A Study of Quality Indicators of NAAC and Its Relevance to the Library Management: A Case Study

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Abstract

Quality indicators are the guiding signals, those are taken in to consideration while improving the quality of products and services as it play significant role by providing much needed base for quality work. Library in Higher Education is a service providing unit to its users such as students, faculty members, researcher scholars, administrative staff members and outside visitors.

National Assessment and Accreditation Council (NAAC)[2] Bangalore has indentified, some unique dimensions as 'Quality Indicators', such as correctness, reliability, efficiency, integrity, flexibility, responsiveness, accountability etc. According to NAAC, every educational institution, which is looking for different aspects of quality in Higher Education imparted in senior colleges and universities, should develop their own approaches in accordance with these widely accepted quality indicators.

In this research work, attempt is made to study the 'Quality Indicators' suggested by NAAC and those are observed in Library Management of R. B. Madkholkar Mahavidyalaya Chandgad. It is also tried to assess the strengths and weaknesses of college library under study and finally suggestions are made to improve the quality of library services to be provided in feature.

Key wards: Quality Indicators, NAAC, Library Management, Library Services, Bench Marking, Users Satisfaction, Best Practices.

1. Introduction:

Quality indicators are the guiding signals, those are taken in to consideration while improving the quality of products and services as it play significant role by providing much needed base for quality work. Library in Higher Education is a service providing unit to its users such as students, faculty members, researcher scholars, administrative staff members and outside visitors. Today, the work of librarian and his staff members is not limited to issue of books and references to their users. Now, they are expected to provide right information to right users, at right time and also at right cost. It is the revolutionary approach expected today from modern library management by their modern users. Continuous feedback to know the complaints, suggestions, needs and requirements, use of ICT instruments and software to avail the updated required information are some of the important issues in this regard.

Quality services[1] those are provided to the library users are mostly depend up on organizational issues such as, how the organization (Institution) is structured and management is caring, accessible and approachable to all. Also it is depend up on the motivation given to the employees, their relation with colleagues. It is because the poor relations create a bad and unhealthy atmosphere and result in poor motivation. Working conditions such as numbers of hours worked, number of holidays given and the atmosphere in which they are asked to work are also affecting the degree of motivation. Obliviously clean, safe, specious, pleasant and healthy environment certainly helps to improve the quality of user services.

National Assessment and Accreditation Council (NAAC)[2] Bangalore has indentified, some unique dimensions as 'Quality Indicators', such as correctness, reliability, efficiency, integrity, flexibility, responsiveness, accountability etc. According to NAAC, every educational institution, which is looking for different aspects of quality in Higher Education imparted in senior colleges and universities, should develop their own approaches in accordance with these widely accepted quality indicators.

In Library Management, all the library related activities are expected to plan, execute, control and divert towards aims and objectives of the institution. When library activities are managed in accordance with these widely accepted 'Quality Indicators' fruitful results can be achieved successfully.

In this research work, attempt is made to study the 'Quality Indicators' suggested by NAAC and those are observed in library management of college under study. It is also tried to assess the strengths and weakness of college library under study and finally suggestions are made to improve the quality of library services provided in this college.

1.2. Review of Literature:

Review of literature with respect to Quality Indicators and function of the Library Department is taken in order to assess the existing status of research work in this regard. The review taken so far is as under:

Ram Dhani (1996)[5] in his research study advocates for automation of library activities in Higher Education Institution for speedy and accurate delivery of library services to the users in modern era. For this purpose author suggests the need for training to the library staff in handling the equipments and tools of ICT. **Nair Raman (1995)[6]** is also of the opinion that computerization, and storage technologies which are used for collection, strong

,organizing, processing, analyzing, presenting and disseminating huge quantum of updated information, is of immense importance for improving quality of library services, especially in academic libraries **Maharan and Panda (2001)[7]** have observed that, consistent performance evaluation of library staff- is very useful tool for quality improvement in library services. This helps in developing required skills and competencies of library staff in order to meet changing needs of libraries today. **Rashiwadekar Subhas (2008)[8]** observed that, senior college libraries, affiliated to Shivaji University Kolhapur are failed to provide moderate physical facilities to their users, such as safe, comfortable, well lighted and clean seating arrangement. According to him, these colleges are also note serious about providing much needed ICT facilities like INFLIBNET, WiFi, Internet, e-books and e-journals etc. which badly hampers on providing updated and quality library services to their users. **Khamkar and Diwatankar (2010)[9]** found that, electronically published materials have hugs impact up on libraries and librarianship as it solves many user related problems while disseminating various data and information to their users. It helps a lot in enhancing quality of services and improves efficiency in operational activities. **Prasad V.M. (2011)[10]** advocates that, in accreditation process evaluation of libraries is an essential component where the collection, services and their outreaching capacity are monitored. According to **Prof. Prasad**, libraries in senior colleges should always look forward in up grading and enhancing the quality of their services. Of course these services must be more convenient to access, cost saving, easily up dated and with use of emerging technologies.

1.3 Important Quality Indicators[3] and Its Relevance to Library Management:

In order to improve continuous quality in library of Higher Education Institution, following indicator is required to consider.

1. **Correctness:** The information and data made available by the library to its various stakeholders are fully correct and trustworthy.

2. **Reliability:** The data information services provided by the libraries are first hand, up to date and reliable.

3. **Efficiency:** The data information and services provided by the library are promptly, efficiently and completely.

4. **Integrity:** The data information and services provided by the library are fully secured from unauthorized access, free from danger and doubt.

5. **Maintainability:** Library management handles customer's complaint with courtesy, carefully promptly.

6. **Flexibility:** Library management is enough flexible in provide the necessary data, information and required services with easy access and beyond the formal time limit.

7. **Responsiveness:** Library staff is ready and willing to communicate and provide data, information and other library services to its stakeholders as per demand.

8. **Accountability:** Library management is always accountable to its various stakeholders for providing necessary library services as and when demanded.

1.4 Need of Quality Indicators in Library Management[4]

Significance or the need of Quality Indicators in Library Management may be described as under:

1. **Survival in Global Competition:** Globalization has changed educational environment with ever growing tough competition. Quality indicators are certainly helpful in enhancing the level of quality of library services which ultimately help its users to survive in global competition.

2. **Justice for Money and Time Spent:** Now a day, customers of Higher Education are more conscious about their right of getting value for the money and time spent by them. Quality Indicators are helpful in providing right information to right user at right time and with right cost.

3. **Bench Marking in Quality Standards:** Setting bench marking in quality standards and maintaining it continuously is a need of hour. Every library management, by taking in to consideration there quality indicators can successfully set their targets to achieve their ultimate aims and objectives.

4. **Accountability:** Every educational institution is accountable to its stakeholders in the terms of funds used on it. As all the stake holders in Higher Education have certain expectation from educational institution to shoulder the responsibility, likewise, library management is also expected to provide better library services to its users. Quality Indicators are very useful in this regard.

5. **Improvement in Moral of Employees:** Moral and motivation of employees in Higher Education Institution are entirely depending up on the service conditions and atmosphere provided to its employees and further quality of services provided by these employees are depend on moral and motivation perceived by them. In Library Management too, moral and motivation is significant factor which can be enhanced in the light of quality indicators.

6. **Enhancement in Goodwill:** Continues improvement in quality brings credibility, prestige and status of educational institution. Goodwill can be enhanced systematically and consistently by using quality indicators in library management.

7. **Building Image and Confidence:** Sustainable development in quality services provided by educational institution helps to build image and confidence in the mind of stake holders. In library management also, building the image and confidence in the mind of users is possible only when, library activities are performed in the light of quality indicators.

1.5 Objectives of Study:

This research study has been conducted in the light of following objectives.

1. To study whether NAAC suggested Quality Indicators are being observed by the Library Management of R. B. Madkholkar Mahavidyalya Chandgad and if yes to what extent these are being observed.

2. To study the strengths and weaknesses in observing NAAC suggested Quality Indicators for enhancing quality of library services in this college and to suggest remedies in this regard.

1.6 Research Methodology Used:

For the purpose of this research work, primary data have been collected from the library users in R. B. Madkholkar Mahavidyalya Chandgad. 10 out of 28 full time faculty members and 160 out of 1560 enrolled students for the academic year 2021-22 i.e. 170 candidates are selected as sample respondents with Simple Random Method. Primary data is collected from these respondents with precise interview schedule and it is analyzed with simple statistical tools and techniques.

2. Historical Background of R. B. Madkholkar Mahavidyalaya and its Library Management:
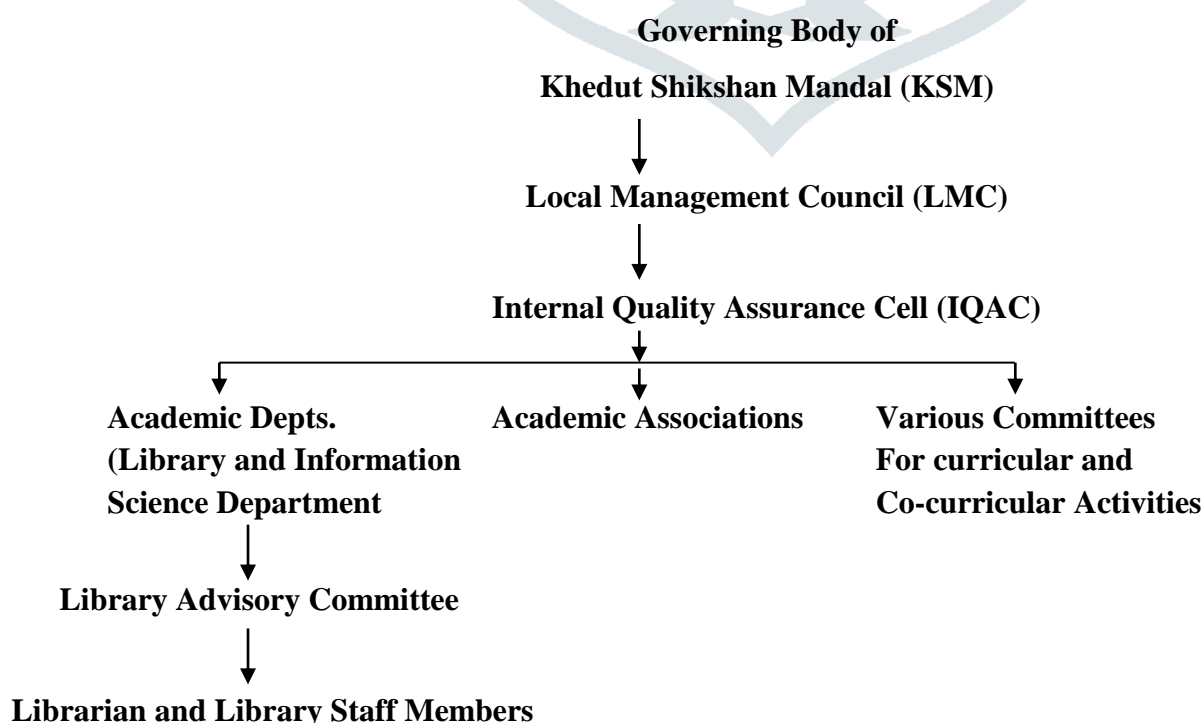
2.1 Profile of R.B. Madkholkar Mahavidyalaya, Chandgad:

R.B. Madkholkar Mahavidyalaya, Chandgad (previously known as Arts, Commerce, Science College, Chandgad) was established on 1st August 1998 by Khedut Shikshan Mandal, Kalkundri, Taluka Chandgad, District Kolhapur, a renowned and the oldest educational institution (established in 1953) under the able guidance and leadership of some followers of "Satya Shodhak Movement" of great social reformer 'Rashtrapita Jyotirao Phule'. Shri. R. B. Madkholkar is one of them. In the sweet memory of his contribution in the field of education, especially in Chandgad taluka, this college was renamed unanimously as 'R. B. Madkholkar Mahavidyalaya, Chandgad in the year 2008. This college is affiliated to Shivaji University Kolhapur and it has obtained 'Permanent Affiliation' from UGC under 2 (f) and 12(B) Clause of UGC Act 1956. The first phase of accreditation of this college, by NAAC was held in the year 2007 and had obtained 'B' Grade with 2.07 CGPA. The second phase of reaccreditation was held by the NAAC in December 2013 and awarded 'B+' Grade with 2.57 CGPA and the third phase of reaccreditation was successfully held by the NAAC in May 2019 and awarded 'B++' Grade with 2.79 CGPA.

Since the establishment, this college is imparting Higher Education for Bachelor Degree in Arts, Commerce and Science discipline. Apart from these traditional degree courses, 5 Career Oriented Certificate Courses and 3 Short Term Self Supporting Courses (Library Management Course is one of them) are being conducted successfully for last 14 years. At present 28 full time and 56 CHB faculty members, 24 administration staff members are engaged for imparting Higher Education to their more than 1500 students.

2.2 Library Management in R. B. Madkholkar Mahavidyalya Chandgad:

Structure of library management in any senior college, providing higher education is an important component of the whole educational process. The management structure of R. B. Madkholkar Mahavidyalya is described below:

Governing Body of

Khedut Shikshan Mandal (KSM)

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Local Management Council (LMC)

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Internal Quality Assurance Cell (IQAC)

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Academic Depts.	Academic Associations	Various Committees
(Library and Information		For curricular and
Science Department		Co-curricular Activities

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Library Advisory Committee

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Librarian and Library Staff Members

Above structure revels that Governing Body of Khedut Shikshan Mandal (KSM) is apex body which determines the aims and objectives of R. B. Madkholkar Mahavidyalaya Chandgad and accordingly issues the guidelines to the Local Management Council (LMC) to decide the plans and policies with regards to Higher Education to be provided and necessary infrastructure to be made available for imparting education through various courses. In consultation with Local Management Council (LMC), Internal Quality Assurance Cell (IQAC) in the college plan its department wise and committee wise various academic and other programs and activities for each academic year especially at the beginning of the year and allocate the same at the beginning of the year only. Of course, while planning the various activities, Core Values of NAAC, and Criterion Wise Key Aspects are taken into account. Quality Indicators suggested by NAAC and mechanism of performing the activities are explained from time to time clearly to the respective departments and committees performing the activities. Each department and committee has 'Advisory Committee' at ground level. Plans and programs are discussed thoroughly in periodical meetings and proper atmosphere, adequate motivation and support is provided to the staff of respective department to perform well planned activities is most effective manner.

In Library Department, Library Advisory Committee positively help to the Librarian and his staff by creating proper atmosphere and by giving adequate motivation and support, due to which library staff perform their activities effectively and efficiently in satisfaction of their users.

2.3 Best Practices Developed by R. B. Madkholkar Mahavidyalaya:

Library Management of R. B. Madkholkar Mahavidyalaya Chandgad has developed some best practices in observance of Qualities Indicators. These selected best practices are as under:

1. **Digitalization of Library:** College under study has made computerization of its operational activities with standard digital software entitled 'e-CAMPUS' and it is partially automated with WINDOW operating system.

2. **Adequate use of ICT Facilities:** Library of this college under study has been using ICT facilities since the academic year 2011-12. Network Resource Centre, internet connection, INFLIBNET and WiFi facilities, LCD projector, LAN system, e-Resources like e-Books (3100000+), e-Journals (6000+) and 90+ Academic CD's etc. facilities are being provided in order to improve quality of library services.

3. **Career and Employment Information System:** Library Management of this collage has provided adequate resources for availing employment information and career development. Selected 8250 Books, 42 Periodicals, 3 Nationwide News Papers, well developed Network Resource Centre, Reading Room facility and competent faculties are provided for this purpose.

4. **Information Literacy Program:** At the beginning of each academic year, library staff conducts Information Literacy Program for each class of students and faculty members. Information about present library resource and use of ICT instruments are given to library users.

5. **Suggestion Box and Grievance Redressal:** Library Management has made provision of Suggestion Box Grievance Redressal System through which users deliver their suggestions and complaints and help to develop the quality of library services.

6. **Display of New Arrivals:** Books and References newly purchased are displayed at the centre place of library to attract the attention of users.

7. **Book Talk Meet:** Book Talk Meet is arranged periodically, especially on best selling and thought provoking copies.

8. **Book Exhibition:** Library Management of this college organizes yearly Book Exhibition for their students, especially at the time of College Anniversary Day and Annual Social Gathering.

9. **Publication of Sahitya Sourabh:** Since last decade Library Management have practice of publishing manuscript entitled 'Sahitya Sourabh' in which various kinds of writing from students are invited and published.

10. **Certificate Course in Library Management:** Library Management of this college has been conducting continuously Self Finance Certificate Course in Library Management under the affiliation of Shivaji University Kolhapur.

3. Data Analysis and Interpretation:

Data Analysis and Interpretation of it, with regards to Quality Indicators suggested by NAAC in Library Management of R. B. Madkholkar Mahavidyalya Chandgad is as under:

Table No.1 Quality Indicators with Regards to Library Management in R. B. Madkholkar Mahavidyalaya, Chandgad.

Sr. No.	Statement with Regards to Quality Indicators	Opinion Level					Total Score	Mean
		SA	A	N	D	SD		
1	Required data and information provided by library management is fully correct and trustworthy.	78	32	12	34	14	636	3.74
2	Required data and information provided by library management is first hand, update and reliable.	62	46	18	38	6	630	3.70
3	Data and information provided are safe and free from danger of unauthorised access.	42	48	56	8	16	602	3.54
4	Data, information and services are provided promptly, completely and efficiently.	58	30	12	32	38	548	3.22
5	Library Management takes the cognizance of and handles the complaints, suggestions etc. With due care, courtesy and immediately.	56	42	19	16	37	574	3.38
6	Library Management is enough flexible in providing library services beyond their formal time limit.	43	42	26	32	27	552	3.24
7	Library staff is always ready and willing to communicate and provide services promptly and easily.	54	48	12	28	28	582	3.42
8	Library staff is always accountable to its various stakeholders for providing necessary services in best possible manner.	62	58	8	27	15	635	3.73
	Average Total	**57**	**43**	**20**	**27**	**23**	**595**	**3.5**

3.1 Interpretation of Data Analyzed and Observations:

1. Statement of with regards to correctness and trustworthiness revels that, with 3.74 mean value, majority of the library users (74.80%) strongly believe that the data and information provided by the college library is very correct and trustworthy.

2. Statement with regards to reliability in data and information revels that with 3.70 mean value, majority of the library users (74%) believe that, the data and information provided by the library is quite reliable first hand and up to date.

3. Statement with regards to efficiency in library services states that, with 3.54 mean value, fair numbers (70.80%) of library users agreed that the library services provided in the college library are promptly and efficiently.

4. Statement with regards to safety of data and information states that, with 3.22 mean value, fair numbers (64.40%) of library users believe that, the data and information provided by the library management is safe and free from danger of unauthorized access.

5. Statement with regards to taking cognizance and handling the complaints and suggestions indicates that with 3.38 mean value, fair numbers of users (67.60%) believe that, library management takes the immediate cognizance and handles those complaints and suggestions promptly, with due care and courtesy.

6. Statement with regards to flexibility in providing library services revels that, with 3.24 mean value, fair numbers of library users (64.80 %) admitted that, library staff is enough flexible in providing library services beyond their formal time limit.

7. Statement with regards to readiness and willingness in easy and informal communication, with 3.42 mean value revels that fair numbers of library users (68.40%) believe that, library staff employed to the college library is always ready and willing to communicate easily and freely with them while providing necessary information and data.

8. Statement with regards to accountability towards library users with 3.73 mean value, majority of library users (74.60%) in R. B. M. College believe that library management and its staff is accountable to their various stakeholders for providing necessary library services with best possible manner.

3.2 Problems and Weaknesses with Regards to Observance of Quality Indicators in Enhancing Quality of Library Services:

1. **Lack of Adequate Funds:** Being R. B. Madkholkar Mahavidyalaya is a young and emerging senior college, the library of this college is facing financial problem which ultimately hamper on the development process.

2. **Lack of Sufficient Place:** Present library of this college has occupies space of 130 sq. meter which is quite in adequate to accommodate all types of library related needs of ever growing users.

3. **Inadequate Human Resource:** At present library staff of this college is limited in numbers. One librarian and two attendants are shouldering the responsibility of entire library section. This adversely affects on providing library services well with in time.

4. **Limited Numbers of Books and Periodicals:** Library of this college has limited numbers of References (8250) and Periodicals (42). This limits the scope of research work, which is being undertaken by the faculties and research scholars in this region.

5. **Less Flexibility in Providing Library Services:** As the data with regards to flexibility in providing library services revels, fair numbers of library users are experiencing rigidity with regards to time schedule and issue of books especially in examination period.

3.3   Strength of College Library:

1. **Permanent Affiliation with UGC:** R. B. Madkholkar Mahavidyalaya is permanently affiliated with UGC under 2 (f) and 12 (B) clause of UGC Act 1956. Therefore this college library has great opportunities for availing adequate finance to develop its infrastructure in near future.

2. **Proactive Approach of Mother Institute :** Khedut Shikshan Mandal (KSM), a Mother Institute of this college has a progressive attitude and proactive approach has been already acknowledged by earlier NAAC peer team visited to this college while accreditation and reaccreditation phases. This fact will motivate for further development in library services.

3. **Ever-Growing Numbers of Library Users:** Library users of this college have been increasing consistently year after year. At present 1560 students and 110 and above faculty members and administrative staff members are being accommodated satisfactorily. This number of users is likely to hike in future to a greater extent.

4. **Young Energetic and Motivated Staff:** Library staff of this college is young, energetic and adequately motivated with average age of 40 years. They have acquired necessary skills and competencies to handle ICT tools and software.

5. **Well Developed ICT Resources:** At present college library has been equipped with Network Resource Centre, Computerized with Standard Digital Software. Internet connectivity and LAN system is provided. INFLIBNET and WiFi facilities are made available. 6000 + e-Journals and 3100000 + e-Books are made available for the users in this region.

3.4   Suggestions for Library Management:

Following are the suggestions for Library Management of this college for better observance of Quality Indicators:

1. Sufficient numbers of employees are required to be recruited for providing expected more library services with in time.

2. Advanced training should be given to library staff in order to enhance their skills and competencies and improve their motivational aspects.

3. Sufficient amount of fund should be allocated to purchase new and development of existing library resources (including e-resources) as per the need and demand of ever-growing users in the region.

4. As existing library space is inadequate to accommodate all the sections in library and all the users in campus, additional infrastructure need to be developed to cope with changing needs of users.

5. Library Management should take the immediate cognizance of complaints and suggestions of its users and to be handled it immediately with due care and courtesy.

6. Library Management should be more flexible in providing library services beyond their scheduled time limit and rigid rules and regulations.

7. Continuous feedback of library users should be taken to assess the strength and weakness as well as emerging needs and requirement of them. This will certainly help library management to improve their quality of their services in the best interest of users.

4. Conclusion:

Recent trends in education have certainly increased the need for helping the library users in their day today teaching learning process as well as in their research work too. There is dire need of some dynamic, integrated, holistic and user friendly approaches while managing the library work. NAAC suggested quality indicators are much

helpful in planning and organizing user oriented practices. R. B. Madkholkar Mahavidyalaya, though it is new and rural based college, with its proactive approaches and devoting nature of managerial system, is marching ahead slowly but confidently towards quality benchmark. Library Management of this college is contributing their significant role in achieving the predetermined aims and objectives of this institution.

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