

Full Length Research

Total Quality Management in Women's University Libraries in India: A Comparative Study

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Total Quality Management deals with management move towards centered on quality, based on the participation of an organization's members and aiming at long period success. This study is a comparative study between central libraries of deemed university for women's in India which are Banasthali University, Rajasthan and Avinashilingam University, Tamil Nadu. The study focused on the status of infrastructure of libraries at present. It also about the library staff views on this job satisfaction and job quality, views of library users on the quality of services provided by these libraries. The result of the study is that both of University libraries have good infrastructure with a big and appropriate building. Both the libraries serve almost all services to their users. Mostly staffs in library are satisfied with their job and get opportunities to grow up the career. Library users are also satisfied with the services of libraries and from staff also. There has no bigger difference between these libraries except to TQM implementation condition. The Banasthali University library has TQM implemented partially but Avinashilingam University has not TQM implemented but that is not affected on library services because both of libraries fulfill the key aspects of TQM in the management of their services and system.

Key words: Total Quality Management, Women's University, Banasthali University, Avinashilingam University.

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INTRODUCTION

Total Quality Management (TQM) refers to a quest for quality that involves everybody in the organization. The two key aspects of TQM are continuous improvement and customer satisfaction. TQM focuses on the integration and coordination of all activities in a work process and aims at continuous improvement in quality (Gupta, 2009)¹. Quality means not merely the quality of end products but the quality of all kinds of means such as

data, information, decision, objectives, strategy, people, materials, machinery, systems etc (Mohanty and Lakhe, 2002)².

STATEMENT OF THE PROBLEM

The problem for the study is entitled, "Total Quality

Management in Womens' University Libraries in India: A comparative Study". This problem had selected for a comparison of libraries of deemed university exclusively for women's in India which are Banasthali University (BU) and Avinashilingam University (AU). It is to explore the current status and infrastructure of deemed women's university libraries in India. This study is to compare the quality and management of Library collection, services, Library staff's satisfaction and user's satisfaction in central libraries of Banasthali University and Avinashilingam University.

SIGNIFICANCE OF THE STUDY

The study explores the present status of libraries of deemed university for women's in India. It aware and informs about the library facilities and services. This study helps to know about deemed university in India exclusively for women's. It gives information about library services, library online services, library collection of sources and e- resources. It aware about the issues and barriers among staff during their job and also aware the issues related to the users satisfaction with library services. This study gives the ideas for further research also.

REVIEW OF LITERATURE

For depth idea on the problem of this study some studies have reviewed from the huge literature on Total Quality Management, these are follows: Harith (2013)³ studied on "Total Quality Management Indicators in Academic Libraries: In India". It was to be discussed that as a service organization, academic libraries are faced with the problem of satisfaction of library users and how to measure and evaluate their services in this study.

Kale (2013)⁴ has focused on the application of Total Quality Management in Library in different sub-titles such as Need for Quality Management, Total Quantity Management, Basic components of Total Quality Management, Key Elements in Total Quality Management, Total Quality Management and Libraries, Implementation of Total Quality Management in Library in that paper and provides a vital link for managerial decision makers. Sivakumar (2013)⁵ studied on Application of total quality management in academic libraries and attempted to make the readers to understand the importance of TQM, an effective system that could enhance the performance of academic libraries with the aid of earlier research and literatures. Tuomi (2013)⁶ discuss the development, main beliefs, and stages of TQM in a case of academic libraries by explaining their present strengths, weaknesses, possibilities and threats while implementing TQM

initiatives. Eraghi (2012)⁷ have studied on "A New Approach Based on TQM for Improving Academic Libraries Quality Service". This paper applied TQM to identify service improvement techniques for an academic library. Patil (2012)⁸ discusses the implementation of TQM in Libraries and the practice of TQM in Libraries in the study on Total Quality Management in Academic Library Services. Pradhan (2012)⁹ studied on Total Quality Management in Academic Libraries and analyze how academic libraries with limited resources can provide quality services to their customers, with TQM as an effective management tool. Sivankalai (2012)¹⁰ studied on Total Quality Management in Academic Libraries: A Study and analyzed and evaluated the TQM in Academic Libraries with a view of examining the exposure of library professionals.

OBJECTIVES OF THE STUDY

- To find out the status of deemed university exclusively for women's in India at present;
- To explore the infrastructure of central libraries of deemed university for women's in India;
- To find out the quality and satisfaction in job among library staff ;
- To find out the quality in library services provided to users.

METHODOLOGY OF THE STUDY

For this study a survey was conducted for the collection of primary data and facts from the libraries of Banasthali University and Avinashilingam University. Therefore the three types of questionnaires had prepared for data collection, one for Librarian to find the data about physical infrastructure of library, second one for library staff regarding to quality in job and their satisfaction and the third one is for user about the level of quality in library services provided by library. The survey had included the all staff members in library and 100 users from the total library users in each library.

SCOPE AND LIMITATION OF THE STUDY

The scope of this study is only deemed universities for women's in India which are Banasthali University situated in Rajasthan, Northern India and second one is Avinashilingam University situated in Tamil Nadu, Southern India. This study is limited to the central libraries of both universities. It is to compare the library services, library management and quality in deemed university libraries between north India and south India.

WOMEN'S UNIVERSITY

A women's University is an institution of higher education where enrollment is all-female. Today we visualize the Women's University that continuously responds to the changing social realities through the development and application of knowledge. The purpose of such engagement will be to create an inclusive society that promotes and protects the dignity, equality, social justice and human rights for all, with special emphasis on empowerment of women.

Profile of women's universities (Deemed University)

Banasthali Vidyapith famous as Banasthali University exclusively for women located in the Banasthali Vidyapith town of Tonk district of Rajasthan state, India. It is a Deemed University founded in 1935. It offers programmes at school, undergraduate, postgraduate and doctorate level to women. It is the largest residential university for women's education in the world. The motto of this university is "University for Women: University with a difference".

Library: The Banasthali University library came into continuation in 1935; till 1939 the library procured 1700 books and a Reading Room for students. "Veerbala" a quarterly journal was also brought out for students to improve their creative ability and writing. The library collection grew to 5000 and 12,000 books in 1945 and 1955 respectively. Since then there is consistent growth in collection of the library with rich and valuable collection built over seven decades has some of the rare reference materials and several important journals. Today, the Central Library's collection exceeds 214622 records including books, reports, theses, dissertations, and bound journals, manuscripts, albums, pamphlets, maps, charts, audio/video cassettes, gramophone records, CDs/DVDs, Atlas, Slides, e- resources and many more. (<http://www.banasthali.org/home>)¹¹

Avinashilingam Institute for Home Science and Higher Education for Women has referred to as Avinashilingam University. It is a woman's only located at Coimbatore in Tamil Nadu, India. It was separated in June 1987 from University of Madras. Now it is the largest institution for imparting home science education. It offers under graduate and post graduate degree course. Its motto is "seek and you shall find".

Library: Library is the power house of the University. Library is situated in the heart of the campus incorporating the modern technologies so as to provide the readers right information at the right time. It collects, manages and disseminates the information to its users

according to their need. The library grew parallel to the development of the Institution. (<http://www.avinuty.ac.in>)¹²

Table 1 shows about the infrastructure of the libraries of Banasthali University and Avinashilingam University in a comparative way. The physical area of BU library is 33829sq.ft while AU library physical area is 17500sq.ft. The data show both the libraries have good and appropriate building for library but BU has a large building for library according to AU. BU library use LIBSYS software while AU library use KOHA and both libraries have digital library also. Both libraries serve all conventional library services and online services also with the quality based services. BU library has 26 staff for library services while AU library has 15 staff. 9000 users are registered in BU library and AU has 3662 users registered. Both the libraries have library committee but in terms of TQM in library, BU library has TQM implemented partially while AU has not TQM implemented. So it could be seen the both the university libraries are in well condition according to their own status except to TQM implementation condition.

Table 2 shows the availability of library conventional services provided by Banasthali University and Avinashilingam University libraries. It can be seen that almost all conventional services are providing by both the libraries except indexing/ abstracting services and individual alert services, which provides by Avinashilingam University library only.

Table 3 shows the comparison between non-conventional services provides by both the libraries, but the response is similar as seems in table. Both the libraries serve all the non-conventional services including OPAC, CD-ROM database, and content pages, e-reference, online access, Internet, e- journals, access through library portal and other library databases also. Only other library database do not access by BU library.

Table 4 is about the library collection availability. It shows that BU library has 214622 collection including 186276 books, 325 journals subscribe, 17112 back volumes, 19 magazines, 3157 theses and dissertations, 12 news papers, 5703 reports, 05 manuscripts and 2013 e- resources while AU library has 170972 collection including 135330 books, 250 journals subscribe, 13293 back volumes, 40 magazines, 8996 theses and dissertations, 20 news papers, 10643 reports, 2050 e- resources and 350 special collection. According to data BU library has more books rather than AU library but in other collection AU library has more according to BU library. AU library has not manuscripts collection but it has 350 special collections also.

Table 5 shows the detail of respondents from both library staff as BU library has total 26 staff and questionnaire distributed to all staff members but received questionnaire is 20 only that is 76.92% response has been received while AU has 15 staff in library and questionnaire distributed to all staff as but

Table 1: Physical Infrastructure of the libraries is giving below

| Infrastructure of library | BU | AU |
|----------------------------------|------------------|------------------|
| Physical Area | 33829 sq. ft | 17500 sq. ft |
| Working hours | 8:00 am- 9:00 pm | 9:00 am- 8:00 pm |
| Automated library | Yes | Yes |
| Library automation software | LIBSYS | KOHA |
| Digital library | Yes | Yes |
| Conventional services | Yes | Yes |
| Online services | Yes | Yes |
| Quality in services | Yes | Yes |
| Library staff | 26 | 15 |
| Strength of users | 9000 | 3662 |
| Library committee | Yes | Yes |
| Implementation of TQM in library | Yes (Partially) | No |

Table 2: Library Services

| Services of library | BU | AU |
|---|-----------|-----------|
| CAS/SDI | Yes | Yes |
| Indexing/Abstracting | No | Yes |
| Bibliographic | Yes | Yes |
| Reprographic | Yes | Yes |
| News paper clipping | Yes | Yes |
| Inter library loan | Yes | Yes |
| Generate reminder for overdue books | Yes | Yes |
| Provide recent additions list | Yes | Yes |
| Provide individual alert services | No | Yes |
| Status of issue/return date provided to users | Yes | Yes |

Table 3: Non- conventional (Online) services

| Non- conventional services | BU | AU |
|---|-----------|-----------|
| OPAC | Yes | Yes |
| CD-ROM Database | Yes | Yes |
| Content pages | Yes | Yes |
| E-reference | Yes | Yes |
| Online access to databases | Yes | Yes |
| Access to internet in library | Yes | Yes |
| Access to other library database | No | Yes |
| Access to e- journals | Yes | Yes |
| Access to internet resources through library portal | Yes | Yes |

Table 4: Library Collection

| Collection of library | BU | AU |
|------------------------------|---------------|---------------|
| Books | 186276 | 135330 |
| Journals subscribed | 325 | 250 |
| Back volumes | 17112 | 13293 |
| Magazines | 19 | 40 |
| Theses/ dissertations | 3157 | 8996 |
| News papers | 12 | 20 |
| Reports | 5703 | 10643 |
| Manuscripts | 05 | 00 |
| e- collection | 2013 | 2050 |
| Others | 00 | 350 |
| Total | 214622 | 170972 |

Table 5: Detail of respondents from Library Staff

| Respondents | Total | | Questionnaires distributed | | Response | | Percentage | |
|--------------------|--------------|-----------|-----------------------------------|-----------|-----------------|-----------|-------------------|-----------|
| | BU | AU | BU | AU | BU | AU | BU | AU |
| Library Staff | 26 | 15 | 26 | 15 | 20 | 10 | 76.92% | 66.66% |

Table 6: Quality in job

| Statement | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|---|-----------------------|--------------------|---------------------------|----------------------|-----------------------------------|--------------------|-------------------------|------------------------|--------------------------|------------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| I feel the delivery of services in my library is the quality based services | 14 | 4 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| I feel the library is based on user focus | 14 | 2 | 6 | 8 | 0 | 0 | 0 | 0 | 0 | 0 |
| There is regular process of improvement | 12 | 0 | 6 | 8 | 0 | 2 | 2 | 0 | 0 | 0 |
| The library has staff management | 8 | 2 | 12 | 6 | 0 | 0 | 0 | 0 | 0 | 2 |
| I am satisfied with utilization of resources | 8 | 0 | 10 | 8 | 2 | 2 | 0 | 0 | 0 | 0 |
| I feel quality planning for every task | 8 | 0 | 12 | 10 | 0 | 0 | 0 | 0 | 0 | 0 |
| I find quality supervision | 10 | 0 | 6 | 6 | 2 | 2 | 2 | 2 | 0 | 0 |
| I agree with adequacy of resources and equipment for staff | 6 | 0 | 12 | 8 | 0 | 2 | 2 | 0 | 0 | 0 |
| Total Average score | 10 (50%) | 1 (10%) | 8.75 (43.75 %) | 7.5 (75%) | 0.5 (2.5%) | 1 (10%) | 0.75 (3.75%) | 0.25 (2.5%) | 0 | 0.25 (2.5%) |

received questionnaire is 10 that is 66.66% response received from the all staff.

Table 6 show the responses on many statements under quality in job from the library staff these are 50% staff

from BU library are strongly agree with quality in their job while only 10% staff from AU library are strongly agree, 43.75% are agree from BU library while 75% staff are agree from AU library, 2.5% BU library staff are neither

Table 7: Job satisfaction

| Statement | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|--|------------------------------------|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|-----------------------------|-----------------------------------|----------------------------------|------------------------------------|----------------------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| I get leave easily when I need | 6 | 2 | 5 | 6 | 1 | 1 | 0 | 1 | 8 | 0 |
| There is appropriate facilities for health centre, child care centre | 5 | 6 | 1 | 1 | 2 | 2 | 2 | 0 | 10 | 1 |
| I have never feel harassment situation in my job | 12 | 8 | 4 | 2 | 0 | 0 | 2 | 0 | 2 | 0 |
| I am satisfied with my job timing | 8 | 10 | 8 | 0 | 0 | 0 | 4 | 0 | 0 | 0 |
| I am satisfied with my job position according to my qualification | 12 | 6 | 2 | 2 | 4 | 0 | 2 | 0 | 0 | 2 |
| I am satisfied with my salary and periodical increments | 12 | 8 | 4 | 2 | 2 | 0 | 0 | 0 | 0 | 2 |
| I am satisfied with my work place environment | 14 | 6 | 2 | 4 | 2 | 0 | 2 | 0 | 0 | 0 |
| Total Average score | 9.85 (49. 25%) | 6.57 (65. 7%) | 3.71 (18. 55%) | 2.42 (24. 2%) | 1.57 (7.8 5%) | 0.42 (4.2 %) | 1.71 (8.5 5%) | 0.14 (1.4 %) | 2.85 (14. 25%) | 0.71 (7.1 %) |

Table 8: Human development opportunities in job

| Statement | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|---|---------------------------|-------------------------|----------------------------|---------------------------|----------------------------|--------------------------|--------------------------|----------|--------------------------|---------------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| I have opportunity in my job for using independent ideas and action | 8 | 4 | 8 | 2 | 2 | 2 | 0 | 0 | 2 | 2 |
| I learn new skills while I am on job | 6 | 8 | 12 | 2 | 2 | 0 | 0 | 0 | 0 | 0 |
| I am consulted before any decision is taken in the library | 2 | 6 | 12 | 2 | 4 | 0 | 0 | 0 | 0 | 2 |
| My library encourages me to participate in management of library | 4 | 6 | 10 | 2 | 2 | 0 | 2 | 0 | 0 | 2 |
| I am encouraged to participate in seminars/workshops/conferences | 4 | 6 | 12 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Average score | 4.8 (24 %) | 6 (60 %) | 10.8 (54 %) | 2.4 (24 %) | 2 (10 %) | 0.4 (4%) | 0.4 (2%) | 0 | 0.4 (2%) | 1.2 (12 %) |

agree nor disagree while 10% AU library staff for same response, only 3.75% BU library staff are disagree and 2.5% AU library staff are disagree but nobody responded for strongly disagree from BU library staff while only 2.5%

AU library staff are strongly disagree on the quality in their job.

Table 7 is about the responses on many statements under the job satisfaction from the library staff, these are

Table 9: Total no of respondent form library users

| Status | Questionnaire distributed | | Response | |
|------------------------------|---------------------------|------------|-------------------|------------------|
| | BU | AU | BU | AU |
| PG Students | 70 | 70 | 70 (70%) | 70 (71.43%) |
| M.Phil/PhD Research scholars | 20 | 20 | 20 (20%) | 20 (20.41%) |
| Teaching Faculty | 05 | 05 | 05 (05%) | 04 (4.08%) |
| Non- Teaching Staff | 05 | 05 | 05 (05%) | 04 (4.08%) |
| Total | 100 | 100 | 100 (100%) | 98 (100%) |

Table 10: Statement: users are satisfied with the following facilities provided in the library

| Physical facilities | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|----------------------------|----------------------------|----------------------------|----------------------------|-------------------------|----------------------------|----------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| Reading room | 60 | 51 | 34 | 37 | 06 | 09 | 00 | 00 | 00 | 01 |
| Internet Lab | 32 | 16 | 45 | 47 | 18 | 25 | 03 | 07 | 00 | 04 |
| Study Environment | 46 | 48 | 28 | 28 | 11 | 21 | 14 | 00 | 00 | 00 |
| Adequate Equipments | 35 | 27 | 31 | 39 | 16 | 25 | 15 | 06 | 00 | 01 |
| Library time | 46 | 42 | 20 | 29 | 15 | 15 | 15 | 09 | 04 | 03 |
| Seating arrangements | 48 | 48 | 21 | 35 | 16 | 14 | 12 | 01 | 00 | 00 |
| Lighting | 51 | 53 | 22 | 36 | 13 | 04 | 11 | 04 | 04 | 00 |
| Fans | 47 | 52 | 20 | 35 | 16 | 07 | 14 | 03 | 02 | 00 |
| Cleanliness | 42 | 58 | 22 | 26 | 15 | 09 | 14 | 01 | 02 | 00 |
| Drinking water | 40 | 11 | 20 | 25 | 19 | 18 | 12 | 26 | 05 | 15 |
| Toilets | 35 | 09 | 15 | 15 | 16 | 25 | 19 | 28 | 11 | 19 |
| Total Average score | 43.81 (43.81 %) | 37.72 (38.49 %) | 25.27 (25.27 %) | 32 (32.65 %) | 14.63 (14.63 %) | 15.63 (15.94 %) | 11.72 (11.72 %) | 7.72 (7.87 %) | 2.54 (2.54 %) | 3.90 (3.97 %) |

49.25% staff from BU library are strongly agree with satisfaction in their job while 65.7% AU library staff are strongly agree, 18.55% are agree from BU library while 24.2% staff are agree from AU library, 7.85% BU library staff are neither agree nor disagree while 4.2% AU library staff for same response, 8.55% BU library staff are disagree and only 1.4% AU library staff are disagree but 14.25% staff are strongly disagree from BU library while 7.1% AU library staff are strongly agree on the job satisfaction.

Table 8 show the responses on the statements under the Human development opportunities in job from the library staff, these are only 24% staff from BU library are strongly agree with Human development opportunities in job while 60% AU library staff are strongly agree, 54% are agree from BU library while 24% staff are agree from AU library, 10% BU library staff are neither agree nor disagree while only 4% AU library staff for same response, 2% BU library staff are disagree and nobody responded from AU library staff for disagree but only 2% staff are strongly disagree from BU library and 12% AU

library staff are strongly agree.

The table gives the detail of respondents from library users that is total 100 questionnaires was distributed in each libraries and BU library users give the 100% response while AU library users give 98 questionnaires back. Users has been divided in four categories for questionnaire distribution as 70 users from PG students, 20 from M.Phil/PhD Research scholars, 5 from teaching faculty and 5 from Non- Teaching Staff out of 100 from both university libraries.

Table 10 shows the response from library user on satisfaction with the physical facilities including reading room, internet lab, study environment, adequate equipments, library timing, seating arrangements, lighting and fans, drinking water, toilets and cleanliness etc. provided in the library that is 43.81% users are strongly agree from BU library while 38.49% are strongly agree from AU library, 25.27% users are agree from BU library and 32.65% are agree from AU library, 14.63% BU library users are neither agree nor disagree and 15.94% AU library users responded on same option, 11.72% BU

Table 11: Staff attitude among users

| Statement | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|--|----------------------------|----------------------------|---------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------|-------------------|--------------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| I am helped by library staff in getting relevant information for my study | 52 | 31 | 26 | 41 | 17 | 21 | 04 | 05 | 02 | 01 |
| The behavior of library staff is supportive, polite and friendly to users | 41 | 30 | 29 | 38 | 18 | 27 | 12 | 02 | 01 | 03 |
| The communication is possible between staff and user without any interruptions | 40 | 28 | 27 | 50 | 15 | 18 | 17 | 03 | 02 | 01 |
| There is assurance about staff availability in any time library working hours | 31 | 43 | 36 | 38 | 18 | 16 | 14 | 03 | 02 | 00 |
| There is assurance about staff knowledge, skills and attitude | 28 | 27 | 36 | 48 | 18 | 24 | 16 | 00 | 03 | 00 |
| The personalized and individualized service provide by staff to users | 30 | 21 | 36 | 43 | 18 | 30 | 16 | 04 | 02 | 00 |
| Library staff is moderate and well aware about Information Technology | 37 | 33 | 23 | 39 | 27 | 26 | 13 | 01 | 01 | 01 |
| Library staff provides quality in services to users | 35 | 30 | 27 | 45 | 16 | 24 | 19 | 00 | 03 | 01 |
| Total Average score | 36.75 (36.75 %) | 30.37 (30.98 %) | 30 (30%) | 42.75 (43.62 %) | 18.37 (18.37 %) | 23.25 (23.72 %) | 13.87 (13.87 %) | 2.25 (2.29 %) | 2 (2%) | 0.87 (0.88 %) |

library users are disagree while 7.78% AU library users are disagree.

Table 11 shows the response on satisfaction with Staff attitude to users that is 36.75% users are strongly agree from BU library while 30.98% are strongly agree from AU library, 30% users are agree from BU library and 43.62% are agree from AU library, 18.37% BU library users are neither agree nor disagree and 23.72% AU library users responded on same option, 13.87% BU library users are disagree while 2.29% AU library users are disagree, only 2% BU library users are strongly disagree and only 0.88% are strongly disagree from AU library.

Table 12 shows the response on satisfaction with library services provided to users by both libraries that is 27.18% users are strongly agree from BU library while 20.30% are strongly agree from AU library, 25.27% users

are agree from BU library and 38.86% are agree from AU library, 23.27% BU library users are neither agree nor disagree and 23.56% AU library users responded on same option, 13% BU library users are disagree while only 6.02% AU library users are disagree, only 4% BU library users are strongly disagree while 2.13% AU library users are strongly disagree.

Table 13 shows the response on delivery of library services to users by both libraries that is 25.5% users are strongly agree from BU library while 29.59% are strongly agree from AU library, 29.5% users are agree from BU library and 37.24% are agree from AU library, 28% BU library users are neither agree nor disagree and 19.89% AU library users responded on same option, 7% BU library users are disagree while only 3.06% AU library users are disagree, only 1.5% BU library users are

Table 12: Statement: users are satisfied with the following services provided by library

| Library services | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|-------------------------------|------------------------|-----------------------|------------------------|------------------------|----------------------------|------------------------|------------------|---------------------|-------------------|----------------------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| CAS/SDI | 26 | 12 | 31 | 47 | 25 | 22 | 04 | 04 | 02 | 02 |
| Indexing/Abstracting services | 25 | 17 | 24 | 44 | 28 | 18 | 14 | 06 | 02 | 01 |
| Quick reference service | 27 | 27 | 29 | 40 | 22 | 20 | 10 | 04 | 03 | 00 |
| Photocopying service | 35 | 27 | 22 | 36 | 20 | 22 | 16 | 07 | 03 | 02 |
| Binding service | 23 | 13 | 32 | 43 | 24 | 23 | 13 | 10 | 04 | 07 |
| Internet access | 29 | 25 | 22 | 37 | 31 | 19 | 15 | 09 | 01 | 02 |
| Online SDI Services | 24 | 14 | 24 | 32 | 30 | 27 | 11 | 07 | 04 | 03 |
| OPAC Services | 29 | 35 | 23 | 35 | 18 | 18 | 17 | 03 | 05 | 01 |
| Online database | 29 | 21 | 26 | 33 | 18 | 27 | 16 | 03 | 04 | 02 |
| Extension service | 25 | 14 | 26 | 40 | 20 | 27 | 11 | 04 | 08 | 01 |
| Translation service | 27 | 14 | 19 | 32 | 20 | 31 | 16 | 08 | 08 | 02 |
| Total Average score | 27.18 (27.18 %) | 19.90 (20.30%) | 25.27 (25.27 %) | 38.09 (38.86 %) | 23.27 (23.27 %) | 23.09 (23.56 %) | 13 (13 %) | 5.90 (6.02%) | 4 (4%) | 2.09 (2.13 %) |

Table 13: Delivery of library services to users

| Statement | Strongly agree | | Agree | | Neither agree nor disagree | | Disagree | | Strongly disagree | |
|--|----------------------|---------------------|----------------------|-----------------------|----------------------------|-----------------------|----------------|-------------------|---------------------|-----------|
| | BU | AU | BU | AU | BU | AU | BU | AU | BU | AU |
| There is reliability in delivery of promised library services accurately | 6 | 5 | 4 | 0 | 25 | 9 | 4 | 3 | 1 | 0 |
| Users are satisfied with responsiveness and rapidity in providing library services | 25 | 33 | 25 | 33 | 31 | 20 | 10 | 03 | 02 | 00 |
| Total Average score | 25.5 (25.5 %) | 29 (29.5 9%) | 29.5 (29.5 %) | 36.5 (37.2 4%) | 28 (28 %) | 19.5 (19.8 9%) | 7 (7%) | 3 (3.0 6%) | 1.5 (1. 5%) | 00 |

strongly disagree while 00% AU users are strongly disagree for satisfaction on delivery of library services.

CONCLUSION

To completion of this study there are three types of questionnaires have prepared and distributed to librarian, library staff and library users respectively. Filled questionnaires given the data and facts about the satisfaction level from library staff and library users on various aspects of library. On the basis of received data the study tries to do comparison between Banasthali University library and Avinashilingam University library. Both the universities are deemed university in status actually and found in well condition on their own status.

On the comparison of infrastructure both the libraries has good infrastructure including physical area of library, working hours, internet lab etc. both libraries has automated and digitized also and providing quality in services to their users. In terms of library services both libraries serves almost similar services including traditional and online services. In collection the study found much less differences between BU library and AU library.

On the basis of staff response the study found that approximately all staff members are agree on the quality in their job and satisfied with their job in both the libraries. They have got opportunities to human development also in their job duration. In terms of users response on library services the study found that more than half user respondents are satisfied with the physical facilities from both the libraries including reading room, internet lab, study environment, equipments, library timing, seating arrangement and so on. Staff attitude also good among users and mostly users are also agree with the friendly and helpful attitude of staff. More than half respondents are satisfied with library services but some users are not aware about all library services and almost same response on delivery of library services.

The study concludes that the Deemed Universities exclusively for women's in India are in good condition on the way of facilities and services. The libraries are always ready to fulfill their users need. Users are also satisfied with the library collection services and system. On the TQM implementation, the Banasthali University library has TQM implemented partially but Avinashilingam University has not TQM implemented but that is not affected on library services actually because these are manage and update the library services in quality aspects and try to do improvement continuously which is the main job of Total Quality Management in Libraries.

SUGGESTIONS

- No. of computer should be increase according to strength of users.
- Internet services should be improved.
- OPAC system should be improved.

- Latest books should be updated in salves for issue to users.
- Library should be opened for 24 hours.

ABBREVIATIOS

| | | |
|--------------|---|--|
| TQM | = | Total Quality Management |
| BU | = | Banasthali University |
| AU | = | Avinashilingam University |
| CD | = | Compact Disk |
| DVD | = | Digital Versatile Disk |
| CAS | = | Current Awareness Service |
| SDI | = | Selective Dissemination of Information |
| OPAC | = | Online Public Access Catalog |
| e-reference | = | Electronic reference |
| e-journal | = | Electronic journal |
| e-resources | = | Electronic resources |
| e-collection | = | Electronic collection |
| PG | = | Post Graduate |
| M.Phil | = | Master of Philosophy |
| Ph.D | = | Doctor of Philosophy |

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