

# DOCUMENTATION PROCEDURES FOR IMPLEMENTATION OF ISO 9001:2000 QUALITY MANAGEMENT SYSTEM IN ACADEMIC LIBRARIES

Shripad Vasantao Chandratre \*

\* **Librarian,**  
G.E.Society's H.P.T.  
Arts and R.Y.K.  
Science College,  
Nashik, Maharashtra,  
India.

QR Code



**Abstract:-** *This article discusses the basic knowledge and importance of documentation in the procedure of quality management system in the academic libraries. The procedures of many aids are published in library and information science sector; researcher documented the existing procedures of Bhausaheb Vartak Library (B.V.L.). The procedures are documented by consulting thoroughly the persons who are actually following them. The procedures are first drawn in flow charts to make the picture clear and then documented on the basis of format given in ASLIB guide.*

**Keywords: -** Quality Assurance Management System, ISO 9000, performance indicators for libraries, Documentation.

## Introduction: -

Library is a service organization designed to preserve and facilitate the use of graphic records. It is concerned with the communication of knowledge, ideas and thought.

The main function of a library is the collection and preservation of knowledge for its dissemination to all or to the needed people. They offer books and journals to their users and concentrate on basic library and information activities, namely collection development, processing, organization of the collection and provide services to the right person in the right form and at the right time. The basic aim of a

good library is to disseminate knowledge recorded in different medias. Library is the temple of knowledge and people visit the library to acquire knowledge.

Modern libraries and information centers are the warehouse of information. There is a shift in the focus of libraries now, from processes and outcomes to user satisfaction and quality. A user gets satisfied when the library is able to meet his/her expectations or actual needs. It resulted in the introduction of quality concepts in libraries and information centers. Due to the globalization of information, computerization and networking competition

from the information providers demands of founders, new alternatives and choices of users have prompted the libraries to develop services and programs are more in tune with the needs of the users.

In the present of tight competition, according to Snoj and Petermance the libraries face many challenges'. These challenges are Rising user expectations, Rising user sensitivity and reactions, Rising use of information technologies, Globalization of information supply, Rising needs of users, Rising user awareness about library services., Increase in the cost of information, information technology, information processing and retrieval, Reduction in financial support and need to find alternate sources of income.

Therefore, libraries are now more concerned about the library customers, their satisfaction, and the quality of library and information products and services, and their marketing libraries have to go to the users and offer the products and services to them. In order to have quality in libraries or to satisfy the users, the libraries have to focus and use modern methods of management like implementation of national or international quality standards like ISO 9000, ISO 9001 etc. total quality management techniques, system analysis.

#### **Need and Scope of the Study:-**

To implement quality assurance management system in any organization, one

of the major task is documentation of the procedures. The purpose of documentation is not only to Satisfy ISO 9000 Standards, but in fact primary objective of documentation is to achieve the quality characteristics of the product, which will satisfy the customer.

Documented procedures are at heart of the quality system. They are the documents, which tell staff how to follow a quality system day to day in their own work. The ISO 9000 standards focus on documentation to ensure quality systems are in place. Documentation of procedures is a framework, a foundation of quality system. Once the procedures are documented, on that basis the improvements to procedure can be made. And to do this, it is necessary to document the excise's procedures while documenting procedures a clear picture of Organization emerges. Bringing quality in Libraries is not an easy task it takes considerable amount of time and involvement of total organization to implement the quality assurance management system. It is not possible for a single person it is teamwork activity. To move up one step towards the quality assurance management system an attempt is made by researcher to document present existing procedures of Gokhale Education Society's HPT Arts & RYK science college library namely "Bhausahab Vartak Library" (BVL), Nashik (Maharashtra state) where the researcher was completed his B.LIB. I. SC. and at presently working as a Librarian in this library.

The quality of the activities is affected if the procedures are not followed perfectly. So there is a need to implement the procedures accurately which is laid down according to standard. Therefore researcher prepared documentation of the activities rendered by “Bhauasaheb Vartak Library” He has considered the following activeness for documentation.

- 1) Acquisition of materials
- 2) Processing section.
- 3) CAS / Information display & Notification section.
- 4) Journal procurement and processing.
- 5) Correspondence regarding non – receipts of journals.
- 6) Circulation of documents.
- 7) General Administration of library.

**Objectives of the study: –**

In view of the improving library services in context to quality assurance management system in the following objectives were set –

- 1) To study historical background of the quality systems.
- 2) To study the quality, quality assurance management system ISO 9000 and total quality Management.
- 3) To study application of these systems in library & information service sector.
- 4) To draw flow charts of these procedures to make picture clear by consulting the persons who are actually following these processes.

- 5) To document the processes of “Bhauasaheb Vartak Library” according to guidelines given in ISO 9004-2.

**Research Methodology: -**

In India several libraries have obtained ISO certification as a part of its parent organization. “Bhauasaheb Vartak Library” is a well known & good collection academic library of G .E. Society’s HPT Arts & RYK science college, Nashik. Our Gokhale Education society & its affiliated colleges are ISO 9001: 2000 certified. ISO 9001: 2000 standard does not stipulate any particular format for documentation of library procedures. So, for the preparation of flowcharts and documentation of library procedures the ASLIB Guide format was used which is prepared by Ellis and Norton.

**Literature search: -**

1. IFLA and ISO had also developed a standard set of performance indicators for libraries. They are – Relevance in collection development, Degree of satisfaction of users, Hours, of opening, average delay between ordering and its availability on shelves, percentage of requested items actually obtained by users.
2. Kyrillindou presented the proceedings of the symposium and provided the abstracts of the papers discussed. Measuring the performance of processes and staff is also necessary to improve the services. Special methodologies like SERVQUAL; LIBQUAL+

etc. can also be used for ascertaining the views of the users. SERVQUAL is an internationally recognized tool for measuring service quality and it is heavily used in marketing research to assess the quality of products & services. It contains 22 items grouped under five quality dimensions namely- Tangibles - Physical facilities and appearance of personnel, Reliability – ability to perform the promised service dependably and accurately, Responsiveness – Willingness to help customer & provide prompt service, Assurance – knowledge and courtesy of employees and their confidence. Empathy – caring, individualized attention the time provides to its customers.

3. Snoj and petermance also developed a special tool for assessing the overall service quality in libraries in Slovenia, which contain 45 items grouped under five quality dimensions, namely physical surroundings, equipment and information technology, collection and library services, and staff. They refined that ‘staff’ is the important dimension affecting library service quality.

4. The guide published by FID is based on the project entitled ‘preparation of guidelines for the improvement of certifiable quality. The documentation of procedures is recommended under six headings, which are 1) purpose, 2) Target group/validity/parameters, 3) Definition, 4) Responsibility . Examples of actual d ocumentation of the above selected LIS function is given.

5. Another guide published by ASLIB is based on experience from implementation of ISO 9000 in authors Management Information centre. Institute of Management, London. Help was also taken from Peter Brophy and Kate Culling of library of University of central Lancashire, where ISO 9000 is implemented.

They discuss quality system requirements in detail with examples in context to library. Checklist of each requirement is given in the form of question. The library activities are drawn in flowchart. Documentation of library activities i.e. procedures and process, is thoroughly discussed with examples. The documentation is done under seven heads, which are – 1) Purpose – This outlines the objectives of the particular procedure. 2) Scope – This describes the specific area of activity and the personnel to which it applies. 3) Definition- Included here are any words, terms or abbreviations which may not be understood or made clear in the procedure. 4) References – This is a list of other documents referred to in the procedure or which may relate in same way to the activity. 5) Responsibilities- This establishes the responsibilities and authority of the personnel carrying out the procedure. 6) Procedure – This explains who does what, how, where & when i.e. the actual work instructions. 7) Appendices- In appendices attachments are example forms, which must be completed as part of the procedures. The present work of the researcher is based mainly on this guide.

**Documentation procedures of G. E. Society’s HPT Arts & RYK Science College Library (BVL) for ISO 9001:2008 Quality Management System :-**

Researcher has tried to document day-to-day activities of BVG library which has impact on quality of customer services. The ISO 9000 standard does not have any particular format or flow chart for the procedures. According to the ISO 9000 document, “Procedures are written statements which specify the purpose and scope of activities in the service organization to meet customer needs. They define how the activities are to be conducted, controlled and recorded. Procedures should be agreed, be accessible to personnel and understood by all those who interface with their operation”.

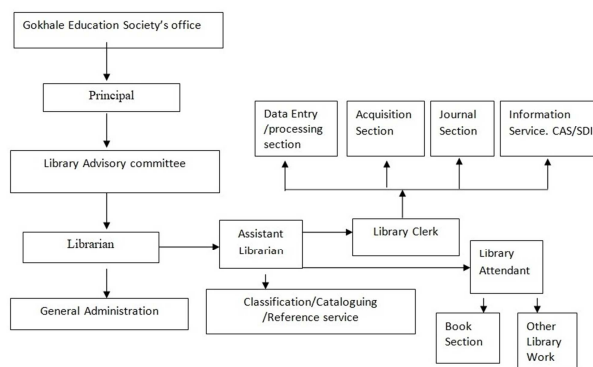
For writing the procedures of BVL researcher has taken the help of the aid ASLIB guide, for initial guidance.

The followings are the headings given under which procedure should be documented.

1. Purpose : This outlines the objectives of the particular procedure.
2. Scope: This describes the specific area of activity and the personnel to which it applies.
3. Definitions: Included here are any words, terms or abbreviations which may not be understood or made clear in the procedure.

4. References: This is a list of other documents referred to in the procedure or which may relate in some way to the activity.
5. Responsibilities: This establishes the responsibilities and authority of the personnel carrying out the procedure.
6. Procedure: This is the section which explains who does what, how, where and when the actual work instructions of the task to be performed.
7. Appendices: It may be useful to attach certain documents to the procedure or work instruction. For examples – Forms or performs which must be completed as part of the procedure, such attachments are listed in the appendices.

**The main activity of BVL (Bhousaheb Vartak Library) runs under the following flow chart which is given below.**



**The activity of each section is as follows: -**

- 1) **Administration Section:** - This section is looked after by the librarian with the help of a supporting staff including assistant

librarian, library clerk library attendant. The librarian is also responsible for all sections. All other library staff reports to librarian about library activities/works. The main activities of this sections are as follows: -

- Liaison with other sections of library and departments of the college.
- Follow up action of supply orders of books, Journals, e-resources, etc.
- Library building maintenance.
- General correspondence and file maintenance.
- Periodic stock verification.
- Library administration work.

**2) Acquisition Section: - This section looks after the acquisition of publication/ documents. The main activities of this section are as follows:**

- Selecting materials from University syllabus, Book review, Publisher Catalogue etc.
- Collection of suggestions received from staff, students etc. for documents/ publications.
- Checking these memos in supply orders.
- Sending these memos to Report and Book section for checking.
- Procurement of the publications/documents.
- Checking of the received documents/publications.
- Sending these publications to respective sections.

**3) Journal Section: - The following main activities are carried out in this section.**

- Collection of suggestions for journal titles from head of the departments.
- Determine its costs from the standard sources like from the vendors or publisher.
- Select the vendor based on vendor rating studies or other methods.
- Place the order.
- After receiving the journals/periodicals Preparation of one card for each journal for accession purpose and make data entry in journal database in serial control module according to department wise.
- Loose issues processing.
- Issuing Data maintenance.
- Non receipt correspondence.

**4) Processing Section: - This section gives the front line service of library. The variety of activities are carried out with the help of the accordingly. The following activities are comes under the processing section.**

- Supervision of the issuing, renewing and receiving of the books.
- Checking of the availability of the books in the library.
- Classification and cataloguing of the books.
- Reference service.
- Supervision on the maintenance of the reading hall.
- Inter library loan (ILL), resource sharing.
- Updating of the book database.
- Care of shelves and files.

- Photocopy and printing services.
- 5) Information Display & Notification Section:** - The following main activities carried out in this section.
- This section scans the content page of the journals and display on notice board.
  - Conducting reader's group activities.
  - CAS services like display of new arrival list on library notice board.
  - Display of career advertisement as well as job advertisement clippings.
  - Furnishing information about books, author, publishers etc.

All these activities are important to run the library successfully. It is very difficult to decide which are to be documented and which are not so researcher has tried to document the activities, which involves many steps and which are very important.

The activities, which are documented under each section, are listed as follows-

- 1) Acquisition Section: - The following activities are documented namely-**
- Acquisition of publication and
  - Checking of received publications.
- 2) Processing Section: - Only main activities of processing section are documented these are as follows-**
- Checking of availability of books
  - Classification of books
  - Updating records of received publications.
- 3) Journal section: Five activities are documented which are as follows-**

- Procurement of journals
- Preparation of one card for each journal for accession purpose as well as Data entry in journal database in serial control module
- Loose issues processing
- Checking of non-receipt of journal issues.
- Preparation of bound volumes.

**4) Circulation Sections: - The following two main activities are documented as follows**

- 
- Charging of documents/ publication from circulation counter
  - Discharging of documents/ publications.

**5) Information display & notification section:- Only main activities of information display & notification section are documented which are –**

- Scanning the content pages of subject interest of the journals and display on bulletin board/ library notice board
- Display of new arrival list on library notice board
- Display of career advertisement, job advertisement clipping on the library notice board.

The activities listed above are first drawn into flow charts and documented according to the guidelines given in the guide written by Ellis, Debbie & Norton, Bob in his book title "Implementing BS 5750/ ISO 9000 in Libraries Published by ASLIB. .

**Conclusion:-**

The ISO 9000 standards focus on documentation in particularly the Quality Manual and Quality Procedures Manual to ensure quality system are in place. The ISO 9000 series is written generically so that it can be applied to wider various types of organizations. The ISO 9000 guidelines are not developed nor intended to be mandates, just broad guidelines for developing quality system. It was observed that, when any organization awarded ISO certification the whole staff of the organization feels that, a strong quality culture developed due to the quality system. Internal audits, corrective action and training have resulted awareness of the quality system. Increased confidence in workmanship has resulted in a more confident staff. Problems are solved, not blamed on someone. Gaining clarity, improving efficiency and avoiding some common pitfalls are the result of certification.

As a result many aids are published in library and information science sector; researcher documented the existing procedures of Bhasusaheb Vartak Library (B.V.L.). The procedures are documented by consulting thoroughly the persons who are actually following them. The procedures are first drawn in flow charts to make the picture clear and then

documented on the basis of format given in ASLIB guide.

**References: -**

1. Bang, Tave et al. ISO 9000 for libraries and information centers: A guide report of a project supported by NORDINFO. FID occasional paper 13 .The Hague, FID, 1996 p.95.
2. Boelk, Joanne H. 'Quality improvement in libraries: TQM and related approaches. In Advances in Librarianship. V. 19 Ed by E Godden San Diego; Academic press, 1995. P. 43 – 83.
3. Busha, Charles H. and Harter, Stephen P. Research methods in librarianship: techniques and interpretation. New York, Academic Press, 1980 p 56-57
4. Ellis, Debbie & Norton, Bob. Implementing BS5750/ISO 9000 in libraries. London, ASLIB, 1996. P. IX, 123 & 84-87.
5. Kyrrillidou, Martha. Symposium on measuring Library service Quality. ARL Bimonthly Report, 215,2001.p.9-11
6. Meera, B.M. Performance measurement: A criteria for quality improvement in library and information service. Library science with a slant to Documentation and Information studies, 35 (03) 1998.p153-156.



7. Poll, R. Quality and performance measurement. British Journal of academic Librarianship, V. 8 (1), 1993 .p. 35-47.
8. Raina, Roshan. Total Quality Management in Library and information service. New Delhi, Infuse Inc, 1999. P.1-15.
9. Rowley, Jennifer. 'Implementing TQM in library services' ASLIB Proceedings, v. 48 (1) Jan 1996.P. 17-21.
10. Snoj, Boris and petermance, Zdenka. 'Let users judge the quality of library services', New library World. 102 (1168), 2001. P324.