

SALIS Newsletter

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New Year Greetings

SALIS wishes all its members and fellow professionals

A Very Happy and Prosperous New Year &

Happy Pongal

SALIS Governing Council

SALIS News

Announcement

1. General Body Meeting of SALIS

General Body meeting of SALIS will be held on 15th Feb

2004 at 6.30 PM at Bishop Heber College, Tiruchi

Agenda Report of SALIS activities - Statement of Accounts - Nomination/Election of SALIS Governing Council for the year 2004-2005 – Future activities

All the members are requested to attend the meeting. No separate intimation will be sent.

2. Membership Renewal

Members whose annual membership has expired are requested to kindly renew the same or take up life membership at the earliest. Kindly contact the respective regional offices of SALIS.

Tamilnadu Inter University Quiz Programme for Library Science Students

SALIS is organizing the above programme on 25th Jan 2004 at Central Library (Seminar Hall), IIT, Chennai, at 10.00 AM. SALIS will provide bus/train ticket fare to the participating students. Team securing the first place will receive a cash award of Rs.1000/ and the runners-up will receive Rs.700/. All are welcome for the programme

SALIS E-Journal

The SALIS E-Journal - **SALIS E-Lib** - can be accessed at http://autolib-india.net/salis_ejournal.html. Suggestions and comments are welcome. We invite articles from members and other professionals. The purpose of launching our E-journal is to provide an opportunity for budding professionals - particularly to SALIS members – to publish their papers. Members are requested to avail this opportunity.

SALIS E-Group

All SALIS members are requested to join SALIS E-group for exchange of information among our members. Send mail to salis_info@yahoogroups.com - to subscribe to SALIS E-group and get all the communications, announcements, news, job opportunities, feed back, etc regularly.

SALIS Chennai Chapter

General Body of the SALIS Chennai Chapter

The General Body of SALIS Chennai Chapter will be held on 11th Jan 2004 at 11.30 A.M at SALIS Office.

Agenda: Statement of accounts – Nomination/Election of the Office-bearers for the year 2004-2005.

Monthly Lecture Announcement – Jan 2004

Topic: Collection Management Issues

Speaker: Mr. S. Muralidhar, Scientist-in-charge, Library, CVRDE. Date: 11.01.2004 at. 10.30 A.M. Venue: SALIS Office

The following lectures were organized by the SALIS Chennai Chapter:

10.08.2003 *Conservation practices at Roja Muthiah Research Library.* Speaker: Mr. G. Sundar, Director-in-charge, RMRL, Chennai.

14.09.2003 *All India Index to English Books in Print*

Speaker: A.Hariharan

12.10.2003 *Copyright in the Information Age*

Speaker: Mrs. V.Sakthi Rekha, Librarian, MSSW, Chennai

Workshop on Effective Communication Skills: an Orientation Programme for Library Professionals

SALIS organized the above workshop on 27th Sep 2003 at Chennai. The workshop was inaugurated by Mrs. Chitra Hariharan, Officer-in-charge, S.E.R.C Library and Editor, SALIS Newsletter. She explained the need for such a seminar for the library professionals and stressed the need to develop communication skills. Mr. A. Hariharan, welcomed the resource persons and the participants. 24 members from various places participated in the workshop. *The resource persons and the topics handled for the workshop were:*

Mrs. Chitra M Hariharan 1. *Writing in Style: a Guide to Good Writing* 2. *Writing Research Papers*

Dr. M.Mymoon, S.E.R.C, *Effective Writing: Office Correspondence, Reports etc*

A. Hariharan - *Preparing a Project Proposal*

Dr. P.Pitchappan - Professor, DLIS, Annamalai University.

Presenting Research Papers and Technical Information

Dr. P. Pitchappan, delivered the valedictory address and distributed the certificates to the participants. Ms. Jayanthi Gunasekaran – Librarian, Saveetha Engineering College, proposed the vote of thanks.

National Library Week Celebrations

SALIS and Connemara Public Library jointly organized a debate (Pattimandram) on '**Print Media vs E-Resources**' on 16th Nov 2003 at Connemara Public Library. The speakers were:

Print Media

Ms. Sakthi Rekha - Madras School of Social work

Mr.K. Karunai Raghavan - St. Peter's Engineering College

Mr. G.G. Sivakumar- R.M.K. Engineering College

E-Resources

Mr. Ezhil Pandian - St.Joseph's Engineering College

Ms. Jayanthi Gunasekaran - Saveetha Engineering College

Mr. R. Muthusamy - CVRDE(DRDO)

Judge: Dr. R. Ramasamy, R.R.L.F

The discussions were lively. The function was presided over by Mr. M.Balakrishnan, District Library Officer, Chennai. 65 members attended the programme.

Felicitations to the Ph.D awardees

To encourage library professionals, SALIS organized a functions to felicitate Ph.D awardees in various parts of the states. The following professionals were felicitated and presented a memento at a function organised on 16.11.2003 at Connemara Public Library, Chennai.

Dr. R. Ramasamy, R.R.L.F.

Dr. Gopalakrishnan, Assistant University Librarian, MIT

Dr. Jayamani, Librarian, Dr. MGR Medical University

Dr. Kasi Rao, Technical Officer, CLRI

SALIS also organized similar functions to felicitate Ph.D awardees at Tiruchi, Coimbatore and Tirunelveli.

SALIS Tiruchi Chapter

The General Body of the **SALIS Tiruchi chapter** will be held on 14th Feb at 6. PM at Bishop Heber College, Tiruchi.

Agenda: Statement of Accounts - Nomination/Election of Office-bearers for the year 2004-2005.

SALIS Coimbatore Chapter

One-day Workshop on Accreditation and Certification of Libraries

The SALIS, Coimbatore Chapter organised a one-day workshop on ‘**Accreditation and Certification of Libraries**’ on the 10th of October 2003 at C S I Bishop Appasamy College of Arts and Science, Coimbatore.

During the inaugural function, **Mrs. Mirnalini R David**, Principal of the college delivered welcome address. The function was presided over by **Mrs. Susheela Williams**, Secretary of the college. **Dr. S Sivasubramanian**, Vice Chancellor of Bharathiar University, gave the inaugural address. In his address, he said that *Total Quality Management and Knowledge Management* are the need of the hour for the libraries. In the future all library science professionals should become *knowledge managers*. **Dr. M Kanakaraj**, Chairman of Coimbatore Chapter, SALIS spoke on the occasion. **Mr. A Hariharan**, President, SALIS, Chennai, proposed the vote of thanks.

Various resource persons handled the Technical Sessions of the Workshop. **Dr. B Sampathkumar**, Principal, P S G College of Arts and Science, Coimbatore handled the session on “**General Aspects of Accreditation and Certification of Libraries**”. The session on “NAAC” was handled by **Dr. S Srinivasa Ragavan**, Librarian, NAAC, Bangalore. **Dr. V Harish Chandra**, Librarian, Central Library, Indian Institute of Madras, (IIT-M), Chennai handled the session on “ISO”.

At the end of the session, the General Body meeting of SALIS Coimbatore Chapter was held on the occasion, which was headed by the President of SALIS, **Mr. A Hariharan**. Membership enrollment, conducting national level seminars, etc were discussed in this meeting. **Dr. V Harish Chandra**, **Dr. S Srinivasa Raghavan**, **Mr. A Hariharan** and **Dr. M Kanakaraj** distributed the certificates to participants. **Mr. T Stephen**, Programme Coordinator of the workshop and Librarian of the college proposed the vote of thanks.

70 Library and Information Science Professionals from various parts of state attended the workshop.

Felicitation to the Ph.D awardees

Dr. M Kanakaraj, Chairman of Coimbatore SALIS Chapter and Librarian of P S G College of Technology, Coimbatore and **Dr. A Sokkalingam**, Finance Secretary of SALIS Coimbatore Chapter and Librarian of Sri Ramakrishna Mission Vidyalaya Polytechnic, Coimbatore were felicitated for their Ph.D. awards

Know a Librarian –P. Perumal

Mr. Perumal was born on 2.6.1954 at Thirumalairapuram, Dindigul District, in an agricultural family. He did his B.Lib.Sc, M.L.ISc and M.A at M.K. University. He joined as a Conservator at the Sarasvati Mahal Library, Thanjavur in 1980. His specialization is conservation of manuscripts, books and miniature paintings. He has undergone an UNESCO sponsored course on Conservation and also similar other courses at various cities in India.

He was selected by ICCROM in 1993 as a participant for International Japanese Paper Conservation course for three weeks at Japan. In 1996, he got the Nehru Fellowship of Nehru Foundation for *three months intern training* in the Libraries and Museums of U.K. Presently he is doing research on ‘Manuscript conservation’ in the Dept of Tamil University, Thanjavur.

He has conducted several short term training courses and workshops on conservation and trained more than 200 librarians. He has delivered guest lectures on various aspects of conservation in several workshops and seminars conducted by various institutions in India. He has published more than 15 research articles on conservation of books and palm leaf manuscripts. Mr. Perumal has also compiled and published the first detailed tourist map of Thanjavur city for the benefit of tourists.

He was a member of Board of studies for the P.G. Diploma in Archives and Documentation, Gandigram Rural University (1993-96) and Member of Board Studies for the Dept of Palmleaf Manuscripts, Tamil University, Thanjavur (1966-99). He served as a member of International Paper Conservation (IPC, London). Presently he is a Member of the Indian Association for Studies on Conservation, New Delhi and the Editor for the Journal of IASC. Mr. Perumal is one among the few palmleaf and paper manuscripts conservators in India.

Know a Library – Central Library, IIT Madras

The Central Library (awarded ISO 9001 certification by RWTUV of Germany) is well equipped with all modern facilities and resources in the form of CD-ROM, On-line databases, microfiche, microfilms, audio video cassettes, books, journals, standards, specifications, theses, reports etc. IIT Madras provides world class library facilities for its users. The library provides access to e-journals, e-books, e-patents and other e-references sources.

Collection The collection of the Central Library is in the areas of science, technology, engineering, humanities, social sciences etc. The collection comprises mainly books, theses, pamphlets, reports, current journals, back volumes,

specifications, standards, patents, audio-video cassetts, microfiches, microfilms, CD-ROM databases etc. The total collection : 3,70, 402, Current journals: 980

Staff: Professionals: 20 Others 57 **Users:** about 4798

E-journals The library has access to the following databases/E-Journals:

JCCC, J-Gate, EJ Server, IEEE Xplore, Springer Link, Web of Knowledge, Science Direct, ACM Digital Library, SCI Finder Scholar, Mathscinet, ASCE online Journals, Compendex, INSPEC, Applied Science and Technology, American Institute of Physics, INDEST Consortium, Cambridge Scientific Abstract, etc.

Membership Library membership is available in the following categories: Individual Member ,Industrial Associate (Industrial Organisations), Corporate Member(Academic Institutions, Government R&D Centres, Self Financing Colleges and other organizations) , Outside Member and Special Member

For further details, contact Dr. Harish Chandra, Librarian at hchandra@iitm.ac.in

Source: <http://www.cenlib.iitm.ac.in>

Know a Web Site: UNESCO Libraries Portal

www.unesco.org/webworld/portal_bib - It is an international gateway to information for librarians and library users. This portal can be access by various categories such as:

1. Libraries (11513 links are provided)
UNESCO -United Nations - National - Public -Academic - Children -Women - Blind - Government - Other
2. Professional groups(488 links)
Associations – Networks
3. Training Institutions (471 links)
Workshops - Fellowships - Online courses
4. Preservation and Access initiatives (277 links)
Preservation - Access - Digital libraries
5. Reference (1041 links)
Directories - Portals - Publications - Blogs - Catalogues
6. Conferences, Meetings (228 links)
2001- 2002- 2003 - 2004
7. Librarianship (129 links)
Promotion - Discussion groups - Cooperation – Jobs

This portal is a good source of information to find out information about libraries, associations, training institutions, etc in various countries.

Know a Software *Fine Reader – OCR*

ABBYY FineReader 7.0 Professional Edition is the latest desktop version of FineReader. FineReader 7.0 Corporate Edition combines the highest level of accuracy and format retention with robust networking capabilities. FineReader 5 Pro is for Mac OCR for Macintosh

FineReader 7.0 delivers superior OCR and PDF conversion capabilities with improved recognition accuracy and format retention. It provides users with all the capabilities of a modern OCR system, giving them full control over information management. It is intended for home users and small businesses.

FineReader allows to convert and edit a variety of paper and electronic files, including PDF files or scanned images from books, magazines, newspapers, legal documents, contracts, faxes, letters, brochures, etc. It delivers improved retention of document layouts such as placement of images and columns, formatting of tables, font sizing, and more.

Key Features are:

Excellent Recognition Accuracy and Layout Retention
XML Output and Integration with Microsoft Office Word 2003
PDF Input/Output Support
Multilingual Recognition / Easy to Use
Legal and Medical Dictionaries
Save Results in Multiple File Formats
WYSIWIG Text Editor / Splitting Tool
Output to Microsoft PowerPoint
Full-Text Searches with Morphology Support
Advanced Image Saving Options

FineReader is one of the best OCR software that can be used for digitization of library resources.

More details can be found at <http://www.abbyy.com/>

Forthcoming Conferences, Seminars

Programme on ‘Digital Libraries’: January 19-21, 2004, IIM, Kozhikode, Kerala. For more information, visit <http://www.iimk.ac.in/programs/diglib.htm>

SIS-2004: Digital Information Exchange: Pathways to Build Global Information Society, Jan 21-23, 2004, IIT, Chennai
Contact: Dr. Harish Chandra, Organising Secretary & Librarian, IIT, Chennai – 600036
For details visit: <http://www.cenlib.iitm.ac.in/sis2004/>

National Conference on 'Library Resource Management in Digital Era', Bishop Heber College, Tiruchirapalli, 14 - 15 February, 2004.

For details visit <http://www.geocities.com/list2004bhc>

International Conference on ‘National Library Services’: March 15-16, 2004, National Library of India, Kolkata.
For details visit: <http://www.iconlis.org>

Personalia

Dr. K. Nithyanandam, Librarian, Pondicherry Engineering College, joined as University Librarian, Anna University

Dr. M. Kanakaraj, Librarian of P S G College of Technology, has been awarded Ph.D on the topic ‘Performance evaluation of engineering college libraries and their information services in Coimbatore district’ under the guidance of Dr. M. Nagarajan, Reader, DLIS, Annamalai University,

Miss Sheba Jesudass joined as Librarian, at Tata Consultancy Services, Chennai

Ms. Sowmya joined British Council Library, Chennai as Assistant Librarian.

Mr.S.C.Kumaresan, Librarian, Coimbatore Institute of Technology attended 4 weeks short term training programme for the librarians of SAARC countries in Nov 2003

Congratulations to all!

Special Article

Total Quality Management (TQM) in Libraries

S. Muralidhar and R.Muthusamy (CVDRE, Chennai)

Introduction

Total Quality Management (TQM) recognizes that customer satisfaction and business objectives are inseparable. It is applicable within any organization. It assures maximum effectiveness and efficiency within an organization by putting in place processes and systems which will ensure that every aspect of its activity is aligned to satisfying customer needs and the organization's objectives without waste of effort by releasing the full potential of every person in the organization.

Definition

"A management philosophy embracing all activities through which the needs and expectations of the customer and the community, and the objectives of the organization are satisfied in the most efficient and cost effective way by maximizing the potential of all employees in a continuing drive for improvement" [1].

Management philosophy and company practices that aim to harness the human and material resources of an organization in the most effective way to achieve the objectives of the organization. The objective of an organization may include customer satisfaction, business objectives such as growth profit or market position, or the provision of services to the community, etc., but they should always be compatible with the requirements of society whether legislated or as perceived by the organization[2].

The use of this approach goes under many other names some of which are as follows:

- continuous quality improvement;
- total quality;
- total business management;
- cost effective quality management[2]

Objective

The objective of TQM practices is to improve the performance of an organization. In doing so, it relies on tools that can be placed in three broad categories: Continuous Improvement (many of these are statistical tools), Customer Focus, and Total Participation[4].

In other words, the major functional components of a typical TQM structure are (1) a customer focus, (2) continuous improvement, and (3) total involvement [3].

The practice of TQM has evolved from the works of the quality masters such as Deming, Ishikawa, Juran, Crosby and others.

TQM in Libraries

Logically, TQM should be the set of practices that enable an organization to deliver quality products or services. Since libraries are service organizations dedicated to their users it is appropriate to apply the TQM in library functions and services.

TQM Principles for a Library

- Every Library should create a knowledge base from data gathered from users to arrive at right quality decisions
- Application of Information and Communication Technology (ICT) will simplify the conventional and labour intensive library functions and services. The implementation of ICT will eliminate redundancy in library functions or services
- Sufficient opportunities should be given to Users to provide creative ideas towards the qualitative improvement of library services and functions
- Library professionals should be participative and accountable to perform and provide quality library functions and services
- Continuous improvement in the knowledge, skills and aptitudes of library professionals

Areas of application

- Conduct a user survey to assess the user information needs and use of resources
- Improve the physical layout and library space planning
- To target a service to a specific User group
- Changes in working hours
- Simplify the operational procedures
- Use flexibility in staff assignment
- Evaluate user education and staff training needs

Benefits

- Sustainable user needs and expectations
- Seamless access to information resources
- Open communication from top to bottom
- Commitment to excel in quality
- Focused collection development
- Effective storage and efficient preservation
- Precise information retrieval
- Continuous learning, innovation and readiness for change
- Skilled and knowledgeable library professionals
- Effective and efficient resource management
- Reliable and accessible ICT infrastructure

References

- [1] British Standard BS 4778 : Part 2 : 1991 Quality vocabulary : quality concepts and related definitions.
- [2] British Standard BS 7850 : Part 1 : 1992 Total quality management Pt.1 : Guide to management principles.
- [3] Kolarik, William J. Creating quality: Concepts, systems, strategies, and tools. McGraw-Hill, Inc., New York.1995.
- [4] Ashok Rao, et.al. Total quality management: A cross functional perspective. John Wiley & Sons, New York. 1996.

Book - Post



