# TOTAL QUALITY MANAGEMENT IN GOA STATE CENTRAL LIBRARY : AN OVERVIEW

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## Abstract :

*In the present age of technological world, lot of challenges has been adopted by the library professionals in the field of library and information science discipline. Same way the theoretical and practical methods have been implemented by the librarian for the quality services for managing the library activities is being adopted. The present study highlights the quality services and management work which has been identified for the benefit to user and community in context to public libraries in Goa.*

**Keywords :** ***Total Quality Management, Public Libraries, Library Services, Library Automation***

## 1. Introduction :

Goa State Central Library in Patto, Panaji - Goa is a vibrant literary body in India which was established on 15th September 1832. It occupies pride of the place among the public libraries of the country. This is because of its

collection on Goan history & cultural and Indo-European history which is widely consulted by Research Scholar from India and abroad.The state-of-art edifice cover a built up area 12100 sq. mts and the library is rightly named after Krishnadas Shama, the founder of vernacular language and known as Father of Konkani literature in the 16th Century. Library is shifted to the new building in the year 2012.



Today all kinds of organization are turning user-oriented to survive in this world. They need to provide quality product and services to their customers. Total Quality Management provides the tools and the different direction to improve quality. The technique which is to be used for development of libraries is highlighted in the present paper. Public Library plays a very important role for the community development and knowledge empowerment in this competitive world. The scope of the quality management system covers circulation services, reference services, access services of books, non-print and multimedia materials to serve the informational, educational, cultural and recreational needs to the end users.

## 2. What is Total Quality Management ?

Total Quality Management is a concept which was used by Japanese company in 1960s and 70s to get competitive advantage. Using these techniques they were able to have significant share of world business. Among the benefits of adopting TQM are improved product quality, increase sales, better marketing share, and meetingcustomer requirement, less customer complaints and improvement in employees morale.

### Definition

Oakland, J. S. (1989) defines that "Total Quality Management is an approach to improve the flexibility and effectiveness of business as whole. It is important way of organizing and involving the whole organization, every department, every activity and every single person at every level. TQM

ensures that the management adopts a strategy overview of quality and focus on prevention rather than inspection."

Kanji, G. K. (1993) states that "The way of life wherecompany or organization dedicated to customer satisfaction through ongoing improving way of life changes from organization to organization and from oneto another, but it has certain fundamental qualities, which can be implemented as market share, which will increase profits and reduce costs."



According to the Webster's Dictionary, "Quality" is "a degree of excellence, a distinguishing attribute." The quality is the degree to which a product or services lives up to its performance, endurance, maintainability, and other attributes that a customer expects to receive from purchasing the product. In order to produce quality product, one must instill Total Quality Management concept into one's product development process.

## 3. Objectives of study :

1. To study Quality management practices followed in the public Libraries of Goa state.
2. To determine the involvement and initiatives in organizing knowledge.
3. To analyse the information and knowledge needs of community (students, general public, teachers and researchers) and to increase the impact of the creation of services and awareness for the public Libraries.
4. To obtained and develop new technological skill challenges to next generation libraries.
5. To draft the State Library Policy for the development of uniform and smooth functioning of libraries.

## Thematic Sketch of TQM

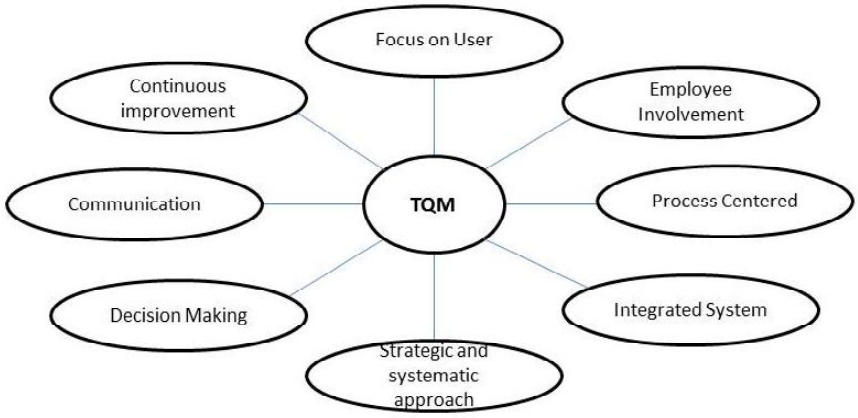



**Fig. 1**: Sketch of Total Quality Management

## Total Quality Management implemented in Goa State Central Library

### International Organization of Standardization (ISO)

Goa State Central Library has been independently assessed and is compliant with the requirement of ISO 9001:2015 certified library for Quality Management System with services which mandates Circulation Services, Reference Services and access of Books, access services of books, non-print and multimedia materials to serve the informational, educational, cultural and recreational needs to the end users. The initial date of registration was 15th June 2014 (ISO 9001:2008). It was renewed in the year 2014 and again on 3rd June 2020 and the certificate is valid till 4th June 2023. The certificate is issued by LMS Certification Limited, West Yorkshire, United Kingdom.

## 4. Reader Services

Goa State Central Library renders the services to its clientele for the best use of library are through Union Catalogue, Lending Services, Paper Clippings, Photographs, Reference Services, Inter Library Loan, Article Database of newspapers, Referral Services, Reprography Services, Online Books Renewal Services, ISBN allotment guidance, Postal Stamp release. Document delivery services are rendered to any individuals with latest gadgets. Reference service is provided in personalized way using various communication option to convert potential readers into habitual readers.



## 5. Automation and Networking

The library has bandwidth speed of 100 Mbps provided through Goa Broad Band Network (GBBN) from Department of Information Technology (DoIT), Goa and is connected to District Library (01), Taluka Libraries (07) and Town Libraries (02)of Goa. Libsys version "LSPremia" a library management software along with "LSMart" RFID integrated application is implemented to Goa State Central Library. District Library, Taluka Libraries and Town libraries are using 'Libsys' through GBBN network in public libraries functioning in Goa. The application is hosted at DoIT State Data Centre, Goa. The main aim is to seamless integration of libraries at different locations is coupled with extended functional features and scope for customization to meet the best requirements. The real time back-up of services is provided through our proprietary solution called LS Mirroring.

## 6. RFID Implementation

The Goa State Central Library is automated with RFID technology using 'LSMart' Integrated Library Management Software with multi-location sites with Union Catalogue which helps the reader to browse the books available in library. Library offers modern facilities like self-Check-in/Check-Out Kiosk, Book Drop Box, TAGSYS EAS Surveillance Gates, Wi-Fi

Inventory tool kit, RFID Smart Card/Patron Cards to members using RFID technology which is implemented in the year 2012.

## 7. e-Resources

The concept of Library beyond walls is to access the e-Resources and institutional repository over internet. Sharing of Digital e-Resources helps the user/members to retrieve the information through one portal. GSCL has subscribed and open access resources like World e-Book Library from DELNET, NDLI, World Digital Library, Magzter magazine etc.



## 8. Virtual Tour of library

In order to help the newly registered users and general public, the library has developed virtual tour with Drone camera and High Definition resolution of library to enable them to get familiar with various section and services and infrastructure of the building of the library. One can visit each and every section of the library siting on the system with detail information.

## 9. TQM in Collection Development

1. **Goan Collection :** The library has around 2.83 lakhs books in different languages like English, Hindi, Marathi, Konkani and since its inception. Library constitute the Rare and valuable books published in Goa from day one. Rare Books and Goan History which includes documents since 1539 onwards. Manuscript of Krishnadas Shama in Marathi and other works in Latin, French, Italian, Castilian, Ceylonese, Canary Tamil and Portuguese is the prize collection of this section.It also has old newspaper and magazines, microfilms, Data Imaging Centre and Book Conservation laboratory.

## 10. In-House publications

In-house publications are published keeping in mind the readers need to access the information easily. There are 27 In-house publication has been

released till June 2020 on different topics for ready references to the researchers and information seeker.

**Table 1 :**
**List of In-House publication**

| | | |
|---|---|---|
| 1 | Goa Today: Bibliography of articles published on 'Goa Today' upto January 2009 | 2010 |
| 2 | Herald: Bibliography of articles published on 'Herald' up to March 2010 | 2010 |
| 3 | The Navhind Times: Guide to Goan Periodicals; Index to 'The Navhind Times' | 2010 |
| 4 | The Times of India: Bibliography of articles published on 'The Times of India' up to April 2009 | 2010 |
| 5 | British Cemetery & British Occupation in Goa | 2012 |
| 6 | Purabhilekh-Puratatva Alphabetical Article Index (Author & Title), Issue From 1983-2001 | 2013 |
| 7 | Germans in India | 2013 |
| 8 | Portuguese Civil Procedure Code (Translation) | 2013 |
| 9 | Boletim do Instituto Menezes Braganca Alphabetical Index 1926-1996, Issue: No. 1 (1926) – 176 (1996) | 2013 |
| 10 | YaditaleGoem (Index of Photographs available in Rare Books). | 2014 |
| 11 | Villages of North and South Goa (Information on villages) | 2014 |
| 12 | O OrientePortugues Alphabetical article index (Author and Title 1904-1929, 1931-1940 | 2015 |

| | | |
|---|---|---|
| 13 | Bye-Laws/Rules of Devasthan/Temples in Goa: Available in Official Gazette in Series I, II, and III (1963-2007) | 2015 |
| 14 | TiatrMachi: An Anthology of Aricles on Tiatr (Part – 1) | 2017 |
| 15 | Suchi: Bibliography of Books Published Under Book Delivery Act, 1954) | 2017 |
| 16 | Bye-Laws of Devasthan/Temples in Goa. BYE-laws Index of Devasthan/Temples Available in Official Gazette (1881-1958). | 2017 |
| 17 | Indo-Portuguese Review (Term Co-ordinating Index of Articles Published Since 1918-1930). | 2017 |
| 18 | TiatrMachi: An Anthology of Articles on Tiatr (Part – 2) | 2018 |
| 19 | O Globo (Alphabetical Index) | 2018 |
| 20 | West Cost Times (Article index) | 2018 |
| 21 | Ruzvonn (term Co-ordinating Index of Tiatr Script) of Joao Fernandes (2019) | 2019 |
| 22 | YadintleGoem ( Index of photographs from Portuguese books available in the Goan History and Rare Books collection (P-1 to P-1500) Part II | 2019 |
| 23 | Kurponem (An Index of library science articles) | 2019 |
| 24 | Pakleo: an index of articles from Goan Observer (2003-2018) | 2019 |
| 25 | 'Devasthan' (Index of Bye-Laws of temples in Goa | 2020 |
| 26 | 'Indica' (Journal of the HerasIntitute of Indian History and Culture) Term Co-ordinating Index | 2020 |

## 11. Annual report

Central Library publishes annual report of a library for survey of work carried out during the current academic year. It summarizes activities and achievements of the library and reporting by the librarian to the higher authorities. It can be browsed fully at the website on URL (http://https://centrallibrary.goa.gov.in/annual-reports-inhouse-publication)



## 12. Research assistance

The staffs of the library are trained to support researchersto attain research objectives. The staff are deputed for conferences and seminars etc. to gain the knowledge with new trends happening in different field in library science to assist the end users. Indexing and Abstracting of research articles from sources like Newspaper archives, rare documents, journals is been uploaded as metadata on webopac and full text data on the library network URL (http://scl.goa.gov.in/opac/html/SearchForm?databaseidx=8).

## 13. Outreach programs

### 1. Mobile Van library

Library has facilities like Mobile Van Library which travels in remote villages and also in the schools for promoting reading culture among the youth and children. Under CSR initiatives the Automobile Corporation of Goa Limited (ACGL) Honda, Sattari – Goa in association with Rotary Club of Panaji Mid-Town, Goa has providedspecial designed Mobile Library Van to Goa State Central Library. This van is well equipped with gadgets like Book Racks, Computer table, LCD Display provision, Magazine/newspaper rack, Generator, UPS is made available in the Mobile Van.

### 2. GOA-LIS (Goa Library and Information Science) Conference

For literature development,library initiates quality intellectual activities. Library organizes one day National Conference “GOA-LIS” coinciding

with Librarian's Day in the second week of August every year to encourage in introducing new initiatives in innovative trends and sharing of resources among library professionals for optimum use. Proceedings of the National convention GOA-LIS seminar volume of research papers ispublished with ISBN number.

| | | |
|---|---|---|
| 1 | Public Libraries of the 21st Century | 2010 |
| 2 | GOA-LIS 2017: Process, Storage and Retrieval of Library Content in the Electronic Era | 2017 |
| 3 | GOA-LIS 2018: Reshaping Libraries with Emerging Global Technology and Trends | 2018 |
| 4 | GOA-LIS 2019: Library Innovations and Technological Challenges in Digital Age | 2018 |



### 3. Infrastructure Development

Thepremisesof Central Library is well maintained with cleanliness which creates an conducive environment for reading. The creative sculptures and paintings displayed at prominent placesbring an aesthetic look to library stack rooms. The facilities like study rooms, Research Scholar Cabins, laptop stations, reading terrace are made available to the readers.

To infuse the creativity in library readers, a State-of-art conference Hall, Seminar Hall, Audio Visual Hall, Art Gallery/Exhibition hall, Internet Section, Music Rehearsal rooms, Recording Studio are available for readers at large.

## 14. Automation in other Public Libraries

Technology in library is the key factor for quality services and facilities in the present digital age. There are many public libraries have already adopted the library software for the automation of their libraries. e-Granthalaya LMS version 3.0 from National Informatics Centre, Government of India, New Delhi is provided and Library has installed this software to various public libraries in Goa.

In an effort to automate the other libraries in Goa, Central Library has taken the initiative with the approval of National Informatics Centre (NIC) has installed e-Granthalaya a Library Management Software version 3.0 since 2012.Till July 2020 following institutions have benefited with e-Granthalaya software:

**Table 2:**
**Showing libraries using e-Granthalaya software**



| Sr. No. | Institutions | No. of Libraries using eG3* |
|---|---|---|
| 1 | Village Libraries & NGOs Libraries | 21 |
| 2 | School Libraries | 44 |
| 3 | Higher Secondary School Libraries | 18 |
| 4 | College Libraries | 21 |
| 5 | Govt. Department Libraries & other Institute Libraries | 14 |
| | **Total** | **118** |

*eG3* - e-Granthalaya Version 3.0*

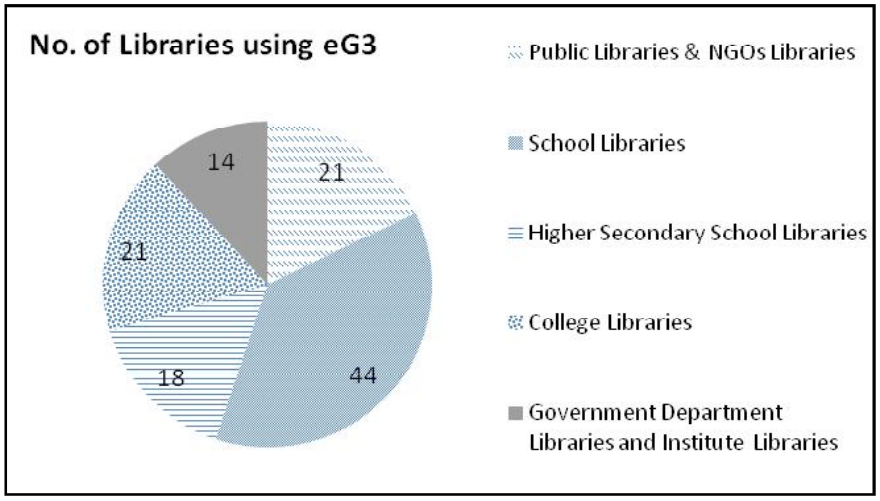



**Chart 1**: Number of Libraries using e-Granthalaya LMS

## 15. Key issues and suggestions to maintain TQM in Goan Libraries

The Total Quality Management System (TQMS) is continuous process to be practices in the libraries. Library can use these principles of TQM to enhance overall standardsandlibrary services. Following are brief suggestion to main TQM in libraries.



- Create library brochures and information kits
- Conduct a user survey about library services
- Creative signage at all stack rooms
- Extended hours of operation
- Providing more convenient material return
- Implementation on reader's recommendation in minimum time
- Use flexibility in staff assignments
- Linkage with local government
- Inviting vendors to give product demonstrations
- Thorough orientation for newly recruited staff
- Constant improvement of physical layout of the library
- Maintain feedback register and track complaints
- Develop and implement an active outreach program
- Publicize new or changed services
- Develop user and staff training materials
- Target services to specific groups
- Offer electronic document delivery and other teaching enabled services
- Follow the mission statement
- Services above self with Smile

## 16. Conclusion :

Public library should be more alert as far as other libraries are concern as different types of users mostly come to these libraries. TQM provide

enormous learning opportunities and needs continuous interaction between users, producer and service provider, upgradation of skills of the staff and infrastructure along with passage of time.The implemented Total Quality Management in libraries, we build a knowledge based society in our state. Further public library network can play a vital role in developing village libraries in Goa.

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