

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

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