

ISO STANDARDS FOR QUALITY EDUCATION AND TRAINING FOR FACILITATING ACCESS TO GREY LITERATURE



By

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ISO – 9001 STANDARD



Implement QMS for productivity, profitability and performance

MISSION OF ISO :

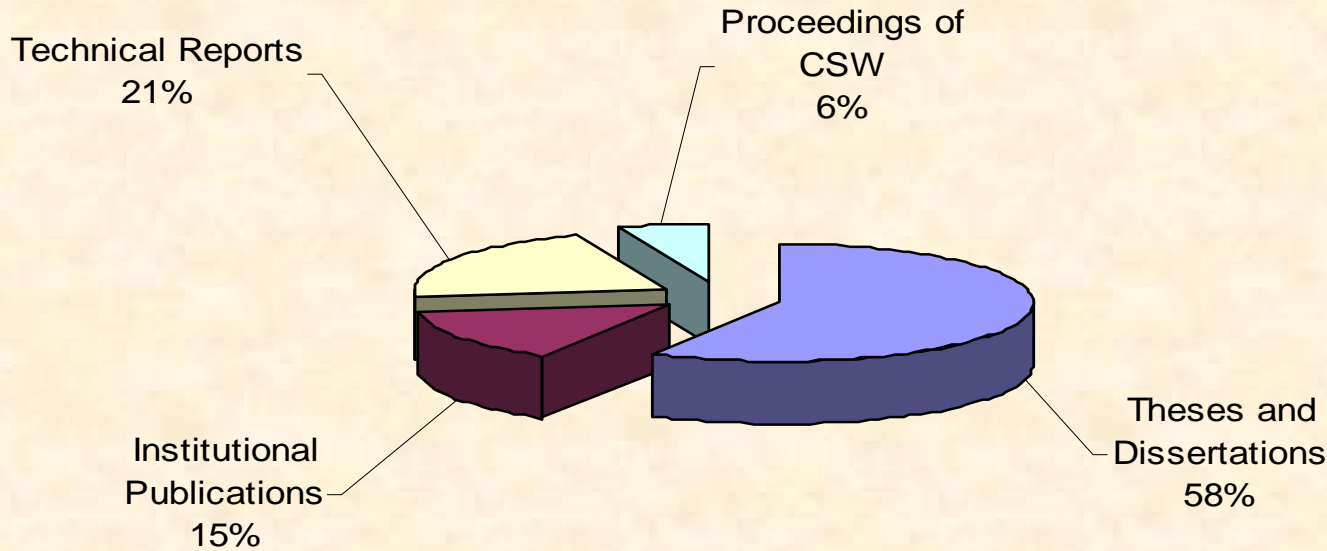
- ❖ **International standardization to facilitate world wide ex-change of products and services**
- ❖ **ISO : Nick Name derived from “isoi” – means Equal, Uniform, Consistent. Quality of performance has to be consistent**

Education Ministry (India) gets Rs. 445 billion – A Big Boost

FOCUS:

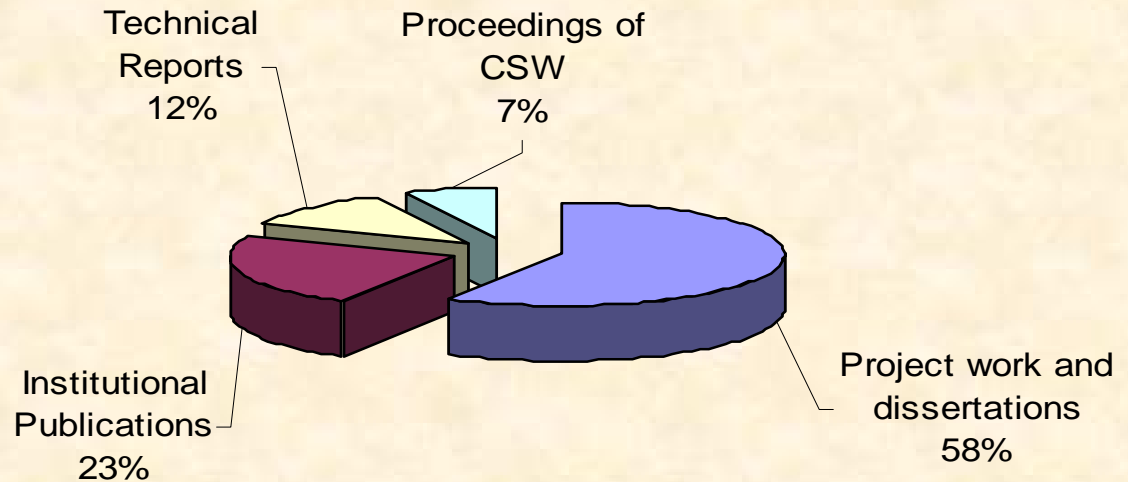
- ❖ **Encourage “Quality Research” and “Brain Gain Policy”**
- ❖ **Quality Assessment and Accreditation is Mandatory**
- ❖ **Organise Teacher Capacity Building and Employable Skill Development Programmes**

GL at University Library



**GL
Collection
at the
University
Library:
11.9%
(72400)**

GL at CIST Library

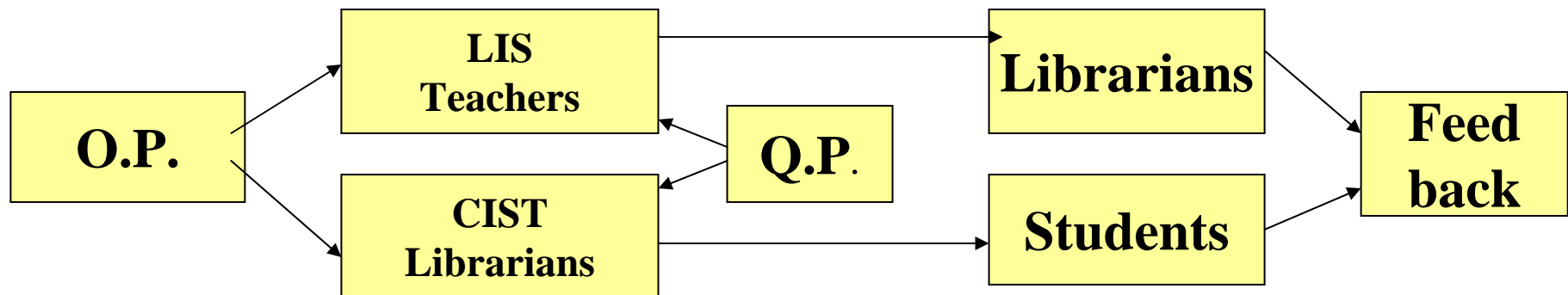


**GL
Collection
at CIST
Library:
48.4%
(2965)**

NEED FOR QUALITY EDUCATION

- ❖ To achieve, improve and sustain quality education
- ❖ To gain confidence of customers
- ❖ To encourage creativity
- ❖ To improve products / services continually
- ❖ To achieve students' delight
- ❖ To achieve global competitiveness
- ❖ Products / services work better and last longer

- Centre for Information Science and Technology (CIST) offers Five Post Graduate P.G. Courses.
- Conducts User Education / O.P. for Librarians and Students



REQUIREMENTS

QUALITY MANUAL:

Vol. 1 About the organization, organization chart, functions & services: Quality policy and quality objectives

Vol. 2 Procedure for conduct of teaching / orientation programme

Vol. 3 Procedure for support services:
Admission procedure, Review meetings, Library management, Equipment maintenance & Audit

Vol. 4 Format for capturing statistics / information (to ensure uniformity and consistency)

Half-yearly user education / orientation programmes.

FEED BACK FROM STUDENTS (QUESTIONNAIRE)

Name Course Year

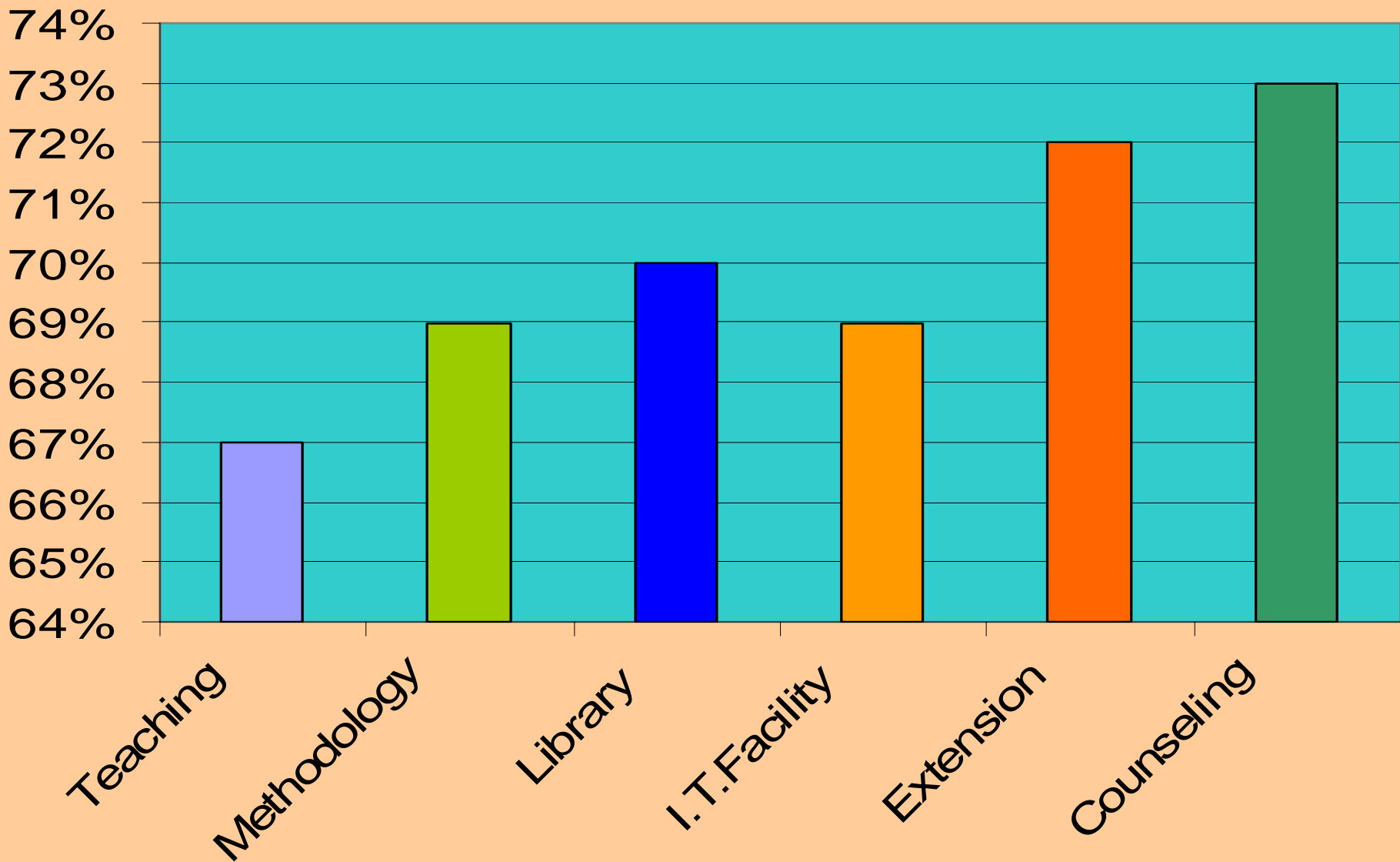
E = Excellent (81-100%), G = Good (61-80%), S = Satisfactory (41-60%), N = Need to Improve (up to 40%)

01	Teaching Performance	<input type="checkbox"/>
02	Teaching Methodology	<input type="checkbox"/>
03	Library Resources and Services	<input type="checkbox"/>
04	IT Infrastructure Facilities	<input type="checkbox"/>
05	Extension Programmes	<input type="checkbox"/>
06	Counseling and Security	<input type="checkbox"/>

07	Performance of Individual Faculty	<input type="checkbox"/>
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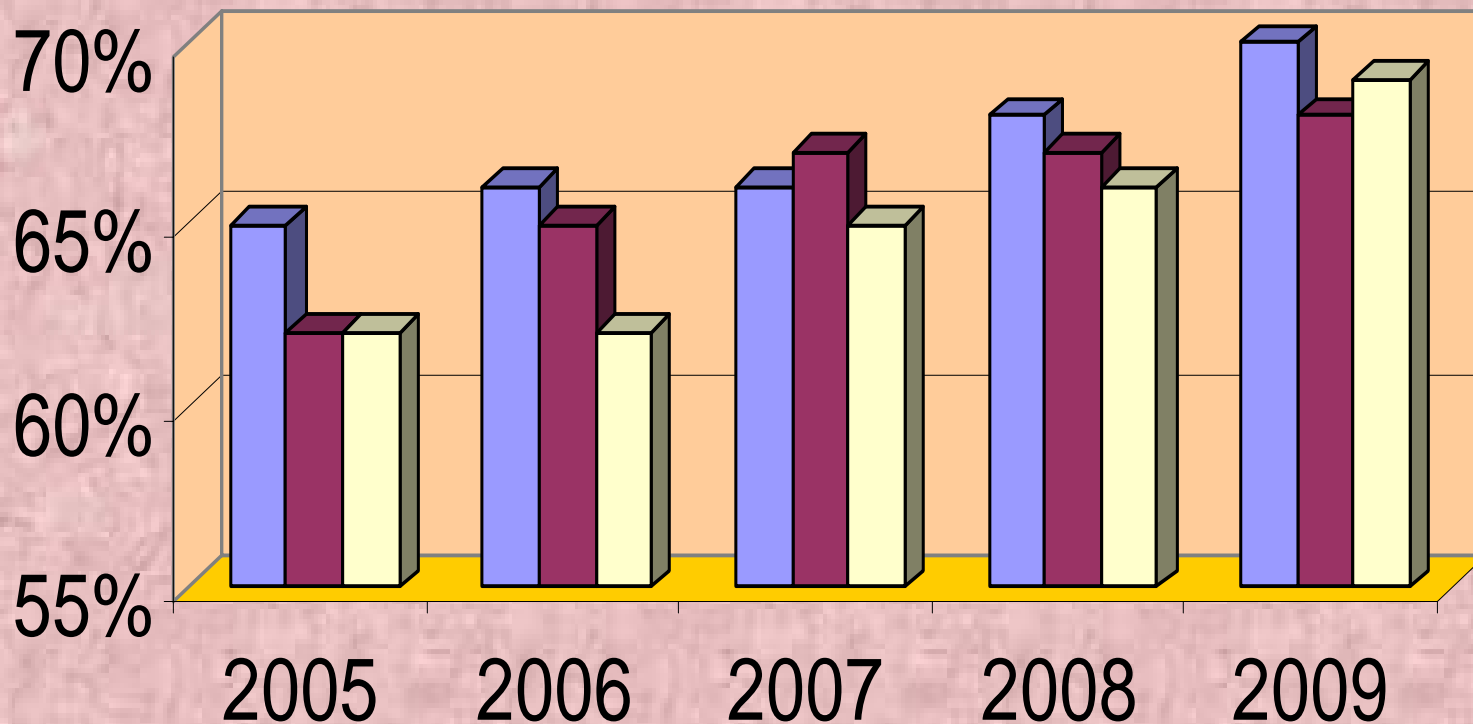
Name	Paper	<input type="checkbox"/>
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CRITERIA-WISE PERFORMANCE OF CIST (2009)



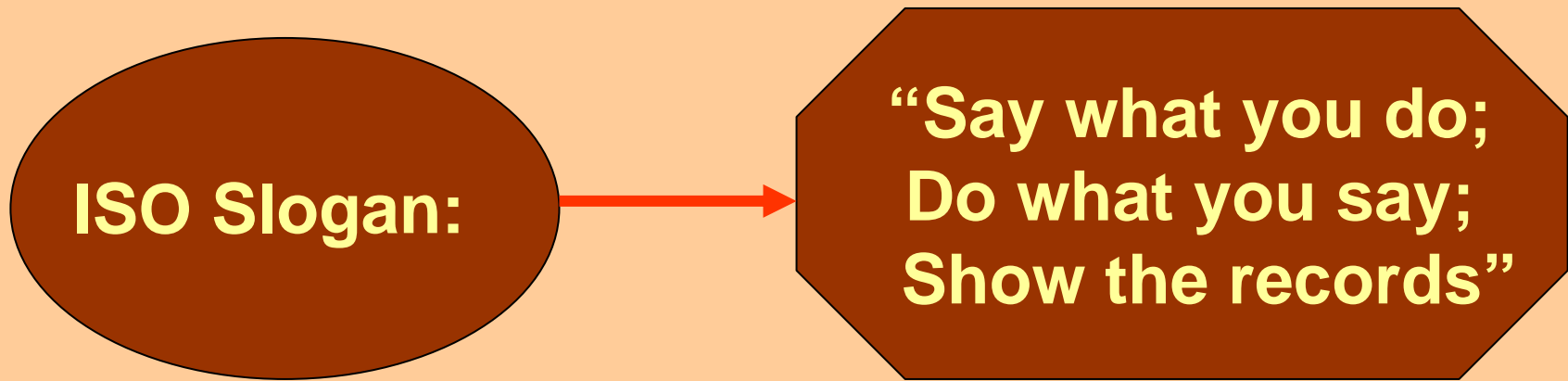
AVERAGE PERFORMANCE OF CIST IS : 70%

CONTINUAL IMPROVEMENT IN LIS (E & G RATINGS)

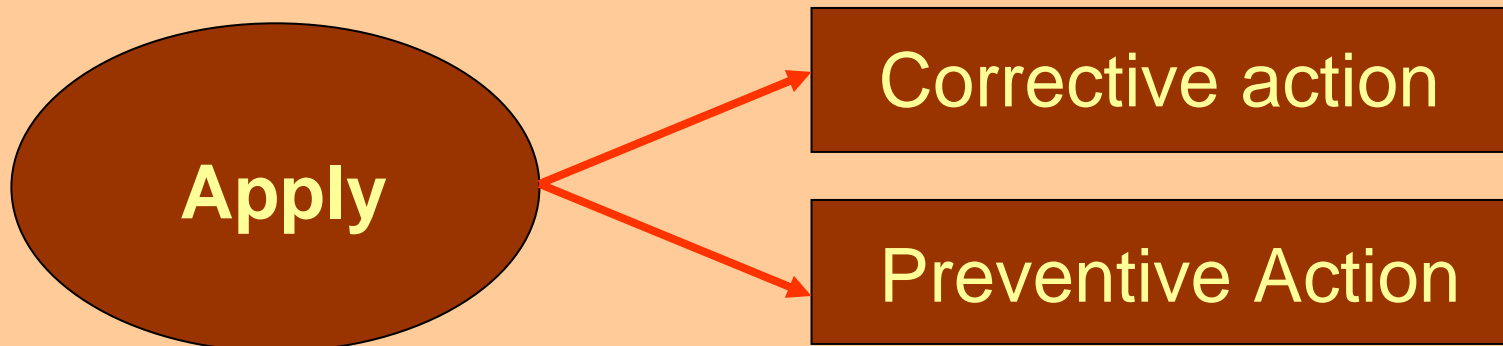


- Collection of Information Resources / GL in the Library
- Organisation of GL and Browsing Facility
- Performance of the Library Staff

PERFORMANCE AUDIT



- ❖ You are going to define the objectives, set the procedures, fix the responsibilities and time target
- ❖ ISO Auditors will verify for compliances – may come across deviations / non-compliances

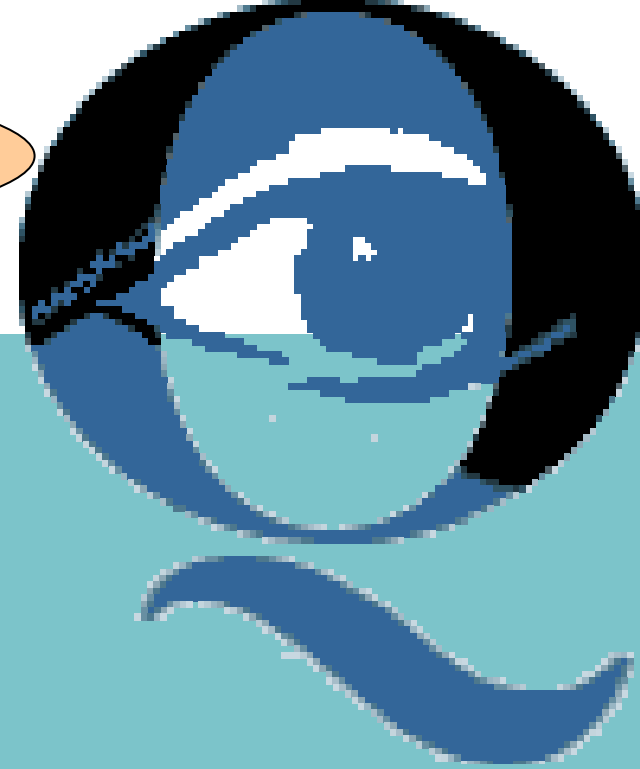


PROOF OF QUALITY SERVICES

Quality Records / Best Practices

- 1) O.P – Attendance signed by the students**
- 2) Certificate of lesson plan**
- 3) Circulation and reference statistics**
- 4) Distribution of courseware / library guide**
- 5) Conduct of extension programmes**
- 6) Inter-library lending statistics**
- 7) Feedback analysis report**
- 8) Circulation of new arrival lists**
- 9) Sources recommended and actual procurement**
- 10) Creation of library blogs – projecting holdings & services**
- 11) Handling customer grievances**

FOCUS ON PRINCIPLES OF QMS



- 1. Student focused organization**
- 2. Develop leadership qualities**
- 3. Involvement of people**
- 4. Process approach**
- 5. Systems approach**
- 6. Continual improvement**
- 7. Factual approach to decisions**
- 8. Mutually beneficial supplier relationship**

CONCLUSION

- **Customer / student becomes the hub of all planning and programming of activities of the organization**
- **Fix the individual responsibility and time target to accomplish the expected task**
- **Implementation of QMS ensures continual improvement in performance and thereby meet the expectations of customers**
- **Overcome human slip-ups and system deficiencies through corrective and preventive measures**
- **Library resources, including grey resources are exploited to the maximum extent through constant quality auditing procedures**

THANK YOU