Total Quality Management in College Libraries: Special Focus on User

Dr. Minaxi A Parmar
Research Scholar
Hemchandracharya North Gujarat University
e-mail: mnxprm.21@gmail.com

ABSTRACT

This is an original research paper it explains the results of implementation of TQM on special focus on users/students of selective college libraries library of City Campus of Gujarat Law Society Ahmedabad with approach on college management by user service. Result of this study through user satisfaction should be profitable to all members of organization and society.

Keywords: TQM, College Libraries, User Studies, Gujarat Law Society

1. Introduction:

Library is a social organization therefore every change of society should reflect directly or indirectly. All social organizations each associated and community service organizations, from small to large industrial and business units should hold their main purpose of that the final pots satisfy the needs of those who are social animals. Libraries have always been committed to provide a high quality of services to its users. In the past, consuming more resources, buying more books, and moving to large premises are considered as improving quality. But that approach is not valid today.

According to Talukder and Gosh (2004) "One of the good solutions to improve quality is to provide right information to a right user at right time. This requires a through change in the approach – an approach based on user requirements and user satisfaction. It is believed that this can be achieved by implementing TQM. Thus, TQM approach is slowly getting popular in today's libraries.TQM is the art of managing the whole to achieve excellence. The golden rule is a simple but effective way to explain it. TQM is defined as both a philosophy and a set of guiding principles that represent the foundations of a continuously improving organization. It is the application of qualitative methods and human resources to improve all the processes within an organization and exceed customer needs now and in the future. TQM integrates fundamental management techniques, existing improvements, and technical tools under a disciplined approach".

2. Definition of TQM:

TQM (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be in adherence to established standards, such as the International Organization for

Standardization's ISO 9000 series. TQM can be applied to any type of organization; it originated in the manufacturing sector and has since been adapted for use in almost every type of organization imaginable, including schools, highway maintenance, hotel management, and churches. As a current focus of e-business, TQM is based on quality management from the customer's point of view.

3. Review of Literature:

Review of literature is the lighthouse of the research. So in the beginning of the research work is in the reading of the literature of the past. TQM is basically branch of the management subject but it is distilled subject thus all subject of whole knowledge world can used it. According to Thakkar (2006) and others study was to explore the potential for adoption of TQM in self-financed technical institutions in the light of new demands and challenges posed by customers/students/users and society. The findings identified technical and students' requirements for the modern educational set-up. It provided information about the severity of various technical requirements of competitive education and recognized the need for continuous improvement, cultural change and effective use of financial resources to improve the value addition at each level.

According to Begum Sayeda (2010) and others study was to explore the adoption of quality management practices in engineering educational institutions (EEIs) in India from management's perspective. The findings highlighted twenty seven critical factors/dimensions of quality management, which analyzed the relationship between TQM dimensions and institutional performance, which had been formulated using five dimensions. Positive and significant relationships among the TQM dimensions and institutional performance had been observed. According to Yapa (2012) study was to report the results of an investigation on the use of total quality management (TQM) tools, techniques and concepts among Sri Lankan service organizations. The study revealed that there was enthusiasm among managers in implementing TQM in their organizations.

According to Aly & Akpovi (2001) investigated the extent of total quality management implementation in two California public higher education systems: the California State University (CSU) and the University of California (UC) systems. These two higher education systems included 32 statewide campuses with over half a million students and 27,000 faculty. The study revealed that more than half of the California public universities were implementing TQM in one form or another and the TQM implementation in the CSU system was much wider than that in the UC system. In general, the character of implementation was still limited to business-type operations in universities, such as business finance and administrative services.

4. Research Methodology:

Hypothesis:

> H1: TQM is implemented effectively in libraries of City Campus of Gujarat Law Society Ahmedabad .
> H2: Users are satisfied with the quality of collection and services of libraries of City Campus of Gujarat Law Society Ahmedabad.

The research methodology used for the present study is descriptive research which includes questionnaire and fact-finding enquiries of different kinds of users of City Campus of Gujarat Law Society Ahmedabad. Total No of Respondents were 50 each of City Campus of Gujarat Law Society Ahmedabad (City C U Shah Commerce College, C U Shah City Arts College, M N Law College, Smt. Sadguna Arts College and B D Arts College. The questions are closed ended and attached as Annexure to research paper.

Data Analysis and Finding:

5.1 Classification of Samples

Table: 1 Classification of table as per Gender and Qualification

Respondents	Gender Wise			Qualification wise			
	Male	Female	Total	UG	PG	LAW	Total
City c U Shah Commerce College	23	27	50	22	28		50
	9.2	10.8	20.00	8.8	11.2		20.00
C U City Arts College	29	21	50	19	31		50
	11.6	8.4	20.00	7.6	12.4		20.00
Smt. Sadguna Arts College		50	50	22	28		50
		20.00	20.00	9.00	11.2		20.00
B. D. Arts College		50	50	50			50
		20.00	20.00	20.00			20.00
M N Law College	32	18	50			50	50
	13.00	7.2	20.00			20.00	20.00
Total	84	166	250	113	87	50	250
	33.6	66.4	100	45.2	34.8	20.00	100

Table 1 explain that of the classification of samples as per gender and qualification. It can observe from the table that 84 respondents (33.6%) are male while 166 respondents (66.4%) are female, it is because of smt.Sadguna and B D Arts college are only for girls and remain held both gender. Selective arts and Commerce College having both under graduate and post graduate course thus 113 respondents (45.2%) were included in under graduate and 87 respondents (34.8%) in post graduate course. Law is the special professional course branch thus all 50 respondents (20.00%) included in this course.

5.2 Total Quality Management in College Libraries: Special Focus on Users

To prove the hypothesis H1 : TQM is implemented effectively in college libraries of City Campus of Gujarat Law Society Ahmedabad various questions were analysed and discussed below.

Table: 2 Extended and appropriate working hours of libraries

Respondents		Before Class Hours			After Class Hours		
		Yes	No	Total	Yes	No	Total
City c U Shah Commerce College	No. of Respondents	42	8	50	50		50
	Percentage	16.8	3.2	20.00	20.00		20.00
C U City Arts College	No. of Respondents	24	26	50	23	27	50
	Percentage	9.6	10.4	20.00	9.2	10.8	20.00
Smt. Sadguna Arts College	No. of Respondents	31	19	50	29	21	50
	Percentage	12.4	7.6	20.00	11.6	8.4	20.00
B. D. Arts College	No. of Respondents	21	29	50	27	23	50
	Percentage	8.4	11.6	20.00	10.8	9.2	20.00
M N Law College	No. of Respondents	22	28	50	13	37	50
	Percentage	8.8	11.2	20.00	5.2	14.8	20.00
Total	No. of Respondents	140	110	250	142	108	250
	Percentage	56.00	44.00	100.00	56.8	43.2	100.00

Table 2 show that of the out of the overall collected data 140 respondents (56.00%)out of 250 agree with the working hours of libraries before exam and 142 respondents (56.8%) agree with working hours of library after class. It was helping us for proving first, second, third and fourth laws of library which is must first Indian quality standards for library.

Table: 3 Libraries having qualified and Permanent Librarian

Respondents	Qualified and Permanent Librarian			
	Yes	No	Unknown	Total
City c U Shah Commerce College	31	11	8	50
	12.4	4.4	3.2	20.00
C U City Arts College	12	29	9	50
	4.8	11.6	3.6	20.00
Smt. Sadguna Arts College	24	3	23	50
	9.6	1.2	9.2	20.00
B. D. Arts College	50			50
	20.00			20.00
M N Law College	17	28	5	50
	6.8	11.2	2.00	20.00
Total	134	71	45	250
	53.6	28.4	18.00	20.00

Table: 3 Show the result about librarian's status and qualification. It can be observed from the table that more than fifty percent respondents know about the librarian's status i.e. regular,

visiting, ad hok, it is to be noted by the researcher all the selective colleges except two had not regular post of librarian they acquired visiting post librarian.

Table: 4 Sufficient Staff of Library

Respondents	Sufficient Staff of Library		
	Yes	No	Total
City c U Shah Commerce College	27	23	50
	10.8	9.2	20.00
C U City Arts College	24	26	50
	9.6	10.4	20.00
Smt. Sadguna Arts College	38	12	50
	15.2	4.8	20.00
B. D. Arts College	43	7	50
	17.2	2.8	20.00
M N Law College	21	29	50
	8.4	11.6	20.00
Total	153	97	250
	61.2	38.8	100

Table 4 explains that the users opinion about sufficient staff of libraries. It is noted that Smt. Sadguna Arts and B D Arts college had regular librarian and one peon person and remaining had visiting librarian and one peon staff, thus overall analyzed data explains that 61.2% respondents had known that their respectively library having sufficient staff.

Table: 5 Adequate Resources of Library

Respondents	Adequate Resources of Library		
	Yes	No	Total
City c U Shah Commerce College	48	2	50
	19.2	0.8	20.00
C U City Arts College	44	6	50
	17.6	2.4	20.00
Smt. Sadguna Arts College	41	9	50
	16.4	3.6	20.00
B. D. Arts College	43	7	50
	17.2	2.8	20.00
M N Law College	45	5	50
	18	2.00	20.00
Total	221	29	250
	88.4	11.6	100

It is observed from the table 5 that of overall data analyzed 221 respondents (88.4%) believe that their respectively college libraries having adequate resource while 29 respondents (11.6%) cannot believe that their respectively college libraries having adequate resources. It is also noted that from the table highest 48 respondents of city c u shah commerce library users believe that their library have all resources as on adequate and necessity level. The analyzed data accept hypothesis H1 of the study. Selective library supposed had not adequate staff than after library should abundant with resources about particular courses offered by college just for fulfilling the users demands and to provide him wide knowledge of the subjects. Thus the selective colleges library should implied users oriented quality management system.

Table: 6 Scale of library resources obtained by the users

	Services Resources meet Level	Text book	Reference book	Dictionary	Encyclopaedia	Periodicals	Projects	Dairy	News Paper	CRB	CRP	Other
City C U Shah Commerce College	Always	50 100	37 74.00	28 56.00	13 26.00	44 88.00	29 58.00		50 100	50 100	50 100	50 100
	sometime		8 16.00	12 24.00	21 42.00	6 12.00	16 32.00					
	Never		5 10.00	10 20.00	16 32.00		5 10.00					
	Total	50 100	50 100	50 100	50 100	50 100	50 100		50 100	50 100	50 100	50 100
C U City Arts College	Always	38 76.00	44 88.00	19 38.00	3 6.00	43 86.00	42 84.00		26 52.00	22 44.00	24 48.00	50 100
	sometime	7 14.00	3	12	7	4	4		14	8	5	
	Never	5 10.00	3	19	40	3	4		10	20	21	
	Total	50 100	50 100	50 100	50 100	50 100	50 100		50 100	50 100	50 100	50 100
Smt. Sadguna Arts College	Always	34 68.00	41 82.00	18 36.00	21 42.00	46 92.00	33 66.00		50 100	50 100	50 100	50 100
	sometime	11 22.00	6 12.00	12 24.00	17 34.00	4 8.00	17 34.00					
	Never	5 10.00	3 6.00	20 40.00	12 24.00							
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100
B. D. Arts College	Always	31 62.00	23 46.00	31 62.00	17 34.00	35 70.00	50 100		50 100	26 52.00	28 56.00	
	sometime	8 16.00	18 36.00	15 30.00	19 38.00	8 16.00				12 24.00	8 16.00	
	Never	11 22.00	9 18.00	4 8.00	14 28.00	7 14.00				12 24.00	14 28.00	
	Total	50 100	50 100	50 100	50 100	50 100	50 100		50 100	50 100	50 100	
M N Law College	Always	50 100	23 46.00	15 30.00		22 44.00		50 100	15 30.00	14 28.00	12 24.00	50 100
	sometime		14 28.00	12 24.00		12 24.00			18 36.00	13 26.00	18 18.00	
	Never		13 26.00	13 26.00		16 32.00			17 34.00	23 46.00	20 40.00	
	Total	50 100	50 100	50 100		50 100			50 100	50 100	50 100	50 100

This table shows us that of the users should always obtained library resources which are directly connected with syllabus. Other resources i.e. reference books, dictionary, encyclopedia, etc. does not use by the users on as far as regular. As per recent trend we can watch that it is competitive exam period going on, thus every students hold their first target to find out good job in government sectors. Therefore here all selective library should keep their related books (CRB: competitive Exam Related Book) and CRP CRB: competitive Exam Related periodical) which are helping to keep update to users about recruitment advertisement and also their related teaching material. Thus it is also one type of step to implied five laws of library science in the college library.

Table: 7 Frequency of Library Visit

Respondents	Frequency of going to library				Total
	Daily	Weekly	Monthly	Several time /Year	Total
City c U Shah Commerce College	50				50
	20.00				20.00
C U City Arts College	23	16	11	Nil	50
	46.00	6.4	4.4		20.00
Smt. Sadguna Arts College	29	16	15	Nil	50
	11.6	6.4	6.00		20.00
B. D. Arts College	28	12	10	Nil	50
	11.2	4.8	4.00		20.00
M N Law College	9	16	14	11	50
	3.6	6.4	5.6	4.4	20.00
Total	139	60	50	11	250
	55.6	24.00	20.00	4.4	100

It is show the table 7 that the frequencies of library visit of selective college libraries. It is observe that of all the respondents of CCUSCC users daily come out on library while another had come out on under 30 numbers of users. It is also show that maximum 15 respondents of SSAC (Smt. Sadguna Arts College) users had come out on library once at a time during the month while 14 respondents of M N Law college as far as SSA. This analyzed question also indicates the acceptance of hypothesis H1. Because whenever maximum users will come out on library then after library resources have been using by them and it is nothing but successful implication of five laws. We should asking that about following table if library must kept their adequate staff and resources then all the users who were admitted in the college would not have reason for going to book shop at least for buying syllabus related book.

Table: 8 Having Hardware / Software/ Equipment of Library

SNo	Respondents Particular	City C U Shah Commerce College			C U Shah City Arts College			Smt. Sadguna Arts College			B D Arts College			M N Law College		
		Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
1	Computers for Library Management	42 84.00	8 16.00	50 100	33 66.00	17 34.00	50 100	41 82.00	7 14.00	50 100	50 100		50 100	23	27	50 100
2	Computers for Users	50 100		50 100	14 28.00	36 72.00	50 100	36 72.00	14 28.00	50 100	11 22.00	39 78.00	50 100		50	50 100
3	Photocopy Machine	12 24.00	38 76.00	50 100	29 58.00	21 42.00	50 100		50 100	50 100		50 100	50 100	5	45	50 100
4	Scanner	6 12.00	44 88.00	50 100	7 14.00	43 86.00	50 100		50 100	50 100		50 100	50 100	6	44	50 100
5	Printer	14 28.00	36 72.00	50 100	18 36.00	33 66.00	50 100	16 32.00	34 68.00	50 100	6 12.00	44 88.00	50 100	18	32	50 100

| 6 | Library Automation Software | 32 64.00 | 18 36.00 | 50 100 | 14 28.00 | 36 72.00 | 50 100 | 31 62.00 | 19 38.00 | 50 100 | 50 100 | | | 50 | 50 100 |

Table: 8 explain that all the selective college library having all equipments but they does not provide services to the every users, but when and where it necessary for the part of activities and competition all libraries could using every equipments for the students and some time they also granted permission for using it by separately of users.

In the society, library had first associate part who accepts the technology. Therefore computer, special application software for automat library and other education related software kept up date in library, it is desirable for developing library services and education ratio also. In this study, all selective college libraries hold sufficient equipments and software for developing library services and fulfill the users' desires. Thus it is another evidence of this study to accept hypothesis H1.

Table: 9 Facilities of Library

No	Respondents Facilities	City C U Shah Commerce College			C U Shah City Arts College			Smt. Sadguna Arts College			B D Arts College			M N Law College		
		Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
1	Internet	50 100		50 100	27 54.00	23 46.00	50 100	31 62.00	19 38.00	50 100	22 44.00	28 56.00	50 100		50 100	50 100
2	Photocopy	32 64.00	18 36.00	50 100	41 82.00	9 18.00	50 100	13 26.00	37 74.00	50 100	6 12.00	44 88.00	50 100	4 8.00	46	50 100
3	Scanner & Printer	11 22.00	39 78.00	50 100	12 24.00	38 76.00	50 100		50 100	50 100		50 100	50 100		50 100	50 100
4	Study Space	50 100		50 100	50 100		50 100	50 100		50 100	50 100		50 100	50 100		50 100
5	Stress free Environment	50 100		50 100	50 100		50 100	50 100		50 100	37 74.00	13 26.00	50 100	39 78.00	11 22.00	50 100
6	Clean & Cool Water	50 100		50 100	50 100		50 100	50 100		50 100	50 100		50 100	33 66.00	17 34.00	50 100
7	Adequate Lighting	50 100		50 100	50 100		50 100	50 100		50 100	31 62.00	19 38.00	50 100	41 82.00	9 18.00	50 100
8	Seating Capacity	50 100		50 100	50 100		50 100	50 100		50 100	50 100		50 100	37 74.00	13 26.00	50 100

Table: 9 show the library facilities of their respectively selective college. This table explains that of 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 provided to them. Thus the selective samples of the study could accept hypothesis H1.

Table: 10 Library services

No	Respondents Services	City C U Shah Commerce College			C U Shah City Arts College			Smt. Sadguna Arts College			B D Arts College			M N Law College		
		Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total	Yes	No	Total
1	Book Bank	50 100		50 100	36 72.00	14 28.00	50 100	50 100		50 100	22 44.00	28 56.00	50 100	23 46.00	27 54.00	50 100
2	Reference Service	38 76.00	12 24.00	50 100	22 44.00	28 56.00	50 100	23 46.00	27 54.00	50 100	17 34.00	33 66.00	50 100	12 24.00	38 76.00	50 100
3	CAS	45 90.00	5 10.00	50 100	31 62.00	19 38.00	50 100	36 72.00	14 28.00	50 100	21 42.00	29 58.00	50 100	29 58.00	21 42.00	50 100
4	Syllabus integrated instruction	50 100		50 100	50 100		50 100	50 100		50 100	42 84.00	8 16.00	50 100	41 82.00	9 18.00	50 100
5	Syllabus integrated material, pamphlet	50 100		50 100	50 100		50 100	35 70.00	15 30.00	50 100	29 58.00	21 42.00	50 100	50 100		50 100
6	Newspaper Clipping	29 58.00	21 42.00	50 100	12 24.00	38 76.00	50 100	29 58.00	21 42.00	50 100	19 38.00	31 62.00	50 100	8 16.00	42 84.00	50 100
7	Exam Paper of College & University	50 100		50 100	50 100		50 100	50 100		50 100	14 28.00	36 72.00	50 100	50 100		50 100
8	Syllabus integrated instruction website & database	50 100		50 100	50 100		50 100	50 100		50 100	47 94.00	3 6.00	50 100	50 100		50 100

Table: 10 show the result of analyzed data about library services. It is observe that of the table 9 all the selective colleges' libraries provide all mention services to the users. All respondents could obtain syllabus related instruction, material, websites database and exam paper of college and university from the library by directly to the librarian or library notice board. All selective colleges' libraries should provide book bank service to all the students of college but some students could not use it. Thus all the colleges of Gujarat Law Society of City Campus should implement TQM in their libraries; table 9 also helps to prove the hypothesis H1.

To prove the hypothesis H2: Users are satisfied with the quality of collection and services of libraries of colleges of Gujarat Law Society of City Campus various questions were analyzed and discussed below.

Table: 11 Satisfaction levels of users about various types of library services

Respondents	Satisfaction Level	Book Bank	Ref. Service	CAS	Syllabus Integrated Instruction	Syllabus Integrated material	Newspaper Clipping	Exam Paper	Instruction of syllabus related Website & Database
City C U Shah Commerce college	Strongly Dissatisfied								
	Dissatisfied		2 4.00						
	Neither Satisfied Nor Dissatisfied		4 8.00	3 6.00					
	Satisfied		12 24.00						
	Strongly Satisfied	50 100	32 64.00	47 94.00	50 100	50 100	50 100	50 100	50 100
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100
	Strongly Dissatisfied	3 6.00	4 8.00	8 16.00			4 8.00		

College	Satisfaction Level								
C U Shah City Arts college	Dissatisfied	6 12.00	5 10.00	4 8.00			22 44.00		
	Neither Satisfied Nor Dissatisfied		7 14.00	2 4.00			9 18.00		
	Satisfied	5 10.00	6 12.00	5 10.00			15 30.00		
	Strongly Satisfied	36 72.00	22 44.00	31 62.00	50 100	50 100	12 24.00	50 100	50 100
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100
Smt. Sadguna Arts College	Strongly Dissatisfied		4 8.00			4 8.00			
	Dissatisfied								
	Neither Satisfied Nor Dissatisfied		5 10.00				8 16.00		
	Satisfied		18 36.00	14 28.00		11 22.00	13 26.00		
	Strongly Satisfied	50 100	23 46.00	36 72.00	50 100	35 70.00	29 58.00	50 100	50 100
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100
B D Arts College	Strongly Dissatisfied		4 8.00	6 12.00			3 6.00	24 48.00	
	Dissatisfied	11 22.00	11 22.00				28 56.00	4 8.00	
	Neither Satisfied Nor Dissatisfied	17 34.00	3 6.00	13	8 16.00	21 42.00			
	Satisfied		16 32.00	10 20.00				8 16.00	3 6.00
	Strongly Satisfied	22 44.00	17 34.00	21 42.00	42 84.00	29 58.00	19 38.00	14 28.00	47 94.00
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100
M N Law College	Strongly Dissatisfied		10 20.00	12 24.00			3 6.00		
	Dissatisfied						13 26.00		
	Neither Satisfied Nor Dissatisfied	13 26.00		3 6.00	9 18.00		26 52.00		
	Satisfied	14 28.00	28 56.00	6 12.00					
	Strongly Satisfied	23 46.00	12 24.00	29 58.00	41 82.00	50 100	8 16.00	50 100	50 100
	Total	50 100	50 100	50 100	50 100	50 100	50 100	50 100	50 100

Table 11 show the satisfaction level of users of colleges of Gujarat Law Society of City Campus on five types of scale i.e. 5 explain strongly satisfaction, 4 explain satisfaction, 3 explain neither satisfied nor dissatisfied, 2 explain dissatisfied and 1 explain strongly dissatisfied. Above table show the result that maximum users/students had strongly satisfied about book bank, syllabus related various services, and minimum users come out on scale 5 about reference service and newspaper clipping service. Thus here hypothesis H2 is accept and it observe that of overall data analysis that users of colleges libraries of Gujarat Law Society of City Campus are satisfied with library services which are provided by the TQM principles and technique.

When the users come out on library with desires about to seeking resources or information, and when they should obtained it with authenticity and clarity it as nothing but satisfaction of users. In this study explain that of maximum numbers of user should strongly satisfy with library services on regards books and syllabus integrated services. Thus it should accept hypothesis H2. TQM basically come out on the Management subject from the knowledge world. It explains the principles, techniques etc. for the users and customers. Library is a service sector thus it should necessary to have been principles and laws for the library users. Therefore Father of library science Dr. S. R. Rangnathan to get us Five Laws on 1934. These laws could indicate users' necessity, users' time, users' choice and library management. That is why these laws become the first Indian Quality Standards for the Library. This study should indicate that of all the selective libraries of colleges should follow the principles of TQM regard users and their techniques also. It is show from the overall data that some reason of finance, lack of human resource (staff), and equipment libraries could not provide every services to every users but they should trying to get sufficient resources and services to the users of selective colleges of libraries of City Campus.

Inferences:

TQM basically come out on the Management subject from the knowledge world. It explains the principles, techniques etc. for the users and customers. Library is a service sector thus it should necessary to have been principles and laws for the library users. Therefore Father of library science Dr. S. R. Rangnathan to get us Five Laws on 1934. These laws could indicate users' necessity, users' time, users' choice and library management. That is why these laws become the first Indian Quality Standards for the Library. This study should indicate that of all the selective libraries of colleges should follow the principles of TQM regard users and their techniques also. It is show from the overall data that some reason of finance, lack of human resource (staff), and equipment libraries could not provide every services to every users but they should trying to get sufficient resources and services to the users of selective colleges of libraries of City Campus.

Conclusion:

The main purpose of libraries activities is the continual focusing on users servicing, and the satisfaction of their demand. As an Academic Library, it serves the teaching staff, the students and others. 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. Libraries are the service oriented sectors dedicated to their users (customers). By formulating a strategic plan, and following it with a commitment to continuous quality improvement, library managers can transform and improve their organizations.

References

1. Aly, N. and Akpovi, J. (2001). Total quality management in california public higher education. Quality Assurance in Education, 9(3), 127-131

2. Sayeda, B. , Rajendran, C. and Lokachari, P. S. (2010). An empirical study of total quality management in engineering educational institutions of India: Perspective of management. Benchmarking: An International Journal, 37(5), 728-767

3. Thakkar, J., Deshmukh, S.G. and Shastree, A. (2006). Total quality management (TQM) in self financed technical institutions: A quality function deployment (QFD) and force field analysis approach. Quality Assurance in Education, 14(1), 54-74

4. Yapa, S. (2012). Total quality management in Sri Lankan service organizations. The TQM Journal, 24(6), 505-517