

Total Quality Management in Libraries: Dream or Reality?

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Abstract:

Quality is the soul of any product. Every product, process, organization, technology has quality checking and quality control parameters to ensure it meets the requirement. The author of this study looks at how comprehensive quality management is used in Indian college libraries to meet user demands that are getting more and higher as well as the rapidly expanding usage and impact of technological advances. It examines the impact of information technology's rapid growth on libraries, the use of quality management as a whole, and the main difficulties Indian libraries confront. TQM can enhance the overall performance of library management and make the libraries more customized, cost-effective, more accessible and user-friendly.

Keywords: *TQM in Libraries, Quality Management, Quality, Library, Management, Resource*

1. Introduction:

Quality is the soul of any product. Every product, process, organization, technology has quality checking and quality control parameters to ensure it meets the requirement. This article examines the current state of libraries and the changes brought about by the current state of instability. A portion of these changes are caused by the dynamic environment, consumers' ever-increasing needs, information technology's rapid development and influence, as well as other external variables like the Rand's depreciating purchasing power. As service organizations, libraries are acutely aware of each of these factors. It is also explained how Deming's 14-point model and Total Quality Management (TQM) may be used to address some of these issues. It is clear from the discussion of the 14 criteria that TQM application and use in libraries is a reality, not a fad. The application is significant because TQM is assisting libraries in creating a culture of constant enhancement of the caliber of their goods and services (Yusuf, 2023). In addition to satisfying patron needs, library management shows donors that they are willing to utilize all available resources by taking this action. The article's conclusion emphasizes the need for effective management of this changing process and the increasing needs of users, and how TQM concepts might assist librarians in this area.

2. Background of Study

ISO defines quality management as, "That aspect of the overall management function that determines and implements quality policy and as such is the responsibility of top management." Since QM is a management responsibility it is directly linked to the future of the organization. Managerial responsibilities are focused on being fully aware and in control of all activities within the organization.

TQM is a necessity. It is a journey not a destination. If we break up the word TQM and define each of them we get.

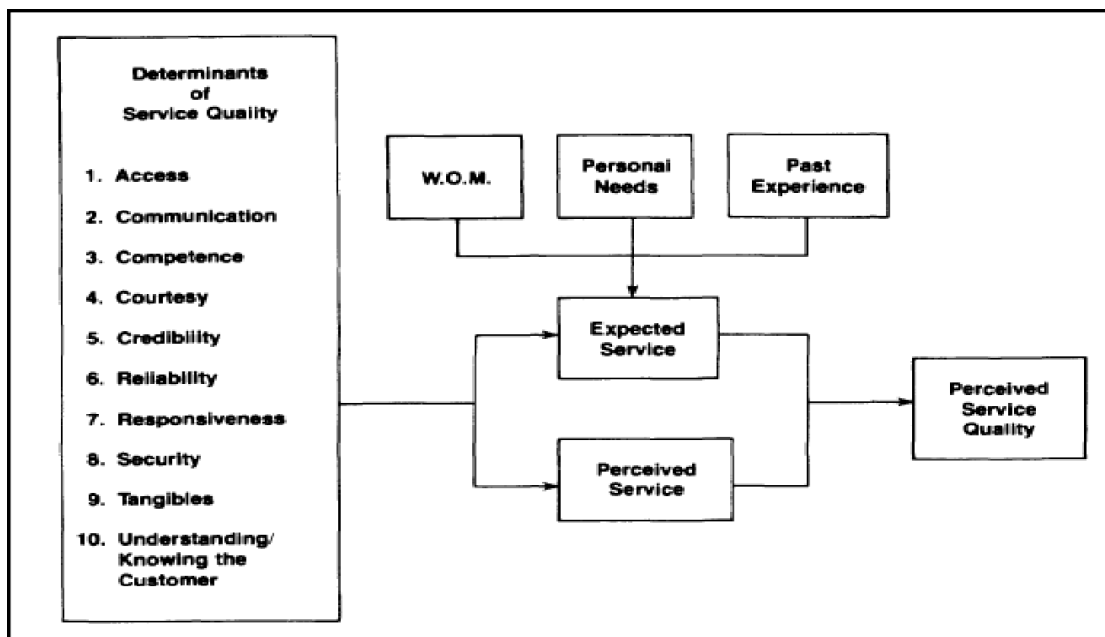
A. TOTAL: It is the totality, comprehensiveness wherein all stakeholders are involved in continuous improvement process.

B. QUALITY: It is about meeting the standards and offering the expected values.

C. MANAGEMENT: It's the commitment from management side of the organization.

TQM is a fundamental shift from what has gone before. The systematic analysis planning and blue printing of operations remain essential, but the focus shifts from a process, driven by external control through procedure compliance, to a process of habitual improvement, where control is embedded within and driven by the culture of the organization (American Library Association, 1991). The two, key requirements are management commitment and total customer satisfaction. A sample TQM model is shown in the figure below:

Figure 1: TQM Competitive Advantages



(Source: Kanguru, 2014)

TQM systems include continuous training and education, measurement, count ability, recognition and rewards, communication, team work, application and various tools and techniques (Viljoen & Underwood, 2013).

3. Objectives of Study:

- To study the concept of total quality management within the context of library management
- To examine the contribution of total quality management approach in effectiveness of library management

4. Discussion and Analysis

• Steps to Total Quality Management:

Demurs described 14 actions that managers in any kind of business may follow to create a complete quality management program, based on the work of Japanese managers.

1. Establish a consistent goal for bettering the product and service. Innovation, research funding, and educational investment are necessary for consistency of purpose. Ongoing enhancement of goods and services, upkeep of machinery, furnishings, and fittings, and introduction of new manufacturing tools (Trivedi, 2005).

2. Adopt the new philosophy: Management has to change and start to value high-quality goods and services.

3. Give up using mass inspections. Just enough product and service inspection is necessary to find areas for process improvement.

4. Give away the business or price tag alone to conclude the activity. Not all products that are the cheapest are of the best quality.

5. Enhance the product and service system's durability and consistency. Enhancement is a continuous process, and management must guide the company toward adopting this technique for both productivity and quality.

6. Provide instruction and refresher courses. Employees need to acquire new skills as well as the knowledge necessary to do their jobs appropriately.

7. Institute leadership: Management is responsible for leadership. It is the duty of managers to identify the obstacles that keep employees from feeling proud of their work. The personnel will be aware of these obstacles.

8. Expel fear When someone "makes waves" at work, they frequently face backlash. Managers must foster an atmosphere where employees feel comfortable raising issues.

9. Remove obstacles from staff areas. Supervisors should encourage cooperation among employees by facilitating cross-departmental and cross-area work. promoting departmental interdependence.

5. Importance of TQM for Libraries: fad or fact?

Managing libraries and information services is inherently complicated due to the diverse variety of user requests and goals. Resources are scarce in every way and demands are rising. Since libraries are service-oriented businesses, providing the greatest possible service to their patrons should be their first priority (Ekwelem, 2013). If this is the case, libraries provide an ideal setting in which to implement TQM. The majority of libraries strive for excellence in both their services and goods, and if maintaining this standard is the goal, TQM may help with the never-ending quest of excellence. TQM may be the driving force behind librarians' investigation of topics including assessment of performance, employee empowerment, incentive schemes, administration, and job simplification (Dougherty, 1992). Users of libraries may only characterize a service or product's quality based on its features. From the perspective of the user, the criteria for judging satisfaction with a service can be reduced to four elements:

- A service is available at the moment it is needed, or
- The information supplied is exactly correct
- The service is of a high quality, and it is delivered by
- Professional, well trained staff.

According to Bilen (2010), quality is defined as what a person needs and desires, not what you believe they need or find easy to provide. The significance of Total Quality Management (TQM) in libraries lies not only in meeting user wants but also in predicting and surpassing the expectations of the rapidly evolving service delivery environment in libraries. Today, the majority of libraries run on a strategic plan that includes short-, medium-, and long-term strategies, goals and objectives, and statements about their vision and mission. For all of this to be successful, TQM demands that the library's administration embrace the procedure and genuinely lead by example in demonstrating a dedication to ongoing quality improvement (Association of Research Libraries, 2000). Actions are necessary to provide meaning to the pursuit of quality. A library that wants to implement TQM in the future must reevaluate all of its activities and make changes to specific processes in order to create a culture that is customer-focused, quality-driven, and characterized by collaboration and providing high-quality service to users.

6. Conclusion:

All of the above discussion shows that the users are the most important component of any service library, and if their needs are not satisfied, the library's goals will not be achieved. Given the current state of change and uncertainty in the library industry, as well as the increasing demands placed on it by information technology, reconstruction, and development, it is imperative that this process be organized according to reason and morality. Applying the TQM concept to these issues provides a structured and methodical approach, and it may lead to a procedure where the ultimate goal is continual service improvement. TQM is not a quick fix, despite evidence to the contrary; it may take up to three years for a properly executed program to start paying off. However, TQM may result in a different approach and make libraries more adaptable and responsive; they might behave more proactively rather than reactively in a setting where the only thing that appears definite is that things will always change.

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Online Resources:

- <http://cdigital.uv.mx/bitstream/123456789/5953/2/A17.pdf>