

LIST OF PROCESSES AND QUALITY MANAGEMENT SYSTEM REPORTS
Academic Year 2024–2025

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Unit:
The Information – Library Center

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Process	Input	Output	Process Performance Indicators (KPI)	Reports	Reporting Frequency	Reporting Responsibility		Reference Documents
						Main	Supporting	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Development of Library Information Resources	<ul style="list-style-type: none"> - Demand for information resources from library users and internal university units - Training program rollout plans - Plans for program assessment and accreditation - Lists of newly published materials from publishers - Documents - Library management software (LMS) - Estimated budget for regular expenditures on learning resources 	<ul style="list-style-type: none"> - List of materials requested for acquisition by units and individuals - List of materials available/not available in the library's current collection - List of materials proposed for acquisition by the Library - Institutional (internal) document collections - Open access database collections - Equipment acquisition request forms - Documents - Delivery/receipt list of acquired materials - Bibliographic records / storage allocation / barcode (accession numbers) - Warehouse receipt forms - Actual expenditures for resource acquisition in the academic year 	<ul style="list-style-type: none"> - Compliance with procedures and regulations - Completion on time and with required quality - Ratio of requested titles / contracted titles / received titles - Ratio of requested titles / titles required for program support (per curriculum or managing department) - Number of additional open access titles - Number of additional institutional (internal) document titles - Approved budget vs. actual expenditure 	<ul style="list-style-type: none"> - Report on the acquisition of library materials - Monthly report on the Library's activities 	Monthly / Per semester / Per year / Academic year or per acquisition period	Acquisition Officer	Library Office	Regulation on the Development of Library Information Resources – HUB Library
Cataloging of Library Materials	<ul style="list-style-type: none"> - Materials to be cataloged - Warehouse receipt forms - Library technical documents - Library Management Software (LMS) / Cataloging module - IT equipment: computers, barcode scanners, printers, etc. 	<ul style="list-style-type: none"> - Complete catalog records - Materials (stamped, barcoded, labeled) - Warehouse receipt forms 	<ul style="list-style-type: none"> - Compliance with cataloging procedures - Materials processed and transferred to storage on schedule and with quality - Reader satisfaction in locating materials, access frequency, circulation efficiency (easy to find, easy to) 	<ul style="list-style-type: none"> - Monthly report on library operations 	Monthly / Per semester / Per year / Academic year or ad hoc	Cataloging Officer	Library Office	Cataloging Procedure
Processing Digital Resources and Document Digitization	<ul style="list-style-type: none"> - CD-ROMs, DVDs attached to books - Documents - Library Management Software (LMS) / Digital Resources Module - IT equipment: computers, barcode scanners, printers, scanners, etc. 	<ul style="list-style-type: none"> - Processed digital files - Digital metadata records - Storage: on primary servers and Network Attached Storage (NAS) - Users receive requested digital materials 	<ul style="list-style-type: none"> - Materials are processed according to plan - Materials are securely stored according to plan - Digital resources are available in the Library when users need them, and user requests are met 	<ul style="list-style-type: none"> - Monthly report on library operations 	Monthly / Quarterly / Annually or ad hoc	The Information – Library Centre		Library Operations Procedure

Organization and Preservation of Library Collections	<ul style="list-style-type: none"> - Documents - Allocation reports / inventory handover minutes - Physical facilities: shelves, cabinets, racks, etc. - IT equipment: computers, barcode scanners, printers, etc. - Fire safety equipment 	<ul style="list-style-type: none"> - Materials arranged on shelves - Materials intact (no loss or damage) - Readers can locate needed materials - Maintenance plans / termite treatment reports 	<ul style="list-style-type: none"> - Materials arranged in proper order - Materials securely preserved/ - Total number of materials managed 	- Monthly report on library operations	Monthly / Quarterly / Annually or ad hoc	The Information – Library Centre		Library Operations Procedure
Provision of Library Information Products and Services	<ul style="list-style-type: none"> - User needs - Documents - Facilities and equipment: shelves, racks, desks, chairs, machines (computers, barcode readers, etc.) - Library Management Software (LMS) / Circulation module - Library regulations 	<ul style="list-style-type: none"> - Users are provided with products and services as requested - Materials are returned on time as per regulations - Borrowing/returning information is updated in the LMS 	<ul style="list-style-type: none"> - Ratio of fulfilled user requests to total requests - Number of checkouts/returns of printed materials, digital resource accesses, and database usage - Utilization rate of facilities and library space (e.g. lockers, FiinPro data, self-study areas) - Indicators from annual library quality assessment surveys 	- Monthly report on library operations	Monthly / Quarterly / Annually or ad hoc	The Information – Library Centre		Library Operations Procedure
Inventory of Library Materials	<ul style="list-style-type: none"> - Library materials - Database of materials and circulation records - Library Management Software (LMS) - Physical facilities and equipment: computers, barcode scanners, printers, etc. 	<ul style="list-style-type: none"> - Inventory-checked materials - Proposed post-inventory handling plans - List of materials categorized as intact/lost/damaged - List of materials proposed for weeding (removal) 	<ul style="list-style-type: none"> - Completed / not completed as planned - Materials inventoried according to schedule - Relevance and feasibility of proposed inventory and post-inventory actions 	<ul style="list-style-type: none"> - Inventory results report - Post-inventory handling report 	After each inventory period	Inventory Committee	<ul style="list-style-type: none"> Administration and Asset Management Department Finance and Planning Department 	Library Operations Procedure
Weeding of Library Materials	<ul style="list-style-type: none"> - Library materials - List of materials proposed for weeding - Proposals for post-inventory handling methods - Circular No. 21/2012/TT-BVHTTDL dated December 28, 2012, regulating criteria and procedures for weeding library materials - Decision on the establishment of the Library Evaluation Committee 	<ul style="list-style-type: none"> - Evaluation report on appraisal results from the committee - List of library materials eligible for disposal with proposed handling methods - Rector's decision on approval of the library weeding plan - Materials processed in accordance with the "Weeding and Handling Report," approved by the Rector based on the committee's recommendations 	<ul style="list-style-type: none"> - Completion / non-completion according to plan - Relevance and effectiveness of proposed weeding methods 	<ul style="list-style-type: none"> - Report on weeding results - Report on handling of weeded materials 	After each inventory period	Inventory Committee	<ul style="list-style-type: none"> Administration and Asset Management Department Finance and Planning Department 	<ul style="list-style-type: none"> - Library Operations Procedure - Circular No. 21/2012/TT-BVHTTDL dated December 28, 2012, on the Criteria and Procedures for Weeding Library Materials
Issuance of Library Accounts for Users	<ul style="list-style-type: none"> - User needs - IT equipment: computers, printers, barcode scanners, etc. - Library Management Software (LMS) 	<ul style="list-style-type: none"> - Accounts issued to users - Users gain access to and utilize the Library's products, services, and utilities. 	<ul style="list-style-type: none"> - Accounts issued on schedule - Accurate user (reader) data - Number of newly created accounts - Ratio of active accounts used for transactions to total existing accounts 	- Library activity report	Monthly / Quarterly / Annually or ad hoc	The Information – Library Centre	Library Officer	<ul style="list-style-type: none"> - Library Operations Procedure - Library Regulations