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A Study on the Total Quality Management in Libraries in Sri Lankan Universities

Total quality management is a modern criterion of management. The management scholars hold the opinion that concepts like this must be used in order to achieve the goals of an institute. Is the total quality management done in University libraries to enhance its tasks? Is it a problem worth studying? This is a study on the use of total quality management in Sri Lankan Universities. Other objectives are to study total quality management, its evolution, to observe as to what extent the libraries have the capacity to implement this with reference to higher management and to what extent the principles of the concept are used to study whether the libraries are capable of providing satisfactory services to prevent a model for the total quality in the library. This study used the review method. Five very old, old, science, technology and arts Universities libraries were selected. The sample consisted of librarians, assistant and senior librarians and 150 readers. Primary data collection was done using 3 questionnaires. A few conclusions were given. The secondary data was collected using the literature review. The main conclusion was that the staff has less awareness about total quality. Moreover, not recognizing the effective techniques, the non-existence of management sections, the lack of data, not including quality even in the vision and mission, an insufficient service, less training for staff, dislike to change the institute culture, decision making being limited to higher management only, are the issues identified. As suggestions, making the different ranks of the management aware about this, including quality in the vision and mission, creating positions and sections, introducing effective techniques, including high and medium ranks in decision making, giving special training, giving special sponsorship to library by authorities, conducting programmes focusing on readers and providing them with a satisfactory service can be mentioned. It was revealed that, the best way to enhance effectiveness is total quality management.

Keywords: Library Management, Quality Management, Total Quality Management, University Libraries