

Introducing a Proper Total Quality Management Model for Libraries

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Abstract : Total quality management in libraries is of particular importance because high-quality libraries can facilitate the sustained development process in countries. This study has been conducted to examine the feasibility of implementation of total quality management in libraries of Sistan and Baluchestan and to provide an appropriate model for this concern. All of the officials and employees of Sistan and Baluchestan libraries (23 individuals) constitute the population of the study. Data gathering tool is a questionnaire that is designated based on ISO9000. The data extracted from questionnaires were analyzed using SPSS software. Results indicate that the highest degree of conformance to the 8 principles of ISO9000 is attributed to the principle of 'users' (69.9%) and the lowest degree is associated with 'decision making based on facts' (39.1%). Moreover, a significant relationship was observed among the items (1 and 3), (2 and 5), (2 and 7), (3 and 5), (4 and 5), (4 and 7), (4 and 8), (5 and 7), and (7 and 8). According to the research findings, it can generally be said that it is not eligible now to utilize TQM in libraries of Sistan and Baluchestan.

Keywords : quality management, total quality, university libraries, libraries management

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