

## Characterization of Libraries' Agility Necessities Based Upon Total Quality Management (TQM) Approach in Public Libraries of Yazd City

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### Abstract

**Purpose:** Ever increasing need to information as well as increasing demand of researchers as the main leaders of knowledge production emphasizes the necessity to reach organizational agility in libraries, which includes the concept of providing rapid and flexible library services. To reach agility, its specific capability must initially be acquired. One of the best approaches to reinforce such abilities is to follow the total quality management (TQM) strategies so as to make the internal processes and library services agile. This research is therefore devoted to finding the relationship between each of the major dimensions of TQM with main components of organizational agility in libraries.

**Methodology:** This research is an applied one and its methodology is a field study. The population under study included all public libraries in Yazd City. Data collection was accomplished by literature review, interview with experts, and questionnaire. The obtained data was analyzed using correlation test and the technique of network analysis process, by the software SPSS and Super Decisions.

**Findings:** The dimensions of TQM which had highest relationship with promotion of agility abilities in library services can be mentioned, in descending order, as leadership, individuals, being customer-oriented, and process..

**Originality/Value:** Considering the remarkable position of organizational agility in management system of the modern competitive business world, libraries seem to be a proper position to implement such knowledge. This can also be useful in promoting the quality of providing services to libraries clients. Existence of sufficient infrastructures in this regard is necessary; so, during the implementation of an agile system following TQM, the existing systems should be evaluated and compared with previous yields and future goals, and continuous improvement should be made.

**Keywords:** Organizational agility; Total Quality Management (TQM); Libraries; Network analysis process