

QUALITY OBJECTIVES AND ACTION PLAN
ACADEMIC YEAR 2024–2025

Code: TTTV - MTCL

Unit:

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01

The Information – Library Center

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Effective Date:

9/1/2024

No	Quality Objective	Target Indicator	Action Plan	Resources	Responsibility		Completion Timeline		Reporting Frequency
					Main	Support	Start	End	
(1)	(2)	(3)	(4)	(5)	(6)		(7)		(8)
1	Information Resource Development	Effective implementation of the Information Resource Development Regulation and the Legal Deposit Regulation of HUB Library	- Provide guidance for implementation of the Regulation - Improve procedures/regulations to better align with operational realities and enhance effectiveness - Conduct annual summary evaluations and reward achievements in information resource development	- Personnel (Library Officers, departments, users) - Supplementary funding - Good coordination between the Library and units managing academic programs - Close collaboration between the Library, the Finance–Planning Department, and the Administration Department	Acquisition Division	Board of Rectors, Faculties, the Administration Department,	9/1/2024	8/31/2025	Semester / Academic Year
		Ensure timely proposals for the acquisition of learning and research resources (100% of course syllabi reviewed and corresponding materials proposed for acquisition)	- Develop and implement appropriate acquisition plans - Comply with the library's acquisition procedures - Proactively coordinate with faculties to collect material requests based on course syllabi - Promote the use of existing foreign electronic databases and journals available at the library	- Supplementary funding - Effective coordination between the Library and academic program management units - Close collaboration between the Library, the Finance–Planning Department, and the Administration Department	Acquisition Division	Board of Rectors Relevant Faculties and Units Finance–Planning Department Administration Department	9/1/2024	8/31/2025	Semester / Academic Year

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		Ensure timely proposals for the acquisition of learning resources to support the launch of new programs/majors	- Develop and implement appropriate acquisition plans - Comply with the library's acquisition procedures - Proactively coordinate with faculties to receive material requests based on course syllabi - Promote the use of existing foreign-language databases and e-journals available at the Library - Monitor and manage acquisitions to ensure financial planning is met and allocated resources are used reasonably and effectively	- Supplementary funding - Effective coordination between the Library and academic program management units - Collaboration between the Library, the Finance–Planning Department , and the Administration Department	Acquisition Division	Board of Rectors Relevant Faculties and Units Finance–Planning Department Administration Department	9/1/2024	8/31/2025	Semester / Academic Year
		Ensure 100% of institutional information resources are legally deposited and digitized	- Effectively implement the HUB Library's Legal Deposit Regulation - Collaborate and share common digital resources - Promote and accelerate digitization activities	Strong collaboration between the Library and the Finance–Planning Department and the Administration Department	Acquisition & Digitization Division	Internal and external units	9/1/2024	8/31/2025	Semester / Academic Year
		Digitization of textbooks: 50% of textbooks from TABP training programs are to be digitized.	- Develop, manage, and monitor the list of textbooks to be digitized - Enhance resources for digitization efforts - Prioritize procurement of electronic textbook versions - Connect and collaborate with other libraries	Good coordination between the Library and related departments: Research & Journal Unit, Finance and Accounting Dept and Facility and Equipment	Acquisition & Digitization Division	Internal and external units	9/1/2024	8/31/2025	Semester / Academic Year

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2	Facilities Management	Effectively utilize facilities to serve users	- Maintain and repair equipment and facilities for user services - Propose repair and procurement of facilities with efficiency and cost-saving considerations - Conduct asset inventory and disposal in accordance with regulations - Decorate and clean library spaces to create a comfortable environment for users	Good coordination between the Library and Finance – Planning Department , and Administration – Facilities Management Department	Administration Division	Other relevant departments	9/1/2024	8/31/2025	Semester / Academic Year
		Ensure stable and continuous operation of software systems	- Train users - Monitor and maintain library software systems	- Good coordination between the Library and related departments	University Board of Directors	IT Management Division Finance – Planning Facilities	9/1/2024	8/31/2025	Semester / Academic Year
		Implement the development of digital library software	- Develop a proposal for digital library software - Implement the project on schedule	- Allocate investment for library development 2024–2025	Project Proposal Committee	IT Management Division Finance – Planning Facilities	9/1/2024	8/31/2025	Semester / Academic Year
3	Policy for Library Users	Review and complete library policies, regulations, and services.	- Identify and promptly make adjustments suitable for actual operations and user needs at the university.	- Proposals from library users. - Issues arising in actual operations	Circulation Division	Library Users	9/1/2024	8/31/2025	Semester / Academic Year
		Update and supplement all professional library procedures.	- Update and adjust existing procedures. - Add new procedures aligned with actual operations to ensure effective activities.	- Proposals from all library staff. - Issues arising in actual operations.	Circulation Division	All Library Staff	9/1/2024	8/31/2025	Semester / Academic Year

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		Develop user service policies tailored to different user groups.	- Update library regulations to align with user service policies for each level and program, including service fee policies. - Update and adjust current procedures. - Add new procedures suitable for reality to ensure effective operations.	- Proposals from all library staff. - Issues arising in actual operations.	Circulation Division	All Library Staff	9/1/2024	8/31/2025	Semester / Academic Year
4	Library Human Resources	100% of library officers and staff participate in professional training programs on library science, information technology (IT), and foreign languages.	Develop plans and coordinate with relevant departments for implementation.	Training and development plan.	Board of Directors	Personnel Department, Entire Library Staff	9/1/2024	8/31/2025	Semester / Academic Year
		100% of library staff possess professional qualifications appropriate for their job positions.	- Provide training and professional development based on professional titles. - Assign tasks suitable to each staff member. - Evaluate and classify based on performance results.	Rotation, training, professional development, and recruitment.	Board of Directors	Personnel Department, Entire Library Staff	9/1/2024	8/31/2025	Semester / Academic Year
		Human Resources Team Sufficient to Serve Users Outside Regular Hours (Saturday)	- Reasonably assign and arrange job responsibilities. - Assign tasks appropriately and logically to each staff member. - Utilize human resources: contract staff, collaborators in case on-site staff cannot meet the	Staff rotation, training, professional development, and recruitment.	Board of Directors	Personnel Department, Entire Library Staff	9/1/2024	8/31/2025	Semester / Academic Year
5	Library Service Quality	- Library users rate the library's performance as "Good" (Indicators KS05, KS06), with an	Compliance with workplace etiquette and library law, etc.	- Library staff - Library users	All library staff	Library users	9/1/2024	8/31/2025	Semester / Academic Year

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		increase in the average score. - Increase user satisfaction with library services by at least 2%	Organize training sessions, widely introduce the Library to users	- Library staff - Funding for organization - Good cooperation between the Library and partners	Circulation Department	Other departments	9/1/2024	8/31/2025	Semester / Academic Year
			Effectively supplement resources, equipment, technology to meet user needs.	- Funding - Good coordination between the Library and functional units	Cataloging Department	Other departments	9/1/2024	8/31/2025	Semester / Academic Year
			Implement reading culture development activities according to plan	- Library staff - Event funding - Good coordination between the Library and relevant units, partners	Circulation Department	Other departments	9/1/2024	8/31/2025	Semester / Academic Year
			Monitor and evaluate the improvement of service quality based on user feedback and survey result	- Library staff - Support from users	Circulation Department	Other departments	9/1/2024	8/31/2025	Semester / Academic Year
			Enhance cataloging quality: processing time, information quality	- Library staff - Support from users	Cataloging Department	Library users	9/1/2024	8/31/2025	Semester / Academic Year