Outline of the Talk

- Library Objectives, Functions and Operations
- The Library Staff & Library Users
- The Sources of Information
- What is Best Information?
- The Library Services
- Development of Libraries
- Definitions of Quality
- International Standards for Library Quality
- NAAC for Best Practices in Academic Libraries
- Quality Management
- Quality in Libraries
- Dr. Ranganathan’s Five Laws and Quality in Library Services
- Some developments
Library Objectives

- Satisfy User’s Information needs.
- Locate and make available the documents required documents.
- Preserve the documents.
Library Functions

• Procurement, Organization and access of the required library documents.

• Conserve and Preserve the Library materials.

• Resource sharing.
The Basic Library Operations

- Acquiring the Documents
- Circulation
- Reference service
- Current Awareness Service & SDI
- Document Delivery
The Library Staff....

- Sincere interest in helping user,
- Understand needs of user,
- Knowledge and competence to respond user queries,
- Ability to promise & deliver services on time,
- Provide right documents,
- Instill trust and confidence in users,
- Should love his/her job,
- Should not feel of doing any favour to users by serving them, and
- It is duty.
The Library Users of Today !!!

- Who are our Users?
- To what extent they depend on Libraries?
- Changing attitudes of Users
- Non-dependence on intermediaries
The Sources of Information

- Personal Contacts (friends/coworkers/relatives)
- Internet Searching
- Libraries
- Commercial Information Service Providers
What is Best Information?...

How do we decide as it changes from -

- situation to situation
- time to time
- place to place
- person to person
- work to work
- subject to subject, etc.
The Library Services

- Resources are for Use,
- Save the Time of Reader,
- Access to resources whether the user is inside library/remote place,
- Automated operation/services,
- Extended library timings,
- Good ambience, and
- Stretch beyond the boundaries to help users
Development of Libraries

- Traditional Libraries
- Automated libraries
- Electronic Library
- Digital Library
- Virtual Library
Are we new to Quality?

- It is rooted in our profession since ages

- Physical arrangement, preservation, retrieval etc.. Speaks of quality

- Our service to users reflects the quality.
McNicol, from Griffith University, Australia sees Quality as -

- "Quality = Acquired Information Resources (right resources) made readily accessible to users in optimal time (right time) at least cost/expenditure".
Coogan of Brown University, said:

- Obtaining information quickly is the main concern of users who want their library to be state-of-the-art and responsive to their needs.
- Knowledgeable staff provides seamless access to information regardless of format, availability, whether the user is in the library or at a remote location.
NAAC developed a set of best practices followed in academic libraries and presented under the following four broad areas:

- Management and Administration of Library.
- Collection and Services.
- Extent of User Services.
- Use of Technology.
The first version of this standard was published in 1998. A new one was completed in 2008. The main sources of the library performance indicators are:

* **resources, infrastructure**—what services does the library offer;
* **use**—how are the services accepted;
* **efficiency**—are the services offered cost-effectively;
* **potentials and development**—are there sufficient potentials for future development.
The first edition of ISO 2789 dates back to 1974. The fourth version was published in September 2006. It deals with the assessing quantity in library in terms of –

- collection size,
- number and types of users,
- usage of services,
- staff,
- space,
- equipment, and
- training.
Quality Management

Quality Management encompasses –

- Planning,
- Evaluation,
- Monitoring,
- User satisfaction,
- Continuous improvement, relationship, and Interaction.
Quality Management Tools

Quality Management Tools such as -

- TQM,
- SERVQUAL,
- LibQUAL

help to assess services, to make decisions, to improve services and to achieve a better quality.
We can enhance quality in library services by following things:-

- Inclination,
- User-friendly approach,
- Awareness,
- Enhance the quality of Resources,
- Training,
- Empowering People,
- Flexibility in Operations,
- Eliminate Rework,
- Enhance the quality of Services,
- Teamwork,
- Getting Feedback,
- Physical Layout,
- Publicity of New Services,
- Interdepartmental Coordination,
- Attitude & Communication Skills, and
- Top Management Support.
Quality in Libraries

- **Inclination** - to implement it.

- **User friendly Approach** - helps in achieving and providing satisfaction to its customers. It can be done by holding need based user orientation programmes and seminars in the library for its members.
Quality in Libraries

- **Awareness** – of current trends and be flexible in dealing with users new demands.

- **Enhancing the Quality of Resources** – by digitize the existing library collections and or procuring the digital resources / e-resources, equipments and managing and preserving it.
Quality in Libraries

- Proper Training to the Staff- must update their skills and expertise through participation in different workshops, conferences etc.

- Empowering People- by trusting library staff and give them responsibility and authority to discharge their duties well in order to generate their commitment.
Quality in Libraries

- **Flexibility in Operations** - such as job rotation, changing and extending normal hours of operations to make it accessible to more users at their convenience.

- **Eliminate Rework** - with accuracy, adequacy and timeliness in performing the library services.
Quality in Libraries

- **Enhancing the Quality of Services** - by using a simplified system of checkout of materials. Quick and prompt OPAC system, proper shelf guides and accurate shelving to meet the customers' expectations.

- **Teamwork** - Since all library operations and services are linked together, all library departments and staff should work as a team and not as an individual unit. There should be a clear vision and open minded management.
Quality in Libraries

- **Getting Feedback** - helps in taking care of complaints and receiving suggestions.

- **Physical Layout** - The layout of the library should be continuously improved taking into account the proper display of reading material, sitting arrangement, infrastructure, ambience etc.
Quality in Libraries

- **Publicity of New Services** - The new resources and alteration of services should be timely notified to all the users. For this there should be speedy and electronic circulation of brochures, guides and information kits.

- **Interdepartmental Coordination** - There should be a policy that ensures a centralized reporting amongst the various interdepartmental library groups. It facilitates proper coordination and sharing of information.
Quality in Libraries

• **Attitude & Communication Skills**- Librarian should be well versed with all the operations of the library, possessing good communication skills and a positive attitude.

• **Top Management Support**- Quality service in the library is only feasible if there is commitment and support of the top management at all stages of implementation.
Five Laws of Library Science

1. Books are for use
2. Every reader his book
3. Every book its reader
4. Save the time of the reader
5. The Library is a growing organism

Dr. S.R. Ranganathan, 1931.
Dr. Ranganathan’s Five Laws and Quality in Library Services

The First Law “Books are for Use”

- is a direction for measuring the quality of a library;
- quality in terms of contents, accessibility and availability as and when needed.
Dr. Ranganathan’s Five Laws and Quality in Library Services

The Second Law “Every reader his/her book” implies needs of users.

In order to meet this law, the library has to index all micro and macro documents so that every reader can find out his or her requirements.
Dr. Ranganathan’s Five Laws and Quality in Library Services

The Third Law “Every Book its reader” implies the importance of book/information selection in a library.

The law advocates scientific document selection, subject based organization, advanced and in depth indexing, efficient and effective searching and locating tools, Staff assistance, open access, extension services, publicity programs, etc.
The Fourth Law “Save the time of Reader” indicates the importance of fast and efficient services to the users with the advanced technologies, method, techniques and tools.

Open access, digital services, classified arrangement of documents in shelves, location and directing guides, excellent searching tools, and techniques i.e. Online public Access Catalogue (OPAC) in an automated library, reprographic facility, Online Information services, document delivery service, qualified and experienced staff will ensure fast service to the users.
The Fifth Law “The Library is a growing organism” implies collection development, changing of all components of a library. The flow of changing is like that –

- Traditional Library
- Computerized Library
- Networked Library
- Electronic Library
- Digital Library
- Virtual Library and finally to a
- Global Information Hub (Social networking, Cloud Computing and Mobile Technology).
SOCIAL NETWORK YEAR BOOK : 1960 - 2013
Library Services using Social Media

- Announce library programs, events
- Respond to Reference questions
- Ask a librarian
- Teach basic search tools
- New resource alerts
- Send brief updates to patrons
- Facilitate collaboration & communication with users
- Link to library website, e-resources, databases and online catalogue
- Promote new library collections
- Provide library tours
Library Services using Social Media

- Promoting of Library Resources & Services
- Relationship Building
- Library instruction, orientation, tutorials
- Publicity & public relations
- Online book clubs
- Outreach services – off campus services
- Readers advisory
- Library photo & video sharing
- FAQs
- Connection with other libraries & librarians
Number of libraries in India: 350,000
Number of library users: 35 million
USE OF MOBILE TECHNOLOGY

• Anytime, Anywhere access
• Increase flexibility for library services
• Real-time data access
• Instant up-to-date information
USE OF MOBILE TECHNOLOGY

• Self-service – self-checkout and return
• Access to live lectures
• Ask an Expert service – online / offline
• Accessibility to physically challenged
• Download / streaming of e-books, audio books
• Renting e-readers (Kindle) to patrons and using it to deliver multiple e-books
These days, the Electronic resources, Library Networks & Consortia and the World Wide Web represent a large portion in our Library services. Hence, Librarians must concentrate on the following in order bring quality in their library services -

- customer service,
- interaction and relationships with users,
- strong user-conscious perspective,
- knowledge built over time of needs and concerns,
- intimate knowledge of the various resources,
- instructional and literacy skills
- experience with virtual reference,
- creating tutorials,
- web page design, etc.
Finally ..... 

Libraries must be obsessed by innovation and creativity and constantly endeavour to re-invent themselves, re-engineer their services while keeping their clientele at the heart of all operations.

Our challenge is to ensure what we have or what we are planning for the facilities, services and staff of the future and that we are building support with those controlling the financial means for ensuring we meet the needs of the 21st century.

The true University these days is a collection of books.
- Thomas Carlyle

He/She is wise who knows the sources of knowledge -- where it is written and where it is to be found.
- A.A. Hodge

Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it.
- Samuel Johnson
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