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## **The Present Quality Management of Library and Information Services in India**

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### **Abstract**

The libraries and information centers are present information communication technology environment with dramatic changes in libraries. It is the responsibility of the quality center to keep on satisfying their customers using the availability ICT and supported by TQM techniques. The good libraries for all time been dedicated to provide a high quality of services to the user's community. The especially librarians also use new technology tools to run the library services. This paper discussed the quality management tools, The Quality Criteria for Library Services, Impact of Dr. S R Ranganathan's Five Laws in Quality Services.

**Key Words:** Quality Criteria for Library Services, TQM in Libraries

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## **1. Introduction**

The good quality administrative is a wide-ranging and structure advance to organizational administrative that seeks to acquire better the quality of harvest and services throughout that the ongoing to continuous response. The National Accreditation and Assessment Council conduct on the quality of services provide by learning institutions, including library services. The library and information services can get better the efficiency of library knowledge management which ultimately helps to the students, faculties, research investigators of various institutions as well. The ICT is responsible for the new revolution in the educational instructions. The quality continuation of libraries is a responsible on users' happiness. An educational library is part of a services orientation which delivers products of the individually to the consumer. The library and information centers is art of the any educational institutions. The library and information leaders are these days overrun with leadership as to how to acquire and organize learning resources and satisfy the complex and every increasing information needs of their users (Mostafa Moballeghi, 2016). In this study results shows that college authority to enhance the quality criteria for library services within the campus as well as outside the campus for its effective and efficient use for academic purpose the students and faculty members (Lokesh naik, 2019). The emphasizes that the acquisition of new sets of skills required by library professionals for services in this technological based environment in library services (Narasappa, 2016).

## **2. The Quality Criteria for Library Services**

### **➤ Reliability:**

The library services in knowledge and investigation division must be attribute by dependability. This issue takes on individual importance against the surroundings of online media and new ICT services and irretrievable www address must not impair the quality of information services.

➤ **Speed:**

The new information services of a modern library for modern systematic and industrial services are rapidly changed.

➤ **Topicality:**

In view of the fact that the knowledge of today be obliged to make investigation in a fast, industrial, service orientated, original of library and information services. The modern of scientific for procedural financial information, the novelty of library services and information is greatly appropriate to growing in their extent.

➤ **Precision and relevance of the information:**

Library services for recent knowledge section must be precise, clear, unmistakable and important. In that libraries task and indication of the quality that the customer should take pleasure in information services confirmed for importance.

➤ **Completeness:**

The modern user of the library today completes information concerning their question. This includes the whole conduct of their questions and wishes in all existing media and all accessible sources.

➤ **Distribution flexibility:**

In their quality attribute of library services that is talented of construction the information available to the user's satisfaction in print form by post, fax, courier, email and www address.

### **3. Impact of Dr. S R Ranganathan's Five Laws in Quality Services**

The Five Laws of Dr. S R Ranganathan helps in quality upgrading of services as individuals are focused to the users very seriously. The five laws of library science are straightly support towards every library user, collection increases speedily processing, maintenance and quick retrieval of information user (Ranganathan S.R, 1998).

- **The First Law:** “Books are for Use” is a direction for determining the quality of a library, quality in terms of contents, accessibility and availability as and when needed.
- **The Second Law:** “Every Reader his/her Book” suggests that the essentials of users. In mandate to meet in this law the library has to index all micro and macro documents so that every reader can find out his or her requirements.
- **The Third Law:** “Every Book its Reeder” implies the prominence of books selection in the library. The law support to the systematic document selection, subject based society, progressive and in depth indexing, resourceful and current searching and find the tools, open access, staff assistance, publicity programs and extension services, etc.
- **The Fourth Law:** “Save the Time of Reader” shows that importance of fast and effective services to the users with the innovative method of technologies, systems and tools, digital services, open access, classified arrangement of document in shelves, excellent searching tools and technique, location and directing guides, online public access catalogue, online information services, experienced staff, automated library and qualified staff etc.
- **The Fifth Law:** “The Library is a growing organism” implies that the collection development, changing of all works of a libraries.

#### **4. TQM in Libraries**

The librarians introduce the new information rather than dynamic managers in information transmission. The main aim of the libraries is to satisfy their user’s needs. The libraries are lacking to a position where they have to offer quality services to its users to justify their existence. So recent years’ libraries are also in progress TQM practices to response from learners and quality of information services in its users.

Stella Pilling (1997) point out that few main features of total quality management are more relevant for libraries such as:

- The emphasis on customers
- Process rather than function
- The delegation of work
- The need for continuous improvement
- The involvement of staff at all levels

## **5. TQM Technique, Tools and systems**

- Statistical method to measure
- Formal Technique
- Matrix Chart
- Draft Layout
- Herringbone
- Tree Decision Diagram
- Critical Method
- ISO 9000 Series

## **6. Users Expectations, Quality of Library Services**

- New building and furniture are compulsory for a good library
- The modern library the staff assist the users for finding for their documents
- Easy accessing and convenient working hour must have in a good library
- The library staff have their sufficient information to answer user's questions
- Required books and journals in adequate number will be available with attractively displayed in a good library
- The library provides excellent facilities and services to the users
- Correct data and proper information will continuously available in the library

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## **7. Facilities in a Quality based library**

- **Library collection**
  - More collection of books, reference books, e-journals and e-books etc.
  - Modern library provides open access to the users
  - The modern library displays new arrival service to the users
  
- **Physical Facilities**
  - Modern layout for a good library
  - Good library in easily accessible
  - Clean tidy and hygienic
  - Comfortable furniture
  
- **Technical Processing**
  - Modern library provide OPAC.
  - Library gain new information in any time
  - The library collection and adaptation is never ending process in a good library
  
- **The Library Staff**
  - The library Staff must help the users to find the documents provide and do their works in time
  - The library staff should be qualified with knowledge of ICT.
  - Number of staff to run the library rotten works

## **8. Conclusion**

The new technology adapted library services is an more important issue of this study. The information and good hopeful from the library staff is more important needs of the library services. The libraries change methodologies and procedure for development of good information services to the users. Accepted quality values and

quality measures are no longer relevant to these new services adoption. The today generation is a need for the development and new quality procedures for new library services such as online journals, databases, CD-ROM, information consulting services, alerting services and online searches archive's.

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