding their background characteristics are recorded.

In the case of users part data were collected from 28 University library users totaling to 1040 located in Tamil Nadu were taken for the study. It is quite meaningful to present the profile of the library users i.e students and staff members on whose responses the whole discussion is based. As already mentioned, this study covered 28 libraries in universities located in Tamil Nadu which are offering engineering courses. From the selected universities the UG, PG and Research scholars of library from each university are selected and their responses regarding their background characteristics are taken for this study.

1.9.1 Pilot Study

A copy of the questionnaire has been distributed to 28 Engineering University libraries in Tamilnadu and preliminary information has been collected from Tamilnadu
region through a pilot study which has been undertaken in keeping the objectives of the present study.

1.9.2 Statistical Tools

The data were analyzed by using simple statistical tools like Percentage, Average, F/Z test and Chi-Square test. The results and discussion are also discussed in detail.

1.10 STATEMENT OF THE PROBLEM

Libraries have undergone considerable changes in the past two decades. With increasing use of technology to organize and disseminate information, quality has become an important tool for accessing right information. Libraries have to provide the necessary resources for users in a standard manner. The physical space in libraries has been modified to accommodate the additional resources to provide user with the tools to use library resources successfully and to meet their information needs. The libraries and librarian’s role have changed rapidly in recent years, in response to new forms of information and new quality methods of learning and research.

Furthermore, the user expectations of the ability of a library service to deliver high quality services are growing. Application of Total Quality Management in Libraries will improve its service aspects to the users. Also, continued financial constraints have placed greater pressure on collection development policies and given impetus to the move towards networked information resources with quality of service. Therefore to perform their roles effectively and efficiently in such a demanding scenario the application of TQM to libraries is a necessary one.
The purpose of the study is to investigate awareness about the application of Total Quality Management to libraries in the services to their users with respect to information processing, organizing, storing, searching and retrieving resources.

The present analytical study is expected to provide fundamental understanding on the quality library services and application of it to its users in Engineering Universities of Tamilnadu. It is quite useful for the Libraries of Tamilnadu and would also prove quite useful for suitable modifications or improvement of existing services in more qualitative manner.

1.11 CHAPTERIZATION

Chapter 1: Introduction

This chapter deals with the need for study, objectives of the study, hypotheses, Methodology, Limitations and data collection.

Chapter 2: Review of Literature

The Literature on the implementation of TQM in Engineering University Libraries has been studied and reviewed which facilitates to conduct this study. The Researcher prepared a questionnaire based on the previous studies and TQM standard principles.

Chapter 3 Total Quality Management

This chapter deals with the Definition, Meaning and parameters for Total Quality Management and application of Total Quality Management in Libraries.

Chapter 4 Analysis and Interpretation of Data

This chapter discusses the results of analysis and interpretation of the collected
data from the Engineering University Library staff and Library users.

Chapter 5  Findings and Conclusion

This chapter provides summary of many findings and conclusions and observations of this study. It also offers suggestion and recommendation based on study.