

Library Service Quality Assurance

By Dr. Kwanchadil Phisalpong
Burapha University Library
Thailand

The Library has accepted the education quality assurance policy from the University since 1998. At first, the Library had implemented and gradually developed the ISO 9002 as benchmark for this objective. In 2001, the Library has implemented and developed the IPO system to enhance work quality to meet the 9-elements of education quality criteria set by the Ministry of University Affairs or the present name as the Commission on Higher Education, Ministry of Education. Later on in 2004, the Library has implemented ISO 14001: 2004 for managing environment and energy conservation system.

The criteria of the 9-elements of education quality are:

- Philosophy, objective, vision and plan
- Studying and teaching: Library service
- Student activity
- Community service
- Research
- Conservation of art and cultural heritage
- Administration
- Finance
- Quality system

Besides this quality system, the 5S basic activity program, the ISO 9002 document system, and the ISO 14001 have been implemented. On top of that, the Library has adopted the national policy to conserve energy and carried on many human resource development projects.

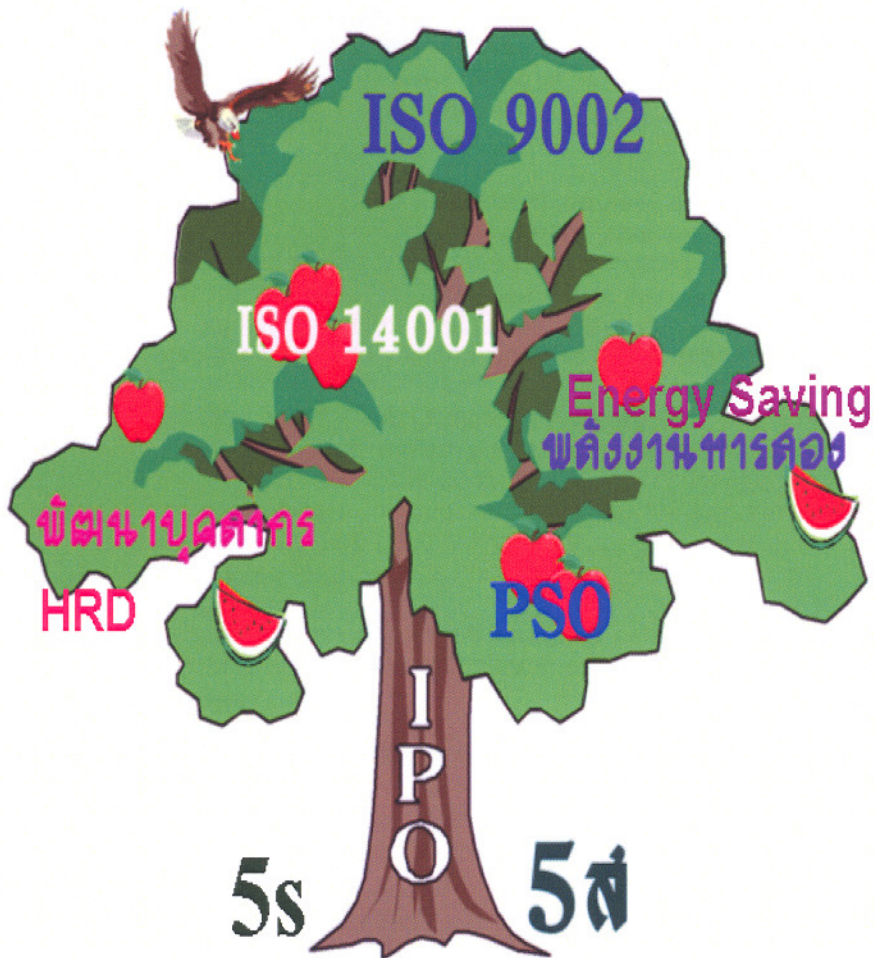
To achieve the quality standards, the Library has set the philosophy, commitment, and vision as followings:

- **The Philosophy:** Library is the learning resource for developing the society.
- **The Commitment:** We are going to be excellent in library services that are convenient, speedy, accuracy and friendly.
- **The Vision:** To develop efficiency of Library staff and to achieve quality of services by using information technologies in order to meet international standard.

To achieve the quality required, the Library has the Quality Assurance Committee that has the Library director as the chairman. The deputy director who is responsible for quality assurance is vice-chairman. The heads of all departments and the chairmans of the three sub-committees are members of the Quality Assurance Committee.

- **The three sub-committee are as followed: 9-Elements Quality Assurance Sub-Committee:** to implement, examine, and assess the quality of the Library as the quality standard set by the Commission on Higher Education, Ministry of Education.
- **5S Promotion & Auditor Sub-Committee:** to proceed the 5S-quality system in every department of the Library, as well as to examine the quality of 5S along with the standard of 5S.
- **ISO 14001 Sub-committee:** to enhance quality of environment and conserve energy using by the Library.

Quality Assurance System of Burapha University Library



The result of quality assessment process are as followed:

- **The Library** has the quality documents which are very useful for all technical works and services. The quality documents include a quality manual, as well as work procedure (WP), work instruction (WI), and forms, guided by ISO 9002 system. The Library also has the quality assessment reports of the year 2001-2005.
- **Each year**, the Library has internal audited by the Quality Auditor Sub Committee followed by the auditors of the University to examine and assess the quality of the Library by using criteria of the 9-elements standards. Every 5 years, the Library has to be assessed by the external assessors and in the year 2003, the Library had already been assessed by these external assessors.

- **5S activity** is the important basic quality standard of the Library. Every one of staff accepts and joins this program very efficiently. The big cleaning day (BCD) is one of the 5S activities that allows all staff to develop environment around and inside the library building. To maintain 5S in the Library, every department is visited by the Library administrators and audited by the Auditor Committee every 4 months. Every time of auditing, each department is graded and get 5S flag as the symbol to show how efficiently they achieve in 5S quality for their areas. The flags have 3 colors and have meanings as followed: green is excellent, yellow is very good, and blue is good. At the end of the year, the winning department gains the honor prize. One more thing of the 5S promotion program is that every library staff is willing to wear the 5S uniform on every Wednesday.
- **The library** realizes that staff is the most important factor to achieve the excellent services, therefore, the library pays attention to develop staff to gain higher efficiency in their professional and especially to serve users with service mind. The plan for human resource development which has various activities, such as library visits, continuing studies, trainings, and attending seminars or conferences has to be done, implemented, and evaluated every year.
- **For the energy** saving project, the Library can reduce more than 70% of electricity energy consuming before and pay 2 million Bath less per year in comparison with other libraries which have the same size and activities. The library has set up many principles in order to save and manage energy usage efficiency. The most important thing that the Library can achieve this project is the staff that pay high attention and willing to conserve electricity energy.
- **The Library** has achieved the certification on the Environmental Management System based on the Standard requirement ISO 14001: 2004, on September 18, 2005.
- **The Library** has continually improved towards **customer satisfaction** as a basis for success in library services and realized that in order to achieve the quality, the management's determination, teamwork, and the united spirit of each and every staff, all of which are indispensable.

Only cordiality, determination, perseverance, and participation from all staff will enable libraries to achieve the quality required.