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

- Technical Reports: 21%
- Proceedings of CSW: 6%
- Institutional Publications: 15%
- Theses and Dissertations: 58%

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

GL at CIST Library

- Technical Reports: 12%
- Proceedings of CSW: 7%
- Institutional Publications: 23%
- Project work and dissertations: 58%

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.
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*E = Excellent (81-100%), G = Good (61-80%), S = Satisfactory (41-60%), N = Need to Improve (up to 40%)*
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
ISO Slogan: “Say what you do; Do what you say; Show the records”

- 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.

Apply

Corrective action

Preventive Action
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
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