USE OF ICT FOR LIBRARY ACTIVITIES AND SERVICES USING TOM TECHNIQUE

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ABSTRACT :

The paper highlights about the importance of total quality management in library activities and services. It is a view that the condition which challenged in libraries of TQM is very much prevalent here. It is not; however, clear if library managers are effecting the necessary changes to satisfy their clients. In the face of these challenges it is now time for libraries to exhibit that they are valuable to the continued survival and sustenance of their organizations. This can be done best by activity management. Therefore, it is a "system of continuous improvement employing participative management centered on the needs of customers". Use of ICT and TQM techniques in library it is a systematic process, which focuses on understanding user's needs and improving library quality services,

KEYWORDS- ICT information and Communication Technology, TQM-Total Quality Management

INTRODUCTION :

Total Quality Management is modern management technique. It is based on two basic concepts quality control and employee participation. The concept has gradually evolved from the management theories such as Management by objective quality circles, strategic planning and continuously improvement etc.

The library plays an important role in the academic world by providing access la world-class information resources and services, and stimulates academic research in the country.

Information and communication technologies (ICT) are the major technological milestones in the history of library transformation. The printing technology helped the mass production of books and other printed materials and brought them to the portals of the library as

primary storage media. As science and technology advanced, the print media was augmented by non-print media such as micro films, audio-visual aids, magnetic tapes and CD ROMs as the medium of information storage and retrieval for library activities and services.

OBJECTIVES OF THE STUDY :

- To understand the status of information communication technology (ICT) based Library Activities and services using TQM Technique.
- To suggest the use of ICT and using TOM technique for library activities and services.

NEED OF THE STUDY

This topic work is providing guidelines to library and information professionals and information users. A study on assessing the impact of ICT-based services on library's efficiency would definitely be beneficial for library administrators and policy makers to adopt appropriate services in their library. Professional education, particularly technical and management education have gained importance in India and private organizations are participating in large number to establish institutions of higher learning Professional education does require and demand many ICT supported services from libraries and studying using TOM techniques for ICT based services in those libraries would clearly indicate the impact of technology and becomes model for other Types of libraries too.

RECENT TRENDS ICT IN LIBRARY AND INFORMATION SCIENCE

- Computer Technology   Internet Technology
- Digital Tech no logy   Web Technology
- Smart Card   Scanner
- E-Book   Printer
- Electronic Journals   WEB-OPAC
- Animation   E-Mail

- CDROPM   DVD
- RRD Technologies   WEB 2 0
- Library 2.0   Digital Library

USE OF TQM TECHNIQUE AND ICT BASED LIBRARY ACTIVITIES

TOM is a system of continuous improvement employing participative Management and cantered on the needs of customers". Key components or TOM are employee involvement and training Problem solving teams, statistical methods, long term goals, thinking and recognition that the system, not people produces inefficiencies. Libraries can benefit from TOM in three ways breaking down interdepartmental barriers; redefining the beneficiaries and library services as internal customers (staffs) and external customers (patrons) ; and reaching a state of continuous improvement in following Library activities.

- **Library Circulation** - A circulation departments one of the key departments of a library. It provides lending services ana facilities for return of loaned items. Renewal of materials and payment of fines are also handled at the circulation desk. Circulation staff may provide basic search and reference services, to library users. Using ICT and library software continuously improvement by library circulation work every day.

- **Library Cataloguing** - Online cataloguing has greatly enhanced the usability of catalogues OPACs have enhanced usability over traditional card formats The online catalogue does not need to be sorted statically, the user can choose author, title, keyword, or systematic order dynamically. Most online catalogues offer a search facility for any word of the title is reached even better.

- **Library Bibliography** - Bibliographic Service Compilation of bibliographies, reading lists and state-of-art reports are very parts of LIS work, particularly in research and academic libraries Browsing through bibliography database in electronic form on CDROM or

online, offers convenient, efficient and cost effective information retrieval Bibliography databases also provide unique search features si.cn as searching on multiple criteria (key-word, subject, author, source, classification code, year of publication, language etc.), and variety of display formats a styles.

- **Prepared in house database** - A library is a collection of sources, resources, and services, and the structure in which it is housed it is organized by the library for the use of library members Modern libraries are increasingly being redefined as places to get unrestricted access to information in many formats and from many sources. In addition to providing materials, they also provide the services of specialists, librarians, who are experts at finding and organizing information and at interpreting information needs.

- **On-line Networking** - Networking is one of the most effective ways of serving users' needs comprehensively Networked access To databases would help get newly-published information To library users.

USE OF TQM TECHNIQUE AND ICT FOR LIBRARY SERVICES

Total quality management is an approach that an organization takes for improving its performance on systematic and continuous basis. This is achieved by involving ah employees throughout the organization in satisfying all requirements of every customer, whoever the customer may be either external or internal Quality Management is the basis for library management in general. Such principles of TQM as meeting the Customer needs, exact assessment, continuous improvement, team work and enthusiasm of the leaders are typically for library services using ICT based following library services.

- **Reprography Service -** The Technology of reprography made a big impact on the document delivery system. Most of The research

libraries have reprographic machines and provide photocopy of any document on demand.

- **Newspaper Clipping Scanning service** - Newspaper Constitute an important source of Information as they contain the latest information in the form of news with, often daily, updating. Print media is useful for research needs but many organization and individuals are turning to online newspaper clipping services and some are organization do this by their library.

- **On-line Services** - The Online Service allows you to reserve books and journals which are on order, being processed by the Library or on loan to another reader. User can place a request at the Issue or Information Support Desk using the request option on the on-line catalogue.

- **Database Searching Service** - Through this service, we regularly provide the users with the exact information they need, depending on their interest profile, from our collection of major national and international databases (retrospective and current) on our subject. The databases are in CD ROM or computerized form which saves their valuable time and energy, as the information available here is pinpointed and readily accessible.

- **Library Audio-Video Service** - Audiovisual materials are important sources of information, education and entertainment. Many libraries particularly media libraries and large academic and public libraries hold audio visual material such as DVD, films, pictures and photographs etc. Libraries allow their members to borrow these. Recent developments in storage media, compression and encryption technology have made it possible to store large amount of multimedia documents on hard disk and disseminate through internet.

- **Internet Access** -The use of the Internet around the world has been growing rapidly over the last decade. Libraries provide free or controlled access to internet and email. Depending upon the availability users can be given time slots for use of internet facility. Usually internet enabled terminals are provided in the library that can be used for internet access and email etc.

- **E-question Services** - E-Query Service is a Web-enabled contemporary reference service offered to the registered members of the Library together handle queries received in person or by e-Mail. E-Queries may sometimes need to be followed-up with telephone, fax, regular mail, or personal interactions. Library, appropriate and brief information gathered in response will be sent to the enquirer through e-Mail within three consecutive working days from the date of receipt of the query.

- **Web OPAC Service** - Online public access catalogue (OPAC), when made available on the Web is called Web OPAC. Information may be available in any media; it is the catalogue that ensures maximum exposure and subsequent use of information sources. Web OPAC's have provision of Boolean operators. While searching library collection using OPAC, we can use operators like, OR, NOT and make our query more specific. Web OPAC's also provide facilities like personalized onscreen display, save options, etc. It is to know that none of the management libraries surveyed has its catalogue available on the Web.

- **Web 2.0 services** - Web 2.0 is the next generation of Web. A more social and Collaboration approach. Web Tools and Technology that foster Collaboration. Blogs, Wiki, Tagging, Social Book Marking, RSS Feeds User Rating, User Reviews, Web 2.0 Technology at the peak of inflated expectations phase of the hype cycle. It is knowledge

environment where human interaction generate Content that is published, managed used through network application in a service-oriented architecture. It is all about interaction collaboration and social networking.

- **Library 2.0 services** - Library 2.0 is the application of the concept of web 2.0 to the library world. Library 2.0 Coined by Librarian Michel Casey in Sept.2005. It is a model for Library Service that encourages constant and purposeful change inviting user participation in the creation of both the physical and virtual services. They want, supported by constantly evaluating services. Features of Library 2.0 is flexible library resources, creative reuse of the resources and updates Provides a rich .responsive user interface, collaborative content creation and modification. Enables the creation of new applications by reusing and combining different application on the library or by combining data and information from different sources. Establishes social network of library users with common interests and supports collaboration and collective intelligence.

- **Digital library** - Digital libraries must compete with other library resources and services. The stronger the case the digital library can make for affecting user outcomes, the better it will be accepted in the library vision of service to its users. Valid usage data related to clear user outcomes tells a convincing story to the librarian, who must also assess numerous other services, often by sophisticated post-use or cost-benefit analysis. These services all compete for funding and attention in the library world. To some extent, the bottom line evaluation of the digital library in the library world is how it competes in the market-place of resources and services available to users.

CONCLUSION :

Information and Communication Technologies play an important role in enhancing efficiency in development of Library activities and services. ICT is changing the work of libraries and information centers. More than ever, the libraries of India need this technology. An increased number of users, a greater demand for library materials, an increase in the amount of material being published, new electronic formats and sources, and the development of new and cheaper computers are some of the reasons for the growing need for ICT in India. Librarians, library patrons and supporters, must help develop ICT-based libraries to meet the changing demands of the users. Library activity and services quality can be described right time as well as doing it right the first time and doing it right each time. It requires continuous improvement. In this context of the library, it can be described as -Q- Quest for excellence of knowledge U-Understanding the user's demand. L- Leadership quality for librarian. I - Involving all staffs. T-Team spirit for achieving common goal. Y- Benchmark to measure progress. Libraries are among the most ancient social and cultural institutions in existence. Ancient libraries as well as modern ones have one thing in common all of them have a body of information recorded on of them have a body of information could be retrieved when needed. The accessibility of information requires good organizational ability from those who are structure of the organization where desired information is retrieved and made accessible efficiently and in a timely manner to the users. Creation and maintenance of such a structure requires an effective management process that facilitates work towards the goal.

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