

Implementing Total Quality Management in Academic Libraries

By

Egberongbe, H.S

The paper outlines the history of quality management, with particular reference to libraries and then explains Total Quality Management (TQM) in tile same terms. A number of quality management literatures is summarized and analysed. The paper also identifies three groups of stakeholders in libraries: staff, users, funds holders. Recommendations are made towards effective development of scales to assess the quality of academic libraries.