

Application Of Total Quality Management to Academic Libraries in Nigeria

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Abstract

This paper focuses on the application of Total Quality Management (TQM) to academic libraries. The concept of TQM is centered around the commitment to continuous improvement in service delivery. Academic libraries are essential components of institutions, entrusted with meeting the information needs of their users. In order to achieve efficient and effective service delivery, library staff must continually strive to improve their services. With changing times and advancements in Library and Information Services, it has become imperative for academic library staff to acquire the necessary knowledge and skills to provide outstanding performance and satisfy their patrons' information demands. Therefore, adopting and applying TQM in Polytechnic libraries can make their services more effective and efficient in meeting the users' needs. This paper adopted theoretical method where related literature where been review, also it discusses the benefits and features of TQM implementation in academic libraries

Keyword: *Application, Total Quality, Management, Academic libraries, Polytechnics, Information, User Need.*

Introduction

Total quality management (TQM) has been recognized as an important management philosophy for achieving success through customer satisfaction. In the era of information technology, academic libraries need to identify new ways of keeping up with the times and providing quality service to their users. This paper focuses on the application of TQM in academic libraries, particularly in polytechnic libraries, to ensure efficient and effective service delivery. The paper argues that a higher rate of resource ingestion, purchasing, stocking, and storing of new books is not enough to improve the quality of library services. Instead, TQM should be adopted to model great-quality services to all users. TQM is not only applicable to industries but also to service provider organizations such as institutions, health centers, and information centers, including libraries. Effective management is also essential for successful implementation of TQM in libraries. Therefore, equipping library personnel with adequate training is necessary to keep up with the rapid developments in science and technology and satisfy users' information needs. Among all the management principles, total quality management (TQM) is recognized as an important management philosophy because it has been used very successfully in the development of systems (Winn and Green 1998). Thus, there is a need of the libraries revolved to become devoted by modelling great quality services to all its users. Most of us during the earlier days thought that higher rate of resource ingestions, purchasing, stocking and storing of new books in the institution premises is regarded to quality improvement process. In the present situation the above approach doesn't hold well enough as it is invalid {Sivakumar, B. & Dominic, J.2013}.

This can be achieved through application of Total quality management. According to (Ram, 2018)

indicate that TQM is not limited to industries alone, but it is also suitable for service provider organizations like information centers, health centers, and institutions. Effective management is also essential for achieving the set goals of an organization. Therefore, libraries must have professionals who are adequately trained and have the zeal to satisfy the information needs of their users. This paper aims to explore the application of TQM to academic libraries and its benefits. Whenever there is a group of individuals who are working towards a common goal, sometimes of management become essential, institution would not achieve its set goal successful without someone to managed the affair of the organization. Absent of effective and efficient management leads to total confusion, wastage, and total disorder, delay destruction and depression. Dealing with group of people, money or materials in the greatest promising styles, according to situations and setting is the utmost focal and indispensable factors for successful management, (Sathe,2015).As mentioned earlier, libraries were centers that exist to support teaching, learning and researched needs of the parent institution, to achieved their set goals they need to have professional that are not mere professional but have the zeal of worked to satisfied the user's information needs. To sustained this, there is needs to equipped the library personnel with adequate training in view of the prompt developments in the areas of science and technology.

Total quality management:

Total quality management been an interactive approach for assuring quality in an institution, the followings basic principles that explained the nature of TQM

- Satisfying the user;
What service satisfy the patrons?
What are the needs of the patrons?
- Management by proofs

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Knowing the current quality standards of the product in the first place in the process of improvement

Knowledge of the fact at all levels is an essential aspect of continuous improvement

- People-based management.

Both the System, standard and technology will not provide quality, rather people must understand what to do, how to do and must be ready to review the progress of their own work, for continuous improvement. (Saroja, G 1999).

. Academic libraries need to adopt TQM to improve their services, understand their users' needs and preferences, and be at the forefront of information services and management. TQM is a complete and deliberate method of organizational management that focuses on continuous improvement and refinement in response to feedback, involving everyone and all activities in the organization to meet customer requirements (Duren, 2012). Academic libraries need to adopt TQM to improve their services, understand their users' needs and preferences, and be at the forefront of information services and management. TQM is a complete and deliberate method of organizational management that focuses on continuous improvement and refinement in response to feedback, involving everyone and all activities in the organization to meet customer requirements" (Harith, 2013), meanwhile, (Sivankalai and Thulasi, 2012) Focus on customer satisfaction, which is essential for the library to retain its patrons and attract new ones. TQM encourages libraries to listen to their patrons, understand their needs, and improve services accordingly. Meanwhile, (Panday, 2014) express Total quality management as a three-component prototype. He categorically described this component as follows,

TOTAL: "Organization wide"

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QUALITY: "Quality involves everyone and all activities in the organization"

"with its usual definitions, with all its complexities"

"Conformance to requirement (meeting customer requirement)"

MANAGEMENT: "the system of managing with steps like plan, organize, control, lead, staff, etc."

According to Panday, (2014) stated that, A process for managing quality, it must be a continuous way of life; a philosophy of perpetual improvement in everything we do. though, International Organization for standardization (IOS) define TQM as "management approach for organization, focused on quality, based on the contribution of all its participant and targeting at a regular customer satisfaction and benefits to all associated of the organization and the society at large" (IOS 9000). Similarly, (Santhos kumar & Murugesapandiyam, 2016) express in their study that, TQM defines an organizational approach to implementing quality enhancement t principally good and services. furthermore, (Munyo, 2017) indicated that Total quality management is an approach of administration which strive for to increase the effectiveness, flexibility, efficiency and competitiveness of a business as a whole and it encompasses receiving structured and dedicated to quality department of an organization, each activity and each person at each level.

Review Of the Related Literature

Review of the related literature was carryout through journal, proceeding and some other search engine such as google, and yahoo, were used to find relevant information on the subject. Due to limited literature on the paper from Nigerian academic libraries, it become pertinent to used literatures from outside the country to

promoted the culture of quality to our academic libraries. Some details of review literatures are as follows;

Application Of Total Quality Management and Library Service

The ideas of Total Quality Management became a management practice applied to almost all the fields of endeavored these days, though libraries and information centers were not left behind, they have typically mirrored the private sectors in management trends. Total Quality Management embodies certain values and approaches that are already established concepts in libraries (Santhoskumar and Murugesapandiayan,2016). The application into services-oriented organization such as library and information centers began in the late 1980s with aims of satisfying the demands of patrons through meeting their desired and anticipations. This perception has come to be relevant in the current phase of technology, more especially with coming of ICT into libraries and the changes in information awareness among patron clientele. In the study of (Sivankalai, et al, 2012) stated that, Quality of Library depend on the product, staffs and the service delivery in the parent organization, (Galyani & Moballegghi, 2008) stated that, “the main structures of total quality management (TQM) were highly considerable in libraries, that comprised clientele’s importance, sharing of work, involvement of staffs in all ranks, process rather than function and the needs for endless improvement in all aspect of the library. According to (Mishra,2017) state that “in library, quality may be observed by the users in term of prompt delivery or error free service”.furthermore, (Sivankalai, et al,2012) indicated that, TQM does imply some kinds of benchmarking or process control, more than just participatory management or quality circle. Hence forth, in order to aimplement TQM, it is

obvious to a strong support from the management, it will help organization to attain success in their expected goals and also, lead to smooth and ease implemenytation of the operation.(Sivakumar, B & Dominic, J 2013).The benefit of TQM in the libraries were state in three way breaking down interdepartmental barriers, redefining the beneficiaries of the library services as internal customers (staff) and the external customers (patrons) and reaching a state of continuous improvement (Jurow & Barnard,1993) as cited by (Panday,2014)

Benefit Of Total Quality Management

It was undoubtable that libraries are amongst the ancient socio-cultural institution that were in existing, both the ancient and the modern ones were running things in common, they have same features and principles regulating them. Meanwhile, in this era technology has changed our social and economic life, people work at home or on the web with flexible timetable. And more virtual communities are emerging in various field, the most important stakeholder in the libraries are the clientele, providers of subsidiaries, member of staffs and other libraries users. Libraries should positively benefit the principle of Total Quality Management when applied successfully, the following are some of the principles to be achieved

- Forces library managers develop leadership skills interested of repaying on power within position to obtain results.
- Increase workers participation in decision making, as a result increase the feeling of ownership of decision and direction once logged.
- Communication is considering the main factor in organizational development.
- Satisfaction of worked towards his work is paramount for organization to

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achieved best result in their work, this satisfaction includes, promotion, in sentiment rewards.

Constraint To Application of TQM in Libraries.

It is worth noting that the application of Total Quality Management in libraries may also face other constraints such as lack of resources, resistance to change, and difficulty in measuring outcomes. In addition, the complexity of library operations and the diverse needs of library users may pose challenges in implementing TQM.

- Lack of attending seminars and conference on total quality management by librarian due to sponsorship criteria's
- Shortage of library personnel to manage departmental library for effective and efficient services.
- Absent of effective and efficient services due to low quality collection.
- Commitment constraint, due to the long-term period of adoption or application of total quality management, time factor is said to be a constraint to identified the product and services, leadership planning as well as understanding the users (Pandy2014).

Conclusion

The implementation of Total Quality Management in libraries can lead to increased efficiency, productivity, customer satisfaction, and overall success of the organization. It requires strong leadership, staff participation, effective communication, and a commitment to continuous improvement. The paper has concluded with an idea that after perusing various literatures on Total Quality Management, it proved that Total quality management is a key to effective and efficient delivery of services in

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many organizations. Academic libraries established to support the learning and research demands of the host institutions. They are dominant center for dissemination of information, their mission and vision laid on providing satisfactory services to their user's. therefore, total quality management might play a vital role in research, and learning activities of any institutions. Institutions should organize or sponsored library professionals on how to update, coordinate among different units, libraries can also excel in its performance by maintaining the quality standards and conformities as prescribed in total quality management. Overall, it is important for libraries to embrace the principles of TQM in order to continuously improve their services and meet the changing needs and expectations of their users. It is worth noting that the application of Total Quality Management in libraries may also face other constraints such as lack of resources, resistance to change, and difficulty in measuring outcomes. In addition, the complexity of library operations and the diverse needs of library users may pose challenges in implementing TQM.

Which all these constraints its can be overcome with strong leadership and a dedicated effort to promote a culture of quality within the organization. By doing so, libraries can maintain their relevance in the digital age and continue to be a valuable resource for their communities

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