Procedure Writing Methods in Library with Reference to ISO Standards 9001: 2008

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ABSTRACT: *This paper gives a brief introduction about the steps of ISO implementation procedure writing on the different works of the library and to determine the performance of the services of the engineering college libraries. The main objectives of the college library have been improved for the implantation process. Different procedures have been written for the work execution and the performance of the service has been improved on the basis of the Standards of ISO.*

1. Introduction

The Term ISO stands for International Organization for Standardization. ISO is an international standard setting body composed of representatives from various national standards organizations. It was founded on 23rd February 1947; the organization promotes worldwide proprietary, industrial and commercial standards. Its headquarters is in Geneva, Switzerland. Total Quality Management is a continuous process of improvement for individuals, group of peoples and whole organization. What makes Total Quality Management different from other management process is the concentrated focus on continuous improvement. After applying the ISO 9001 standard, an effective Quality Management System (QMS) has been achieved. The ISO 9001:2008 is based on number of quality management principles including customer focus, the motivation and implementation of top management, the process approach and continual improvement. This helps to achieve that customers get consistent, good quality products and services, which in turn brings many benefits for the college or institutions. The quality of any organization improves and the customer satisfaction is achieved by the steps taken up by the top management to implement the ISO. Third party certification bodies provide ISO certification to any organization which meets the requirement of ISO 9001. It is one of the most widely used management tools in the world to improve the customer satisfaction in the service providing sectors and in different educational systems.

2. Definition of ISO

ISO is a "system of continuous improvement employing participative management and centered on the needs of customers". (Jurow and Barnard 1993). Key components of ISO are employee involvement and training, problem solving , statistical methods, long term goals and thinking and recognition. Libraries can benefit from ISO in three ways.

1. Breaking down interdepartmental barriers.

2. Redefining the beneficiaries of library services as internal customers (Staff) and external customers (Patrons)

3. Reaching a state of continuous

Procedure Writings: Procedure should be written for each and every work of the institution. Procedures written by the different department has to be collected compiled and modified as per the standards of ISO. Management representative and the external agent of ISO have to give an internal training for all the employees of the institution to get involved in the ISO procedure. The internal training given by the institution should reach from top management to lower sector employees for the better implementation of ISO. Administrative or office procedures are kept aside as apex manual. This should not be circulated to all the departments as it has so much of financial and critical dealing with the management. Other department procedures are collected and bound together as control copy, which can be circulated among employees for better understanding of the different sections work. Each and every department may also have the control copy for its usage.

3. Procedure Writing Method

Procedure should consist of the following steps.

- Purpose

- Objective

- Responsibility

- Definition

- Procedure of work

- Sources of registers and files

Institution logo should be there on the left side of the procedure. On the top it should have the institutions name and name of the quality procedure and in the right side page number issue number and procedure number should be mentioned and arranged accordingly.

3.1. Purpose: The main purpose of that procedure should be given in one or two sentences.

3.2. Objective: It should define the main objective of that work.

3.3. Responsibility: It should give the responsible persons post name or the seat number for better understanding.

3.4. Definition: It should consist of abbreviated words expansion.

3.5. Procedure: This section should consist of the actual work execution in proper order. It explains the steps of work and proper execution of work should be in the particular order. This section may contain six to ten sentences for the better understanding, better execution and better internal audit.

Sources of Registers: This section explains the details of list of registers and files used in that particular work should be listed here for cross checking.

4. Different Procedures of Library

- Acquisition section procedure
- Accession number procedure
- Circulation section procedure
- Periodical section procedure
- Reference section procedure
- Classification procedure
- Cataloguing procedure
- Stacking procedure
- Stock verification procedure
- Binding section procedure
- Reprographic section procedure

Kaizen procedure, 5S procedure, General formats to be used, File arrangement, Calibration, Customer service ranking, service provider ranking are taken from the apex manual section. This

Logo of college	College Name, Central Library Quality Procedure Manual	Page No. : 01 of 03 Issue No. : 01 Procedure : LIB04

Title: ACQUISITION SECTION

1.0		**PURPOSE:** To acquire the latest collection of books in the University library and to serve the user community with latest published documents.
2.0		**OBJECTIVE:** The main object of acquisition is to improve the collection of the library.
3.0		**Responsibility:** Librarian/Asst. Librarian/Library Asst.
4.0		**DEFINITION:** • OPAC - On-line Public Access Catalogue • HOD - Head of the Department
5.0		**Procedure:** 5.1 BOOK SELECTION: Collect the list of Books recommended from the HODs of all the departments. Compare the list with OPAC for availability status. 5.2 Obtaining the quotations for the selected items from the vendor. 5.3 Sort out the list of books and send it to Principal for approval by the concern Department HOD's 5.4 Books which are required for the present syllabus and reference books are added in the list. 5.5 Subject expert from each department and librarian go to different books stores and collects the books as per the list. 5.6 Books and the triplicate bills are received by the acquisition section on the same day for further processing. 5.7 Books are arranged as per the bills order and started entering the books in the accession register by giving accession numbers serially.

	5.8 Books are processed by sealing and pasting due date slip and then it has to be entered in the database of the library
6.0	Sources of register: Accession register, bill file, books order file.
Prepared by : Date : Name of the person	Approved by : Principal Date :

Table 1. Acquisition section Procedure as example

5. Control Copy

Control copy is nothing but the set of procedures written by different departments of the institution (Engineering College) arranged as per the hierarchy of the organization. This set of control copy should be given to each and every department after the complete compilation for internal audit process. This provides the complete work flow and who is responsible for which work and their complete objective of the organization.

6. Apex Copy

Procedures which are written by the main organization office and official not to be shown to any other person is kept in this apex copy. The main objective of the institution and different organization resolutions and management decisions are kept here. This is audited by the main external auditors only.

7. Conclusions

This paper highlighted the procedure writing methods in library with reference to ISO standard 9001:2008. The step by step procedure writing and implementation of the ISO is given briefly for the betterment of the organization. The objective of each section should be achieved with the responsible persons mentioned in the procedure. This ISO implementation gives greater responsibility to each and every person and brings best hierarchical structure and work flow in any organization. Finally the library achieves its aim or the objective in a given time.

References

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