



. New life standard of the university library

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Total Quality Management (TQM) recognized that customer satisfaction and business objectives are inseparable. TQM should be the set of practices that enable an organization to deliver quality products or services. Since libraries are service organization dedicated to their users it's appropriate to apply the TQM in library functions and services. The level of quality cannot be defined once and for all, since both the criteria and evaluation methods, as well as the assessment of the results achieved, may change. Professional skills are acquired thanks to continuous staff training and development. These are obviously the factors that strengthen motivation and build up the prestige of library profession. Continuous training makes it easier for the staff to adapt to changes, including technological improvements. It also facilitates the use of various methods of and tools for data collection and analysis that enable the research and the assessment of the quality of functioning of libraries. Thus we perceive quality as a kind of a model that is being followed, and it is possible that it can never be attained. With the application of the TQM system in library the role and importance of users has considerably increased. Meeting user requirements and needs has been set forth as a goal. The level of user satisfaction from services, resources and the ways of providing services began to be perceived as the indicator of the library services quality of Performing assessment of quality systems involves the necessity of conducting regular customer surveys. The concept of user - library's customer is widely defined in the TQM system. Implementing TQM means assigning new roles for librarians. According to the TQM principles, all the elements of the library system are coordinated in order to achieve a common goal. This approach calls for continuous library system improvement and optimisation of the management control function through monitoring the conformity of requirements, needs, and standards with the current indicators of activity, which proves to what extent the requirements and aims are fulfilled. Such as Ukraine today is the part of the European space the implementation of quality system are actual. Installation of the newest librarian information system in Science Library of the Kharkiv National University of Radio Electronics was assumed use new quality indicators to serve the library's customer.

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