

Settling Missing Book Challenge in an Academic Library: A Case Study

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ABSTRACT

The current work is an effort to verify and uncover what a statically creativity signifies in an academic library and to address the issue of missing volumes in libraries. In this case study, in addition to the survey, a problem documentation sheet was sent to twenty-five academic college librarians. After the listed problems' data had been gathered, the mean of the points assigned to each problem was computed, and the problem with the highest mean was chosen for examination. Failure mode & effect analysis and Fish diagram analysis were created to analyse the issue. Implementing the recommendations will raise the library's service quality level.

KEYWORDS: Library Management, Fish Bone analysis, FMEA, Missing Books

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1. INTRODUCTION

Tools for statistical quality control are seen as essential for resolving any problem, regardless of its severity. Whether a sector is manufacturing or services, the quality idea can be employed as a managerial tool to increase industry competitiveness in the market (Muthana & Sang, 2019) (Jain & Gupta, 1996). Quality is the first fundamental principle for every organisation worldwide (Harris, 2021) (Nitecki & Herson, 2004). Walter begins by focusing on statistical ideas and laying the groundwork for a quality movement in the industry of product manufacture (O'Neill & Duvall, 2005). Success and failure can only be distinguished by quality (Aftab & Khan, 2014) (Aghav, 2012) (Sharma & Kadyan 2016). Utilizing statistical quality control methods, the problem is critically examined and then plotted statically in a way that is simple to comprehend and explain.

2. CASE STUDY: PROBLEMATIC IDENTIFICATION

In this case study, an issue identification sheet was created and emailed, along with the survey, to 20 academic college librarians. It consists of the general issues that emerged from the brainstorming session and are summarised. Each college's librarian is required to rate the problem on this sheet using a scale of 1 to 5, depending on how serious they believe it to be. After the listed problems' data had been gathered, the mean of the points assigned to each problem was computed, and the problem with the highest mean was chosen for examination. After data

analysis, it was shown that the issue of missing books in the library had the highest mean. To improve the library's quality rating in this case study, the important procedure was chosen to be "Reducing the Missing Books rate."

3. FACTS COLLECTION

Data collection is the main emphasis of this phase. In this phase a data was made within an academic Library of an educational institution in Haryana's., which shows the average rate of identified problems in the last 12 months recorded on fortnight basis (Table 1)

Table1: Average Rate of Identified Problem per Month

Sr. No	Problems	Average No of Cases/ Month
1	Missing Books	39
2	Misplacements	21
3	Late delivery of Journals	10
4	No of copies of Same title	6
5	Wrong allocation of work among staff	3
6	Purchase related problems	8
7	Sitting capacity	11
8	Storage capacity	7

In order to investigate the issue of missing books, the data must be selected over a period of time that covers all possible variations. Since the lowest rate of missing books is the most important indicator of a library's quality of service, only the USL (Upper Specification Limit) of 20 and the target value of 10 were accurate in identifying the libraries with the highest and lowest rates of missing books, respectively, and the target value was chosen to identify the libraries with the lowest rate of missing books among the data.

4. FACTS ANALYZE

FMEA (Failure mode and effects analysis) is formulate to identified the problem (as shown in figure 1) .

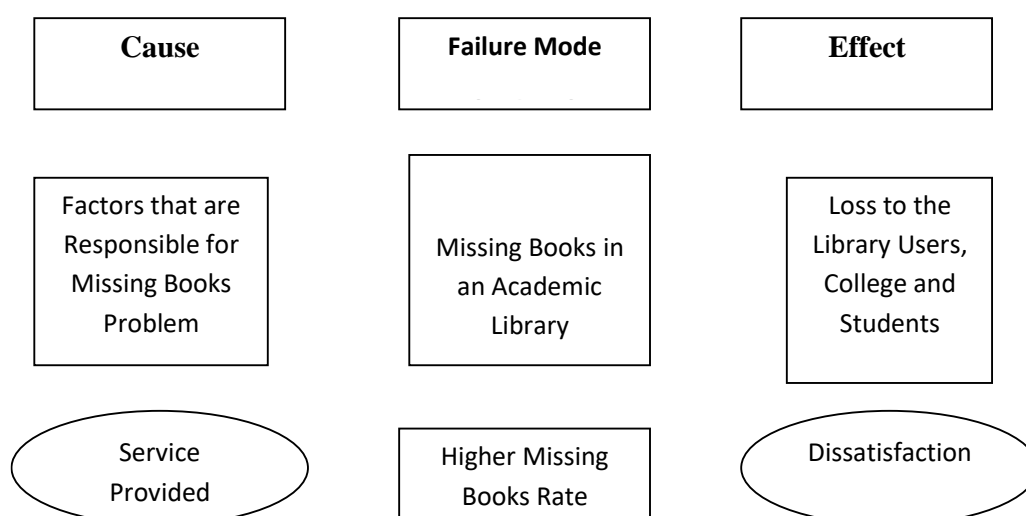


Figure 1: - Failure Mode and Effect Analysis (FMEA)

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Using survey mechanism, histogram and expert views the data of the missing books was computed. After Using expert practice and essential investigation of authentic process, a fish bone diagram (as shown in figure 2) was pinched to find out the reasons of missing books.

5. ENHANCEMENT COMMENDATIONS

After a comprehensive examination of the data in investigation phase, brainstorming sessions were agreed out to put forward probable computes to cope up with problems faced by the selected institute. Proposed action plans were equipped to undertake all such problems as shown in table 2.

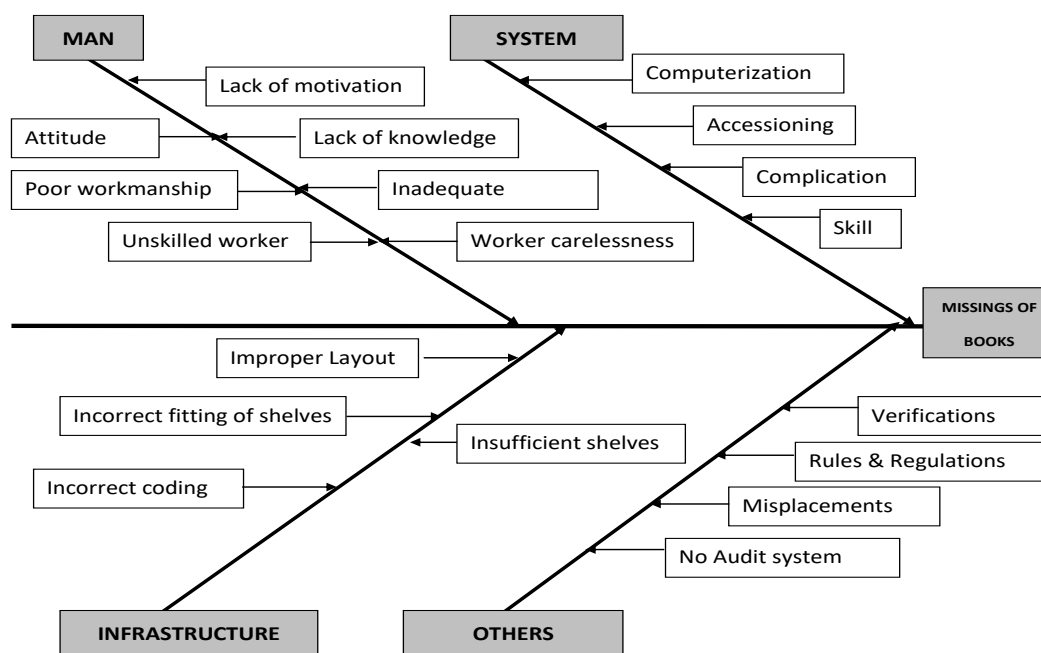


Figure 2: Fish Bone Diagram

Table 2: Action Plan

S.N	Commendation Recommended	Status
1.	All staff in library to be individually interacted to emphasize the importance to keep up quality system in library.	Implemented
2	Periodic training cum awareness program for supporting staff to be conducted to make them aware of the significance to retain regulation and excellence in library.	Program already conducted
3	Instructions to be pasted on shelves to preserve the books accurately and properly.	Implemented Instructions pasted
4	Operating staff to be instructed to cross check from time to time the position of books in their routine rounds.	Implemented Instructions being followed
5.	Scheduling of in-house SDP (Staff development programme) in every six month.	First program already conducted

6.	Constitution of cell for guidance and motivation of library supporting staff.	Implemented
7.	Recruits some retired staff from reputed institutes/universities.	Management agreed (To be implemented)
8.	Staff advised to make students feel free regarding their problems.	Staff agreed
9.	Streamlining the layout for proper utilization of the available resources.	Implemented
10	Restructuring of the shelves to retain the books as per our acceptance.	Implemented
11	Some more shelves to be purchased.	Implemented
12	To distribute and collect feedback forms regarding the actual service provided per semester.	Implemented
13	Rules and regulation to be pasted on notice board of the library to maintain discipline and decorum in library.	Implemented
14	To provide software for automation of library.	In Process
15	Making a schedule to make the audit of the library in the start of every semester.	Implemented

OUTCOMES AND CONCLUSIONS

After improvement, by analyzing the next one-year data of the missing books, it was originating that application of project recommendation brought up the mean of the missing books rate decreased to 10 which is substantial for an educational organization. This work represents a ground-breaking attempt to test and investigate the issues surrounding statistical quality management initiatives in academic libraries as well as to measure a library's performance. The review proposes that scholarly libraries ought to decisively want to carry out quality control factual apparatuses for constant improvement and to accomplish more consumer loyalty.

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