

Libraries: Transforming the Educational Process through Total Quality Management (TQM) in Akwa Ibom State

Mary Mfon Bassey, Ph.D, CLN

Library Department University of Uyo

Margaret Sylvanus Umoh, Ph.D, CLN

Department of Library and Information Science University of Calabar

Abstract. *The overall purpose of this study was to examine Libraries: transforming the educational process through total quality management (TQM) in Akwa Ibom State. Descriptive survey research design was adopted for the study and it was conducted in Akwa Ibom State. The target population for the study comprised all librarians in public secondary schools in Akwa Ibom State. Simple random sampling technique was used to select 54 librarians drawn from public secondary schools in Akwa Ibom State. Also, 20 other librarians were also randomly selected for the study. This gave a total of 74 respondents used for the study. The instrument used for data collection was a questionnaire titled “Libraries and Transformation of Educational Process Questionnaire (LTEPQ)”. Face and content validation of the instrument was carried out by an expert in test, measurement, and evaluation in order to ensure that the instrument has the accuracy, appropriateness, and completeness for the study under consideration. The researcher subjected the data generated for this study to percentage analysis technique meant to answer the research questions. Based on the study it was concluded that Throughout the last few decades, technological breakthroughs have altered the working patterns of libraries and information centers. The traditional image of the Library and its professionals has also changed. Due to the changing needs of users, information professionals are expected to prepare themselves with developing concepts. TQM guides the identification of productive growth in the academic environment. One of the recommendations made was that Librarians should be given adequate training on effective library operations and manipulation with Total Quality Management in mind in order to motivate the users for constant utilization of the libraries, irrespective of the type.*

Keywords: *Libraries, Educational Process, Total Quality Management (TQM) and Akwa Ibom State.*

Introduction

A library is a collection of resources, books, or media that are available for use rather than merely display. A library is a physical location, a virtual environment, or both that provides physical (hard copies) or digital (soft copies) access to materials. The collection of a library can comprise printed materials and other physical resources in a variety of forms, such as DVD, CD, and cassette, as well as access to information, music, or other content kept in bibliographic databases. A library can be organized and managed by a public body such as the government, an institution such as a school or museum, a corporation, or a private individual. Librarians are trained and professionals at finding, selecting, circulating, and organizing information; interpreting

information needs; and navigating and analyzing very large amounts of information using a range of resources. (Howard, 2019).

According to Encyclopedia, (2020), a library is a collection of information, sources, resources, and services that are organized and maintained by a government, an institution, or a private individual. In the more traditional meaning, it refers to a library. This collection and services are utilized by those who do not want to or cannot afford to buy a large collection, who require material that no individual can fairly be expected to hold, or who need expert assistance with their study.

Furthermore, with the collection of media other than books for storing information, many libraries are now repositories and access points for maps, prints, or other documents and artworks on various storage media such as microfilm, microfiche, audio tapes, CDs, LPs, cassettes, video tapes, and DVDs, as well as providing public access to CD-ROM and subscription databases and the Internet. As a result, modern libraries are rapidly being reimagined as locations where people can receive unfettered access to knowledge in a variety of formats and from a variety of sources. In addition to resources, they offer the services of librarians, who are experts in subjects linked to obtaining and organizing information as well as evaluating information needs. Libraries are important institutions for passing down cultural and traditional components from generation to generation and expanding them globally by facilitating the smooth and accurate flow of information, (Wikipedia, 2023).

Libraries have gathered resources, organized them, conserved them, and made them accessible (or not) to clients for millennia. However, the formats of such materials have evolved, from scrolls and codices to LPs and LaserDiscs, e-books, electronic databases, and open data sets. Libraries have had to comprehend, if not become a crucial node within, developing media production and delivery networks. Consider the medieval man scriptoria, the expansion of the publishing industry and book trade following Gutenberg, and the rise of information technology with its web of cables, protocols, and rules. Because the circumstances in which libraries operate—spatial, political, economic, and cultural—have evolved at each stage, libraries are constantly reinventing themselves and the ways by which they provide those critical information services. Libraries have also taken on a variety of shifting social and symbolic meanings. They were meant to symbolize a ruler's or state's eminence, to connect "knowledge," and, more recently, to act as "community centers," "public squares," or "think tanks." Even seemingly current metaphors have a long history. The ancient Library of Alexandria served as a model think tank, and the early Carnegie facilities of the 1880s served as community centers with swimming pools and public baths, bowling lanes, billiard rooms, and even rifle ranges, in addition to book stacks. Secretary James Bertram standardized the design in his 1911 pamphlet "Notes on the Erection of Library Buildings," which offered grantees a choice of six models, believed to be the work of architect Edward Tilton, as the Carnegie funding program expanded internationally—to more than 2,500 libraries worldwide. Notably, they all had a lecture hall. In short, the library has always been a place where informational and social infrastructures cross within the context of a physical infrastructure that (ideally) supports that program. The Primary function of any University Library is to provide the most needed and upto date information materials that will support teaching, learning and research. Today libraries especially National Open University of Nigeria Libraries are confronted with intricate and constantly developing network of knowledge. And they are existing in world where the use of libraries resources both books and non-book materials have become essentials to progress towards more efficient information services delivery. The manual method of acquisition, organization, maintenances, documentation, circulation of other library materials and other services involves a lot of paper work and skilled man power of labour which is tedious, time consuming and prone to error. It usually leads to unnecessary delays in fulfilling its services to library users. As the library records became larger and keep on increasing by day, the task of controlling the records will be more difficult and complex to handle manually with librarians skills they can handle them all. Use of library resources and library services become possible when all resources are made available and access provided by libraries for

effective retrieve and use. The University Libraries are Social Mechanism established essentially for the provision of library information resources and library services. (Uzoagba, 2019).

A digital library is a collection of digital artifacts that may be accessed electronically, such as books, periodicals, audio recordings, video recordings, and other documents. Users can gain online access to a variety of information through digital libraries. They are frequently used for study by students or by professionals who want to stay up to date on the newest advances in their sector. Users of digital libraries can have access to rare and out-of-print materials that are difficult or impossible to find in physical libraries. Digital libraries also include a number of search and sorting options, as well as social media-like tools that allow users to connect with others to debate issues. (Hanna, 2023).

Statement of problem

In many cases, where total quality management of libraries is practiced, management often shows signs of greater commitment and determination to achieve success. Most secondary school librarians that practice total quality management (TQM) seem to have been faced with the danger of going out at one point in time or another, while some were able to survive the crisis situation. Probably, this is due to the pressure management faces to set priorities that will help maintain or improve performances. The TQM application requires that librarians dedicate time. Since this is the case, total quality management offers conflicts with higher priorities or initiatives. Many librarians lack the pre-requisite skills to transform the educational process by executing TQM successfully. Hence, TQM is seen as a culture that requires management to loosen the reins and give librarians a greater role in transforming the educational process. Therefore, to make TQM successful, this requires greater involvement by the librarians doing their work at all levels. It is on this premise that this study is conducted to examine the roles of Libraries in transforming the educational process through total quality management (TQM) in Akwa Ibom State.

Purpose of the study

1. To find out the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of information.
2. To determine the extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises.
3. To examine the extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information.

Research questions

1. To find out the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of information.
2. To determine the extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises.
3. To examine the extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information.

Concept of Education

According to Adesemowo and Olufunmilayo (2022), negative learning is possible, but for one's action to be educationally valuable, it must be positive. The many phases of learning that one goes through in school do not constitute education in and of themselves. However, each level of the educational process is critical. Education, in broad terms, refers to all of the factors that influence an individual's growth. An individual's entire life is education, which ends when they die. Education might take place at home, at school, in a church or mosque, in a community village, or in a town. Only literacy instruction is best delivered in schools. Literacy education, mental education, and social or moral education are all examples of education. Mental education is the mental growth of a kid, whereas literacy education requires the child to have a sound life,

mind, and be God-fearing in all parts of life. An educated person must adapt to every situation. Education is frequently referred to as "imitation" in the sense that anyone who enters society does not know the standards and other things that must be known in order to function in society. This can only be accomplished through imitation. Education is also the way, through which we pass on culture, norms, customs, and rules from one generation to the next, ensuring the survival of society.

Education is a purposeful activity directed at achieving certain aims, such as transmitting knowledge or fostering skills and character traits. These aims may include the development of understanding, rationality, kindness, and honesty. Various researchers emphasize the role of critical thinking in order to distinguish education from indoctrination. Some theorists require that education results in an improvement of the student while others prefer a value-neutral definition of the term. In a slightly different sense, education may also refer, not to the process, but to the product of this process: the mental states and dispositions possessed by educated people. Education originated as the transmission of cultural heritage from one generation to the next. Today, educational goals increasingly encompass new ideas such as the liberation of learners, skills needed for modern society, empathy, and complex vocational skills. (Wikipedia, 2022).

The critical need everywhere in the world is for education to prepare students to lead successful, fulfilling lives. In today's world, this means providing them with relevant educational experiences that nurture their passions, problem-solving abilities, and higher-level thinking skills, including critical thinking and creativity. The best solutions involve teachers, students, schools, and whole communities. In the U.S. and other Western democracies, commitment to a pervasive system of public education has gone hand-in-hand with growth and prosperity. Since the mid-19th century, mass public education has provided a foundation for millions of people to create a life for themselves and their families and to become actively engaged citizens. Today, in the developed world, we take it for granted that children start school around the age of five and go through about 11 years of compulsory schooling. However, a primary goal of education is to prepare students for success in adult life, and while our 21st-century world has seen changes that no one could have imagined even 20 years ago, the classroom and curriculum that evolved with mass education have not adapted. Methodologies that worked when routine jobs were in high demand still dominate. (Khan, 2023).

According to Kwang, (2017), Self-concept refers to the totality of a complex, organized, and dynamic system of learned beliefs, attitudes and opinions that each person holds to be true about his or her personal existence. Parental upbringing, continuous failure, depression and internal self-critic are factors that influence the development of one's self-concept. A positive self-concept can be developed through behavior objectively in knowing oneself, always appreciate oneself, be friend to oneself and always have a positive and rational thinking. Educational psychology can be referred to a distinct scientific discipline within psychology that includes both method of study and a resulting knowledge base. It is believed that the development of student's self-concept depends on the focus of educators in educational psychology in classroom practice. Educational psychology provides important background knowledge that pre-service and in-service educators can use as the foundation for professional practice. A positive self-concept can contribute to good academic achievement by student's optimistic personal expectations about himself or herself.

Educational Process

There is a general procedure for educating pupils such that they grasp the material, can utilize or apply it, and remember what they have learned. Setting goals or objectives for what you want to achieve in class is the first step in the educational process. Then you take the necessary procedures to educate the children. Finally, you assess how well you used the process to achieve your objectives. You must first identify your goals for educating or instructing a class or group of pupils as an educator, teacher, or instructor. This goal is frequently taken for granted. However, it must be reinforced in your mind so that you are on the proper route. (Kurtus, 2012).

Education Process Steps

In most circumstances, imparting knowledge to a student consists of the following steps: providing pertinent information, reinforcing through exercises, clarifying and reviewing material, and testing to guarantee understanding.

- **Provide Information:** You can deliver the information to the learner using a variety of educational media. Typically, the student has a textbook or other material to read. You also give a lecture, explaining the material as well as giving examples. With online learning, that lecture may be in the form of a video. For personal instruction, the student may be able to ask for clarification or more details.
- **Reinforce With Exercises:** You then reinforce what was learnt by assigning homework and practice tasks, as well as exercises in class. This occurs in mail courses, distance learning, and, to a lesser extent, online lessons. Exercises also engage participants in the material, which helps to maintain their attention. Students can discuss the subject in some classes, allowing them to form conclusions and reinforce their understanding. When a learner is self-studying by reading a book or listening to an audio cassette, exercises are rarely performed. The learner may obtain reinforcement through repetition in certain instances.
- **Review Information:** You then provide answers to the exercises as well as explanations to assist understand the content and review the topic. This aids pupils in remembering the material and skills they have learnt.
- **Verify Knowledge:** The final step in the educational process is to assess knowledge or competency in the subject. Typically, a test or exam is given to pupils to verify what they have learned and to assess the effectiveness of the education. Typically, testing follows multiple lessons. If the student passes the exam, it is assumed that he or she understands the information or is competent in the subject. A test is rarely provided or taken in the event of personal or non-formal study. It is up to the individual to validate their learning or comprehension.

Setting goals or objectives for what you want to achieve in class is the first step in the educational process. In general, you want pupils to comprehend the knowledge, be able to use or apply it, and remember what they have learned. Your aims, on the other hand, must have a clear outcome in mind. Next you take the actions necessary to teach the students. Lastly, you assess how well you used the process to achieve your objectives.

Concept of Total Quality Management

Technological innovations have completely altered ways in which information services are carried out. At whatever level and with whatever methods; whether traditional or technological, one thing is common in the desire to offer quality service and fulfill library service to the reader. Every user deserves to have his needed information at the time required otherwise it becomes useless as the crave for information is satiable. Once the purpose for which it was desired is overtaken such information becomes useless. Quality denotes a degree of excellence of something (Samat, Ramayah, & Saad, 2006).

The idea of quality in relation to library services is not new (so much has been done and even researched into quality assurance in information services delivery. Today the education process has become very complex and multidisciplinary, thus placing higher demands on the information rendered to learners and researchers as well as consequent need to change paradigm.

Haines (1950) theory of birth selection posited that “products are produced in the internet of the users. So product managers in these case information libraries should ensure that they produce only quality products viz-a-viz quality information that perfectly meets the needs of present day information users.

Quality service is conceptualized as a comparison of perceived expectations of a service with perceived performance gives rise to the equation.

S - O - P – E which is derived from the origin of expectancy disconfirmation paradigm.

Quality of service determines the consistent use of such services. Today's learner is not just a recipient of information but a user contributor is knowledge. To be able to contribute to knowledge, a researcher needs to have access to quantitative link which must be accurate, up to date and comprehensive enough to cater for today's researcher information need as much of all delivered in today's technological approaches. This will in turn offer total quality assurance.

According to hat (2018), the concept of total quality assurance (TQA) is a management philosophy embracing all activities through which the needs of an information user and the objectives of its institutes are satisfied in the most efficient and effective way with continuing drive for improvement.

He went on to enumerate 14 steps to TQM called from Demirs to include

- Creating constancy of purpose
- Adopting new

The educational process is also ensuring and therefore libraries as information manager equip learners with ending skills for information retrieval to elevate the education process. Retrieval devices abstracts, indexen, OPAC etc.

The growing complexity requires that for learners to be learn effectively they must acquire certain skills which the librarianship need to put them through in the new dispensation. Such skills include knowledge of source of information, knowledge of source of information, knowledge of search strategies and knowledge of retrieval devices which will enable them access and retrieve information for their educational pursuit. Lal, B. (2018), A modern digital library system in current techs and techniques in library science. P245 – 265.

Complete paradigm shift: this has come when information users in the academic self-require apt accurate, comprehensive and timely information from libraries. The traditional libraries tried to provide this but with a lot of difficulties and time consumption. Today's libraries is that they must promote the education process needs to move the electronic media where information is comprehensive accurate especially using specific professional search engines like Libri, AJOL, HINARIS etc to execute their processes representing the fourth low of library science – save the time of the reader. Today, libraries can make researchers access information real time and get shared opinins from other locations through teleconferencing and also make contributions. This involves the user machine interface.

The above has implication for user training on computer systems and its utilization for the purpose of attaining library systems aims.

Challenges associated with today's education system and information management

Challenges associated with today's education system and information management are as follows:

- *Poor quality of information, including lack of consistency duplication and out quote information*
- *Limited resources for deploying and managing information effectively*
- *Increased number of user information needs*
- *Complex issues attendant on today's interdisciplinary education*
- *Lack of cleaning around library strategies and directions*
- *Apathy on the part of library staff i.e. practices and processes*

The last issue has and can be adhered through sensitization and retraining of library staff of academic libraries.

Quality assurance

Quality is the state of continually meeting agreed customer/client needs or what it takes to satisfy the client. It is in particular, an attribute of a product or services being attractive to its user. Gideon and Gideon (20) see quality as the act of delivery the right product or service which is fit for the purposes required by the customer at the right time and place. This agrees with library science law 4 which says “save the time of the reader information in itself has value only when utilized. And a library information at the right time without too much stress as the desire for information is satiable, and diminishes when not fine in time.

This level of service is what will satisfy today’s information user and when the libraries uses ICT to ensure that the researcher is not just directed to books to read, but is directed to multiple resources access the globe, limited to other researchers with the common interest also across the globe to share similarities and differences in their wants.

Librarianship today constantly share responsibility for the purpose of quality central. This includes weighting hand in hand with the faculty to know modern biases multidisciplinary tendencies. Total quality management in turn is intensive long term effort to transfer all services of the library in order to produce best practices and service that can satisfy user needs for the purpose of either learning or research. Indeed, it is the process of management of CHANGE since TQM is value based i.e. information service as it satisfies the user in his particular circumstance.

Windows S, and Windows B (2007) quality assurance and library management in new directions in African library management Ibadan: spectrum.

To the transformation of educational process, the library has to set priority tarsus for itself “ways a well-planned, co-ordinate and systematic set of services calculated to bring about user satisfaction “(window et al:).

The main purpose of the academic library.

The main purpose of academic libraries includes:

- Retraining librarians with modern information management skills and competition necessary to make him become a knowlegible worker in a global economy. The libraries must operate using the institutor’s vision statement i.e for the academic library to be a centre of academic excellence by utilizing the available resources for teaching, research, community service and sustainable development and mission statement
- To diligently pursue scholarship and deploy its output for human capacity development with active participation in information and communication technology.

To achieve the above, libraries need to shift paradigm and rebrand their services and as stated above, participate actively in information and communication technology. Today’s library users are observed to be digitally motivated. Therefore to transfer the educational process these activities need to be put in place they include resetting objectives to establish precisely what must be accomplished to transform the education process; which includes identifying new tasks and functions to suit modern day, teaching, keeping and research functions; setting benchmarks for monitoring and messing performance, changing paradigm from merely planning activities for information dissemination to planning for results and pending direction to avert frustration one to part of library users.

Changing tasks and functions: This involves rebranding the libranship who will in them change their need of service from directional to digital service and today’s users have to be digitally during in their information search and this will (bringing them about to the tranproximity global village, enhance cellebration and provide wider exposure to knowledge in the users are concern.

Setting benchment for mentally and measuring performance; Today’s digital procedure of information delivery makes room for feedback via the internet as against the previous traditional methods. With the use of internet, feedback is attained making the libraries knew whether has

been able to save the lecturers, students and researchers effectively such benchmarks require also the use of their procedures:

1	using automate for trashing circulate services	Always /Sending /Never
2	using KOHA for easy access to global resources	
3	using email for referee services	
4	using online services for research	
5	using automation for	
6	using search engines compiling reading lists	
7	using for inter library pending	
8	using for abstracting and adjusting services	
9	using Usenet for sharing current contents of interest	
10	using CD ROM searching for relevant area contents	
11	using databases for searching local contents	
12	using world wide web	

Skillfulness

1. Staff competence in accessing the www for intonation SD, VD, VS SS
2. Staff competence in accessing e-mail
3. Staff competence in accessing CD ROM search
4. Staff competence in specialized search engines
5. Staff ownership of personnel computers.

To activate the above dream, libraries who will change the education process be rides their technical competencies which (Samat et. al. 2006). listed as demeanor and responsiveness. Samat et. al. (2006) defined attitude as a person's tendency to feel or behave in a particular manner toward an object, a person or an organization. According to Samat et. al. (2006) staff responsiveness and staff demeanor greatly compelling enhance library use and user satisfaction and are therefore where this is put in place, the learning process in staff highly effective and positive attitude of libraries will not only grant access to information for researchers and study and teaching purposes but will promote easy access and they will find time to fire technological literacy etc. Huang and Lai (2009), listed good attitudes to include appreciation of users (students) heads and manifestation of intellectual curiosity driven by the craze for new knowledge. Staff demeanor will hurry back users to the library where accurate and appropriate information is still steered. The quality of staff responsiveness depicts the ability to adjust to external nature of education and leaving.

Libraries can actualize the dream of their libraries as well as the parent institutions using TOTAL QUANTITY MANAGEMENT (TQM) in the felling steps as enumerated by Demirs :

- Create consistency of purpose
- Adopt new philosophy, to believe in quality and more to undergo transformation
- Inspect products and services for the purpose of identifying ways of improvement
- Improve consistency of products and service
- Institute training and retraining (for new skills)
- Managers should seek to discarer barriers
- Drive out fear of appraisal from staff
- Managers to learn new ways to meturaiting staff
- Remove barriers to pride of workmanship

In the library setting Lal (2018) quoting sirkri stated that TQM can help promote library services in the following ways-

- Create service broachers and info tects
- Conduct user survey about library services
- Improve signage

- Increase hours of operation
- Provide convenient material return
- Use flexibility in staff assignment
- Track complaints
- Publicize new services

Research Methodology

The research design adopted for the study was a descriptive survey. The study was conducted in Akwa Ibom State. The population of the study comprised all librarians in public secondary schools in Akwa Ibom State. The sample size that was used for the study consisted of 54 librarians drawn from public secondary schools in Akwa Ibom State. The main instrument used for data collection in the study was titled “Libraries and Transformation of Educational Process Questionnaire (LTEPQ)”. To ensure face and content validity of the instrument, the LTEPQ was given to the one expert in test and measurement and evaluation in the University of Uyo for assessment). In order to ensure the reliability of the research instrument, the LTEPQ was trial-tested on 20 other librarians who were not part of the study, but the respondents have similar characteristics with those in the study area. The research questions 1 to 3 were answered using percentage analysis as can be seen in the results subsequently.

Results and Discussion

Research Questions 1: The research question sought to find out the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of timely information. To answer the research question percentage analysis was performed on the data, (see table 1).

Table 1: Percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of timely information.

EXTENT	FREQUENCY	PERCENTAGE
VERY HIGH EXTENT	28	51**
HIGH EXTENT	16	29
LOW EXTENT	7	12
VERY LOW EXTENT	3	5*
TOTAL	54	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 1 presents the percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of timely information. From the result of the data analysis, it was observed that the highest percentage (51%) of the respondents affirmed that the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of information is very high, while the least percentage (5%) of the respondents stated that the extent is very low. The result therefore means there is remarkable high extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of information.

Research Questions 2: The research question sought to find out the extent to which total quality management of libraries have contributed in transforming the educational process with respect to

reinforcement with exercises. To answer the research question percentage analysis was performed on the data, (see table 2).

Table 2: Percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises.

EXTENT	FREQUENCY	PERCENTAGE
VERY HIGH EXTENT	20	37**
HIGH EXTENT	15	27
LOW EXTENT	11	20
VERY LOW EXTENT	8	14*
TOTAL	54	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 2 presents the percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises. From the result of the data analysis, it was observed that the highest percentage (37%) of the respondents affirmed that the extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises is very high, while the least percentage (14%) of the respondents stated that the extent is very low. The result therefore means there is remarkable high extent to which total quality management of libraries have contributed in transforming the educational process with respect to reinforcement with exercises.

Research Questions 3: The research question sought to find out the extent to which total quality management of libraries have contributed in transforming the educational process with respect to provision of information. To answer the research question percentage analysis was performed on the data, (see table 3).

Table 3: Percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information.

EXTENT	FREQUENCY	PERCENTAGE
VERY HIGH EXTENT	31	57**
HIGH EXTENT	16	29
LOW EXTENT	5	9
VERY LOW EXTENT	2	3*
TOTAL	54	100%

** The highest percentage frequency

* The least percentage frequency

SOURCE: Field survey

The above table 3 presents the percentage analysis of the extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information. From the result of the data analysis, it was observed that the highest

percentage (57%) of the respondents affirmed that the extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information in the State is very high, while the least percentage (3%) of the respondents stated that the extent is very low. The result therefore means there is remarkable high extent to which total quality management of libraries have contributed in transforming the educational process with respect to review of information in the State.

Conclusion

Throughout the last few decades, technological breakthroughs have altered the working patterns of libraries and information centers. The traditional image of the Library and its professionals has also changed. Due to the changing needs of users, information professionals are expected to prepare themselves with developing concepts. TQM guides the identification of productive growth in the academic environment. According to the findings of this study, the majority of librarians believe that such approaches will improve the current system. Libraries are good locations for TQM implementation. These are service firms that are committed to their consumers, or patrons. Total quality management of libraries have contributed immensely in transforming the educational process with respect to provision of information, reinforcement with exercises and review of information.

Recommendations

1. Librarians should be given adequate training on effective library operations and manipulation with Total Quality Management in mind in order to motivate the users for constant utilization of the libraries, irrespective of the type.
2. Library managers can adapt and improve their companies by developing a strategic plan and committing to ongoing quality improvement.
3. Government should equip libraries with up to date and functional library facilities for high productivity on the part of the librarians.

REFERENCES

1. Adesemowo, P. O. and Olufunmilayo A. T. (2022). *Basic of Education: The Meaning And Scope Of Education*. Available at: https://www.researchgate.net/publication/361813544_BASIC_OF_EDUCATION_THE_MEANING_AND_SCOPE_OF_EDUCATION.
2. Haines, H. (1950). *Living with books* (2nd. Ed.) New York, Columbia University Press PP. 227
3. Hanna, K. T. (2023). *Digital library*. Available at: <https://www.techtarget.com/whatis/definition/digital-library>
4. Howard, J. (2019). *The Complicated Role of the Public Library*. Humanities: the Magazine of the National Endowment of the Humanities.
5. Khan, L. (2023). *Health and Education In The Modern World* (Education for Our Times). Available at: https://humanjourney.us/health-and-education-in-the-modern-world/education-in-the-modern-world-solving-for-the-future/?gclid=Cj0KCQiAorKfBhC0ARIa-AHDzsIsZhskT1f6iSQqzlxXW-zNQrXLiyz1PdlF6WX7790UFY1TVE7SnWSE-aAIYeEALw_wcB
6. Kurtus, R. (2012). *Education Process*. Available at: https://www.school-for-champions.com/education/education_process.htm#.Y-4MEdKnFkh
7. Kwang (2017). *Self-Concept In Educational Psychology*. Available at: <https://core.ac.uk/download/pdf/11782254.pdf>
8. Samat, N., Ramayah, T., & Saad, N. M. (2006). *TQM Practices, Service Quality, and Market Orientation: Some Empirical Evidence from a Developing Country*. Management Research News, 29, 713-728. <https://doi.org/10.1108/01409170610716025>
9. Uzoagba N. C. (2019). *Availability and Use of Library Resources And Servicesin Natonal Open*

University Of Nigeria (NOUN). Available at: https://www.researchgate.net/publication/330841817_AVABILITY_AND_USE_OF_LIBRARY_RESOURCES_AND_SERVICESIN_NATIONAL_OPEN_UNIERSITY_OF_NIGERIA_NOUN

10. Wikipedia, (2022). Education. Available at: <https://en.wikipedia.org/wiki/Education>

11. Wikipedia, (2023). Library. Available at: <https://en.wikipedia.org/wiki/Library>