LIBRARIES BEYOND BORDERS:
INNOVATIVE TRENDS, ISSUES AND CHALLENGES IN KNOWLEDGE DISSEMINATION

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SECTION– II INFORMATION SERVICES

TOTAL QUALITY MANAGEMENT IN ENGINEERING COLLEGE LIBRARIES – A STUDY

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Introduction

A core definition of total quality management (TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work. Library is the centre of any academic institution. Libraries have always been committed to provide a high quality of services to its users. The libraries are gradually being recognized for their academic services, and they are occupying prominent position in education, throughout the world. Quality based organizations should strive to achieve perfection by continuously improving the business and production process. Total Quality Management is a method by which management and employees can become involved in the continuous improvement of the production. TQM approach is slowly getting popular in today's libraries. TQM is the art of managing the whole to achieve excellence. This paper was analyzing the implications of total quality management applications in the engineering college libraries.

Institute Profile

Sri Ranganathar Institute of Engineering and Technology was incepted for the upliftment of the rural youths as the progress of any nation depends upon the education of its youth. With organized activity and maintained enthusiasm, a loyal and efficient work is being done for the great cause from world class engineering and technological education. Usually, people put trust in money but its founder Sri V.Narayanasamy has put his money in Trust and started SRI institutions with a view to enlightening the rural and urban youths with world class engineering and technological education as it polishes good nature and corrects bad ones becoming assets for the poor and ornament for the rich, adding survival value and value to survival. SRIET offers six under graduate programmes in engineering.

About the Library

Library has a well stacked and it is in the area of 430 sqm. Library has collection of 10750 volumes of books and 110 national and international print and online journals. The aims of the library is knowledge bank is to provide information services to students through print and e-resources. Computerized central library is well equipped modern facilities and resources in the form of books, printed journal CD/DVDs, online databases. The library follows the open access system for the users.

Objectives of the Study

- To know the working environment.
- To know the scale of library resources.
- To know the facilities of the library.
- To know the level of awareness on TQM among the library professionals.
- To know the man power in the library.

Scope of the Study

The scope of the study is limited students of Sri Ranganathar Institute of Engineering and Technology, Coimbatore. A random sample of 135 students of different disciplines was taken for this study.

Methodology

A structured questionnaire was designed to collect data from the students, keeping on mind the basic objectives of the study. The data was personally collected from the students of Sri Ranganathar Institute of Engineering and Technology, Coimbatore.

Analysis of the Study

Table 1 Opinion About Working Hours

S.No.	Opinion	No.of Respondents	Percentage
1	Convenient	87	64.44
2	Inconvenient	43	31.86
3	No Response	5	3.70
	Total	135	100.00

The table1 shows that as high as 64.44 percentage of the respondents felt that the working hour is convenient, 31.86 percentage have referred it was inconvenient and the rest of 3.70 percentage is not come to give any response.

Table 2 Sufficient Staff at the Library

S.No.	Respondents	No.of Respondents	Percentage
1	Satisfied	97	71.85
2	Not satisfied	38	28.15
	Total	135	100.00

The table 2 shows that 71.85% of the respondents are satisfied with the sufficient library staff are available and 28.15% of respondents are not satisfied with the sufficient library staff are unavailable.

Table 3 Scale of Library Resources Obtained by the Respondents

S.No.	Library Resources	No.of Respondents	Percentage
1	Textbooks	52	38.52
2	Reference books	17	12.59
3	Periodicals	31	22.96
4	Newspapers	23	17.04
5	Encyclopedia	5	3.70
6	Dictionary	7	5.19
	Total	135	100.00

The table3 shows that 38.52% of the respondents using textbooks, 22.96% of the respondents using periodicals, followed by 17.04% of the respondents availing newspaper facility, 12.59% ofthe respondents studying reference books, 5.19% of the respondents using dictionary and the least of 3.70% of the respondents using encyclopedia of library resource.

Table 4 Facilities Available in the Library

S.No.	Library facilities	No.of Respondents	Percentage
1	Internet	62	45.93
2	Scanner & Printer	21	15.55
3	Photocopier	29	21.48
4	Adequate lighting	12	8.89
5	Seating capacity	11	8.15
	Total	135	100.00

The table 4 shows that all the library had provided mention facilities to the students, maximum of respondents could happily using this facilities. College libraries does not provide printer and scanner on as regular service to all students, but when it need for the educational purpose it would provide to them.45.93% of the students using internet facility and the least of 8.15% of the respondents mentioned the seating capacity facilities in libraries.

Table 5 Library Services

S.No.	Library services	No.of Respondents	Percentage
1	Syllabus related materials	62	45.93
2	Reference services	21	15.55
3	Newspaper clippings	29	21.48
4	E-Books	12	8.89
5	Question Bank	11	8.15
	Total	135	100.00

The table5 shows that 45.93% of the respondents using syllabus related material services, 21.48% of the respondents getting benefits through newspaper clippings followed by 15.55% of the respondents availing reference services, 8.89% of the respondents using E-Books and the least of 8.15% of the respondents using question bank facility.

Table 6 Satisfaction Level

S.No.	Satisfaction level	No.of Respondents	Percentage
1	Strongly satisfied	76	56.30
2	Satisfied	31	22.96
3	Average	22	16.30
4	Below average	6	4.44
	Total	135	100.00

The table6 depicts that 56.30% of the respondents strongly satisfied with library facilities, 22.96%of the respondents with satisfied level followed by 16.30% of the respondents with average level and 4.44% of the respondents satisfaction level is below average.

Table 7 Awareness and Total Quality Management

S.No.	Awareness of TQM	No.of Respondents	Percentage
1	To a greater extent	26	19.26
2	Some extent	57	42.22
3	Extent	37	27.41
4	No response	15	11.11
Total		**135**	**100.00**

The table7 indicates that 42.22% of the respondents are some extent of TQM, followed by 27.41% of the respondents are extent awareness of TQM, 19.26% of the respondents are to a greater extent awareness of TQM, and 11.11% of the respondents no response awareness of TQM.

Major Findings

* 64.44 percentage of the respondents felt that the working hour is convenient.

* 71.85% of the respondents were satisfied with availability of library staff.

* 38.52% of the respondents were using textbooks in the library.

* 45.93% of the students were using internet facilityin the library.

* 45.93% of the respondents were using book bank services.

* 56.30% of the respondents were strongly satisfied with library facilities.

* 42.22% of the respondents are some extent of TQM

Suggestions

* Library professionals should be trained with TQM based services in the library and also given the training to ICT applications in the libraries.

* Librarian organizing the orientation programme to the fresher's on beginning of the every academic year for using the library and how to use the e-resources in the library.

Conclusion

This paper has discussed the implementation of total quality management and its application to libraries. TQM demands time and persistence. To succeed in an organization there must be support at the very top and commitment at all levels. The library's collection includes text book, reference book, newspaper, competitive exam related books and periodical, colleges' sponsored course related material, pamphlet, etc. Libraries are the suitable to implement TQM.Byformulating a strategic plan, and following it with a commitment to continuous qualityimprovement, librarian should transform and improve their organizations. Total Quality Management leads to identify the productive growth of academic environment. From this studyconcludes that most of the librarians do agree that this kind of concepts will elevate the old system.Therefore, implementation of TQM is not a guarantee of the highest quality but it is a step in the right direction. TQM implements a philosophy of strong leadership participation, increased communication among departments, and the education of all employees.

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