Enhancing Quality Of School Library Services: Application Of Kaizen

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Agenda

- **Introduction**
- **User Oriented Services**
- **Adani Vidya Mandir**
- **Overview of Kaizen**
- **Kaizen in Libraries**
- **10 Principles of Kaizen**
- **Kaizen at A.V.M.**
- **Limitations**
- **Conclusion**

Introduction

- Librarian plays important role in fulfilling school's mission

- Dons hat of mentor & guide adding new dimensions to students' academic achievement & holistic development

- Availability of reading rooms, appropriate furniture, defined library schedules, circulation of all kinds of reading material, developing reading as a virtue also needs to be taken into account

- Systematic & structured approach towards library services results in library being focal point

User Oriented Services

- Provide information needed by students & teachers
- Design services that provide instructions for efficient & effective use of reading material
- Services to be promoted for optimum utilization
- Need to develop policy statements for services to avoid transgression of professional ethics

Assessment of Innovative Services

- Concepts like best practices and benchmarking used to evaluate services

- Best practices emerge
  - in "pursuit of world class performance. It is the way in which the most successful organizations manage and organize their operations.
  - It is a moving target. As the leading organizations continue to improve the "best practice" goalposts are constantly moving.
  - The concept of continuous improvement is integral to the achievement of best practice."

Assessment of Innovative Services…

- "Benchmarking is a Total Quality tool used to measure and compare your library's work processes with those in other libraries.

- The goal of benchmarking is to increase your library's performance by adopting the best practices of your library benchmarking partners.

- Since best library practices are always evolving, benchmarking should be applied at least annually"

About Adani Vidya Mandir (AVM)

- A. V. M. affiliated to CBSE
- Has 530 students studying in classes' third to eleventh
- provides free education, free transport facility, food, uniform, stationery
- Situated on a sprawling 26256 sq.mt, and has state-of-the-art classrooms, laboratories, libraries, sports ground, arts centre, etc.
- Facilities like counselling, medical checkups, specialized sports coaching, etc provided to give holistic development

AVM Libraries

- The junior library caters to students of classes III to VII & has 3500 books

- Students of classes VIII to XI & teachers use senior library & has collection of 2500 books, 32 periodicals, 6 newspapers,175 CDs, etc.

- Partial automation done using SOUL software

Best Practices @ AVM Library

- Structured Library Period (SLP)

- The concept of Multiple Intelligence (MI) theory

- Open Access Sources (OAS) compiled regularly

- Simple research technique using basic reference sources called DEATY used

- Focus Group Discussions (FGD) held regularly

Best Practices @ AVM Library…

- New authors introduced &their works promoted

- Displays done on theme basis apart from regular New Arrivals display

- Concept of 'Bibliotheraphy' practised for emotional healing

Kaizen

"If asked to name the most important difference between Japanese and Western management concepts, I would unhesitatingly say, 'Japanese Kaizen and its process-oriented way of thinking versus the West's innovation and results-oriented thinking'."

Masaaki Imai

(Author: Kiazen, the Key to Japan's Competitive Success, 1986)

To Understand…

K A I Z E N

- Japanese meaning (Kai-change Zen-better)
- Another meaning is "to take it apart and put back together in a better way"
- In simpler terms 'Continuous Improvement'
- Will be effective if everybody in the organization are involved
- Should be adopted as a value rather than as an initiative to be successful

Main elements of kaizen

- Teamwork

- Personal discipline

- Improved morale

- Quality circles

- Suggestions for improvement

Kaizen Methodology

- Emphasizes learn-by-doing aspect of improving performance
- Includes making changes & looking at outcome, then adjusting
- Large-scale preplanning & extensive project scheduling replaced by smaller experiments in improvement
- Accents "What is wrong", not "Who is wrong"

10 Principles of Kaizen

- Say no to status quo
- Implement new methods and assume they will work
- If something is wrong, correct it
- Accept no excuses and make things happen
- Improve everything continuously
- Abolish old, traditional concepts
- Be economical
- Empower everyone to take part in problem solving
- Before making decisions, ask 'why' 5 times (root cause)
- Never stop trying to improve

Kaizen in Libraries

- Kaizen improves space utilization & weeding out unused resources becomes convenient
- Kaizen involves all stakeholders in evaluating resources
- Suggestions help in maintaining quality of collection & assure that collection is made best use of
- kaizen emphasizes on careful analysis & justifies maintaining decent budget

Kaizen in Libraries…

- Kaizen ensures effective communication between head, management and librarian

- Kaizen accents on "What is wrong" and not "Who is wrong" fostering team work and personal discipline

- Staff finds work much smoother & rewarding as they feel less stressful & more satisfying

- Kaizen helps in setting realistic & achievable goals and objectives

Kaizen @ A.V.M. - Objectives

- Identify ideas to initiate innovative services
- Encourage librarians to take proactive steps to improve services
- To constantly assess innovative services
- Identify ways and means to measure quality of services
- Meaningful effort to create systems to involve staff in assessment
- Focused effort to bring attention to all areas of the library
- Noticeable improvement of all departments of library
- Achieving mission in lesser duration & with excellence

Kaizen @ A.V.M. - Dynamics

- Library committee with librarian as coordinator in charge of initiative
- List of services identified for assessment
- Entire staff eligible to suggest observations, shortcomings, solutions, etc
- Every week, one particular service will be announced
- Suggestion box put up for suggesting the observations
- At end of week, the suggestions collected & discussed & worthy suggestions put up for approval &implemented
- Process of improvement, changes made documented

Outcome

- Overall performance of library gets enhanced
- Each service observed & improved becomes standard service
- Personal involvement of all will result in greater satisfaction & utilization of resources & participation in library activities increases
- Such initiatives if documented, can be considered as best practices

Limitations

- Since all stakeholders are involved, time factor may be a hindrance
- Reaching consensus on certain decisions becomes difficult
- Kaizen is a gradual, small continuous change demanded daily
- May work as deterrent if attached to corporate which expects big changes in small time
- Commitment of all those involved may not be same
- Suggestions, changes and implementation may be biased

Conclusion

- Library is major success factor in students' achievements
- Sincere effort to improve quality of library services goes a long way in moulding personality of students
- Right attitude & focussed zeal by library staff
- Assessing library services is possible by
  - Adopting new techniques
  - Carrying out professional duties with certain stress on ethics
  - Go beyond the walls of library & be a major stakeholder in achieving the school's mission
  - Assist in building nation of responsible citizens

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The Beginning!

"The test we must set for ourselves is not to march alone but to march in such a way that others will wish to join us!"

Hubert Humphrey

Let's Talk!

A D D - O N !