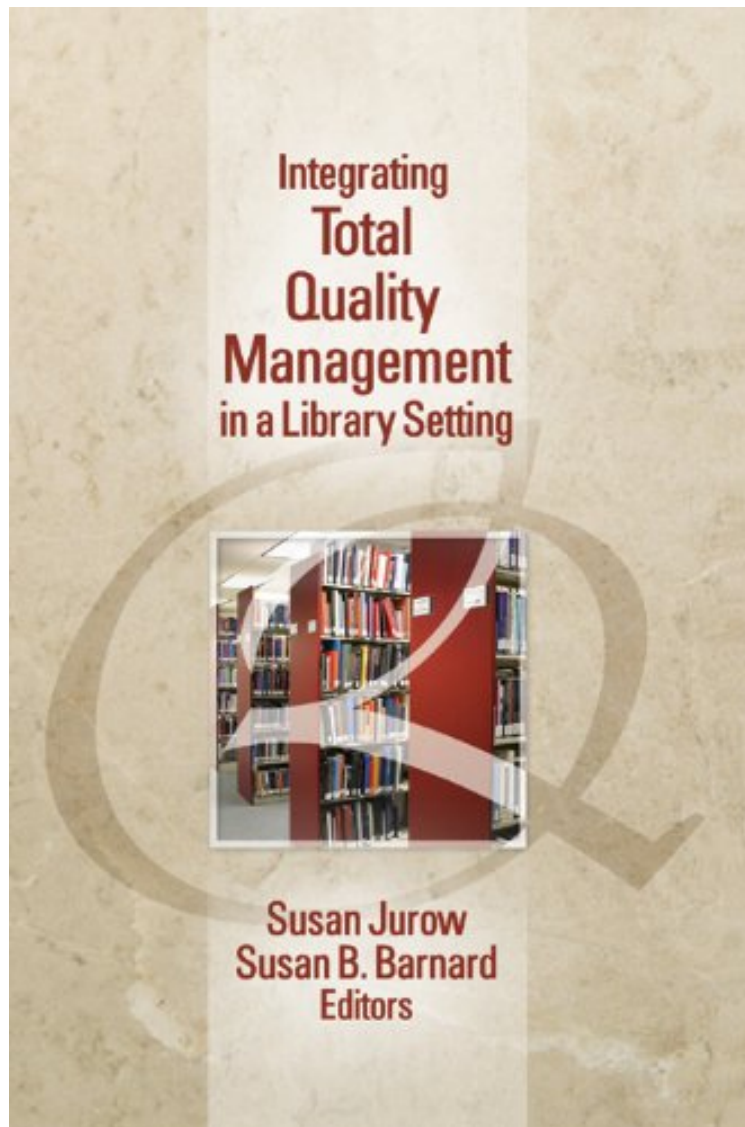


(Read now) Integrating Total Quality Management in a Library Setting

## Integrating Total Quality Management in a Library Setting

*Susan Jurow, Susan Barnard*

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**Susan Jurow, Susan Barnard : Integrating Total Quality Management in a Library Setting** before purchasing it in order to gage whether or not it would be worth my time, and all praised Integrating Total Quality Management in a Library Setting:

Improve the delivery of library services by implementing total quality management (TQM), a system of continuous improvement employing participative management and centered on the needs of customers. Although TQM was

originally designed for and successfully applied in business and manufacturing settings, this groundbreaking volume introduces strategies for translating TQM principles from the profit-based manufacturing sector to the library setting. Integrating Total Quality Management in a Library Setting shows librarians how to improve library services by implementing strategies such as employee involvement and training, problem-solving teams, statistical methods, long-term goals and thinking, and an overall recognition that the system (not the staff) is responsible for most inefficiencies. Total Quality Management in a Library Setting describes the principles of TQM, its origins, and the potential benefits and barriers to be expected when adopting quality management approaches in libraries. Chapters provide guidelines for planning and implementation to help libraries use total quality management to break down interdepartmental barriers and work on continuously improving library services. The contributors, who have begun to think about using or who are already using TQM in a library setting, present specific planning and implementation issues that can be put to immediate use in libraries. With this innovative book, library managers will learn that by working together on problem solving teams to address specific operational questions, and by developing a shared knowledge of problem-solving tools and techniques, staff members grow personally and gain a larger sense of organizational purpose. Other TQM methods introduced in this book include the concept of the internal customer, which teaches staff to recognize how other staff members use the results of their work, and the principle of continuous improvement, which enables libraries to set measurable goals based on quantitative performance indicators, and to monitor progress toward those goals.

From Library Journal In library management, new ideas are about as welcome as another Madonna expose: sure to stimulate heated interest for a short time, quickly followed by a well-deserved death. Total Quality Management (TQM) has been perceived (wrongly) in the library world as "fad" management, but this Quality Rooster has now finally come home to roost. This volume presents a collection of short essays on the application of TQM principles in libraries. Reflecting their own experience, editors Jurow and Barnard share their views, along with interesting comments from other librarians from Case Western Reserve University, Harvard College, Oregon State University, and Kent State University. Excellent topics discussed include TQM fundamentals, implementing TQM, and different models of the TQM transformation. Especially valuable are the librarian experiences that directly relate to real concerns about TQM. Although useful in understanding how other libraries have applied TQM in library settings, Peter Scholtes's *The Team Handbook* (Joiner Assocs., 1988) offers more practical tips on how to make the TQM commitment a reality in your library. These powerful concepts are rapidly becoming a part of the future for libraries. Recommended for all professional reading collections.- Dale Farris, Groves, Tex. Copyright 1993 Reed Business Information, Inc.