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# **The impact of the implementation of ISO 9001 on the processes of Central Library of Tabriz-Iran**

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## **Abstract**

The main purpose of the current study is to determine the amount of the effect of the implementation of ISO 9001 on the processes of collection building, technical services and dissemination of information at the Central Library of Tabriz. This study is of descriptive-survey type. The population includes all the employees who are concerned with sections related to processes at the library and active library members of Tabriz Central Library. The findings reveal that the implementation of ISO 9001 on the processes of collection building, technical services and dissemination of information at the Central Library is influential. Also, from the library members' perspectives, the implementation of ISO 9001 has had an effect on the improvement of dissemination of information process at the Central Library. To investigate the hypotheses, 459 relevant questions were included in 8 questionnaires. The difference between the statuses of current processes was compared with optimal statuses. A t-test was used with  $\alpha < 0.05$ , and the obtained mean score proved to be more than the mean score being compared. Therefore, the results indicated that the implementation of ISO 9001 at Central Libraries had an effect on library improvement.

**Key words:** Implementation of ISO 9001- Collection building- Technical services- Dissemination of information

## **Introduction**

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.” (IFLA/UNESCO Public Library Manifesto, 1994)

According to the above-mentioned definition of library and also the expansion and volume of information resources, the mutual cooperation between libraries and information centers in the world is inevitable. It is, therefore, absolutely essential to set standards in order to establish an optimum collaboration system between libraries and equalize the activities of various centers. One of the most important results of standardization of this kind is the prevention of quick and non-technical decisions; non-systematic viewpoints and self-centralization. These comprehensive standards are prepared and revised by International Standard Organization (ISO), and the major axis of this standards being ISO 9001 is based upon the establishment of quality system regarding processes and activities.

### **Statement of the problem**

A book is an ancient information tool which has played a significant role in storing and transferring knowledge from one generation to another. On the other hand, publishing, distributing and sharing books without considering quality criteria is a waste of time and accessibility for investigators and readers. As a result, publishable materials and other information and technology tools should be distributed effectively, quickly and sufficiently among users. Considering the vast number of books and scientific journals and their increasing and ongoing publication in our era, which is sometimes referred to as the era of information explosion; sometimes the era of information pollution and sometimes the era of book price increase, there must be standard criteria and plans with regard to libraries and librarianship.

A standard is a principle, a rule, a scale, an established discipline, law or whatever being accepted by a society as a basis for comparison. Standardization is the act of establishing regulations whose aim is to attain optimal order in a specific field, for public and frequent use, considering potential and actual problems. In the Central Library ISO 9001 was implemented in 2010 which ended in obtaining the certificate. The implementation period was six months, and 28 people were busy with that. This eventually ended in obtaining the certificate for the library. Considering the time and costs spent on this project, on the one hand, and its impact on library activities, on the other hand, it is apparent that the implementation of ISO 9001 in the processes of collection building, technical services and dissemination of information at the Central Library of Tabriz has had marvelous effects.

## **The aim of the investigation**

The overall aim of this investigation is to determine the amount of the effect of the implementation of ISO 9001 on the processes of collection building, technical services and dissemination of information at the Central Library of Tabriz.

## **Hypotheses**

1. The implementation of ISO 9001 has an effect on the improvement of collection building process in Central Library.
2. The implementation of ISO 9001 has an effect on the improvement of technical services process in Central Library.
3. The implementation of ISO 9001 has an effect on the improvement of dissemination of information process in Central Library.
4. The implementation of ISO 9001 has an effect on the improvement of library activities in Central and general libraries.

## **Methodology**

This investigation has been done through the descriptive-survey method. The population includes all the employees of the Central library (28 people) and all the members of Tabriz Central Library. Sample size for library members in this study according to Cochran sample size formula is 375. Sampling method is arbitrary.

Information gathering tool in the current study has been developed by the researcher within the framework of surveying questionnaire. Interview has been applied in order to clarify researcher's aims and objectives to the population and also to obtain accurate information about the implementation effects of ISO 9001 on the processes of collection building, technical services and dissemination of information at the Central Library of Tabriz.

## **Literature review**

Kaur (2007) conducted a study entitled the Quality management service at the University of Malaya Library. The results indicated that a quality management system within quality standard requirements, such as the MS ISO 9001:2000 proved challenging to obtaining the management commitment and the reorganization of services. Customer feedback becomes

the focus of on-going planning to fulfill customer requirements. A quality management system has brought about informed decision making and increased customer satisfaction.

Sahu carried out a study to measure the service quality at the Jawaharlal Nehru University Library in India in 2007. The results would appear to indicate that the JNU library is not lacking in quality of service. It reflects seven determinants of service quality: reliability, responsiveness, assurance, access, communications and empathy.

Torque (2007) has done a study entitled "Creating a culture of quality assurance in libraries of Slovenia Ljvbljana S University ", the purpose of this study was, evaluating the library functions from tree point of view: efficiency, effectiveness and quality of services, this research posed the need of practical solution to develop the service quality in academic libraries demand.

Balagué (2007) in a study entitled “use of ISO 9001 standard in higher education institutions libraries”, evaluate the advantages and problems of using this standard. The results of the study are as follows:

Reasons of receiving ISO 9001:

In 50 percent of cases reviewed, using ISO 9001 by senior managers and directors of universities, this is because of comprehensive view of managers and more attention of them to quality.

An important reason that cause managers to use this standard was their tendency to better development of library services and their intent to monitor the libraries strategy in quality Issues.

Although the external factors, such as other libraries which they use this standard are important, but don't have too much influence on managers decision to use the standards in their institute.

Libraries by using these standards are not going to improve marketing; in fact they improve their management systems.

About 25 percent of libraries with ISO 9001 certificate won prizes and other certificates. In some of these organizations, the success factor was improving their management system by using ISO 9001.

## Findings of the study

Hypothesis 1: The implementation of ISO 9001 has an effect on the improvement of collection building process in Central Library.

To test this hypothesis, 65 questions which centered around the topic of prediction were included in the questionnaire. Each question had two options- yes or no. To investigate the abovementioned hypothesis, the difference between the current status of collection building process in Central Library (obtained through subjects' replies) was compared with the optimal status. The results obtained through a t-test are included in table 1. As the results indicate, t- statistic is 8.2 and  $p=0.001$  respectively. Since  $p$  is lower than 0.05 and the mean is higher than the mean compared, it can be concluded that hypothesis 1 is valid. In other words, with response to the first question, the implementation of ISO 9001 has effects on the process of collection building in Central Library.

**Table 1: Descriptive data of the t-test related to the implementation of ISO 9001 and the effect it has on the process of collection building in Central Library**

Component	The amount to compare = 55			
	Mean	SD	t-statistic	Significance level
The process of collection building in the Central Library	58	1.15	8.2	0.001

Hypothesis 2: The implementation of ISO 9001 has an effect on the improvement of technical services process in Central Library

To test this hypothesis, 93 questions which centered around the topic of prediction were mentioned in the questionnaire. Each question had two options- yes or no. To investigate the abovementioned hypothesis, the difference between the current status of technical services process in Central Library (obtained through subjects' replies) was compared with the optimal status. The results obtained through a t-test are included in table 2. As the results indicate,  $t$  is 2.6 and  $p=0.025$  respectively. Since  $p$  is lower than 0.05 and the mean is higher than the mean compared, it can be concluded that hypothesis 2 is valid. In other words, with response to the second question, the implementation of ISO 9001 has an effect on the process of technical services in Central Library.

**Table 2: Descriptive data of the t-test related to the implementation of ISO 9001 and the effect it has on the process of collection building in Central Library**

Component	The amount to compare = 90			
	Mean	SD	T	Significance level
the process of technical services in the Central Library	90.7	0.82	2.6	0.025

Hypothesis 3: The implementation of ISO 9001 has an effect on the improvement of dissemination of information process in Central Library

To investigate the status of dissemination of information in Central Library, 241 questions were included in 5 questionnaires. They were investigated in various sections namely publications, source & storage, visual-oral, reference and registration. The results follow:

3.1 The implementation of ISO 9001 has an effect on the improvement of dissemination of information process with regard to publications.

3.2 The implementation of ISO 9001 has an effect on the improvement of dissemination of information process with regard to visual-oral section.

3.3 The implementation of ISO 9001 has an effect on the improvement of dissemination of information process with regard to reference section.

3.4 The implementation of ISO 9001 has an effect on the improvement of dissemination of information process with regard to registration.

3.5 The implementation of ISO 9001 has an effect on the improvement of dissemination of information process with regard to source & storage.

**Table 3: descriptive data of the t-test related to the implementation of ISO 9001 and the effect it has on the process of dissemination of information in Central Library**

component	The amount to compare	Mean	SD	t	Significance level
Current publications section	23	25	1.8	3.46	0.007
Visual-oral section	70	57.6	0.8	46.5	0.001

Reference section	30	30.7	0.9	2.333	0.045
Registration section	55	55.9	0.9	2.862	0.019
Source and storage	30	32.07	2.52	3.32	0.006

Based on the results obtained through 5 t-tests, it can be concluded that hypothesis 3 is significant. In other words, with response to the third question, the implementation of ISO 9001 has an effect on the process of dissemination of information in Central Library.

Hypothesis 4: The implementation of ISO 9001 has an effect on the improvement of library activities in Central and general libraries.

To investigate this hypothesis, tests 1 to 3 were administered. The difference between the current statuses of the library was compared with the optimal statuses. Additionally, this study investigates the attitude of the library members toward the implementation of ISO 9001 with respect to the improvement of dissemination of information process in Central Library. To investigate this hypothesis, 60 questions were included in a questionnaire. Then, library members' satisfaction with the current status of the dissemination of information status was probed. The results obtained through a t-test are included in table 4. As the results indicate,  $t$  is 8.6 and  $p=0.001$  respectively. Since  $p$  is lower than 0.05 and the mean is higher than the mean compared, it can be concluded that hypothesis 4 holds up, that is, with response to the second question, in library members' views, the implementation of ISO 9001 has an effect on the process of dissemination of information in Central Library.

The summary of the t-test is mentioned in the following table. As can be seen in the table, all sections of the implementation of ISO 9001 have effects on the improvement of library activities except the visual-oral section.

**Table 4: descriptive data of the t-test related to the implementation of ISO 9001 and the effect it has on the improvement of library activities**

process	Amount to compare	Mean obtained	SD	t-statistic	Significance level
Collection building in Central Library	55	58	1.15	8.2	0.001
Technical services in Central	90	90.7	0.82	2.6	0.025



library						
Dissemination of information	Publications	23	25	1.8	3.46	0.007
	Visual-oral	70	57.6	0.8	46.5	0.001
	Source	30	30.7	0.9	2.333	0.045
	Registration	55	55.9	0.9	2.862	0.019
	Storage	30	32.07	2.25	3.32	0.006
Members' attitude		3	3.31	0.69	8.66	0.001

The results obtained in this study are as follows:

- The implementation of ISO 9001 in Central Library has an effect on the improvement of collection building process.
- The implementation of ISO 9001 in Central Library has an effect on the improvement of technical services process.
- The implementation of ISO 9001 in Central Library has an effect on the improvement of dissemination of information process.
- The implementation of ISO 9001 in Central Library has an effect on the improvement of activities in the library.

### Suggestions

1. The following recommendations are made in order to improve the visual-oral section of Central Library:
  - Installing to computer sets for the use of public
  - Renewal of resources via telephone
  - Replacement of outdated resources with new ones
  - Provision of audio-visual books for the use of the visually-impaired
  - Preparation of resources must be done based on the law book of the library
  - Substitution of outdated resources with new ones
  - Introduction of various resources to library members via various modes
  - Holding workshops for colleagues in this section
2. Some suggestions have been made to promote the process of standardization in the resource section. It is recommended that they be applied in the resource section.
3. Some ideas have been proposed to ameliorate the process of standardization in the registration section. It is recommended that they be applied in there.

4. Some suggestions have been made to promote the process of standardization in the publications section. It is recommended that they be applied in the resource section. They are as follows:
  - Equipping this section with a copier
  - Equipping the publications section with a fire extinguisher
  - Applying polling form where users abound
5. Workshops should be hold to improve employees' awareness and knowledge
6. To preserve ISO 9001, the people in charge and librarians should be justified.
7. The implementation of ISO should be requested by executive managers.
8. The processes of various activities ought to be deemed significant by managers.
9. Expert committees and meetings must be formed for managers to investigate the process of the implementation of ISO 9001 and to take proper measures.

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