

QUALITY OBJECTIVES AND ACTION PROGRAM FOR 2026

Unit: The Information – Library Center
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No	Quality Objectives	Targets	Action Programs	Resources	Responsibility		Completion Timeline		Reporting Frequency
					Primary	Support	Start	End	
(1)	(2)	(3)	(4)	(5)	(6)		(7)		(8)
1	Information Resource Development	Fully and effectively implement the HUB Library Information Resource Development Regulations and Legal Deposit Regulations	- Provide guidance on the implementation of regulations. - Improve processes/regulations to align with operational practices and enhance effectiveness. - Conduct periodic annual reviews, evaluations, and commendations for the implementation results of information resource development.	- Human resources (Library staff, relevant units, users). - Acquisition budget. - Effective coordination between the Library and academic program management units. - Effective coordination between the Library, Finance Department, and Facilities and Asset Management Department.	Acquisition Staff	BoM Faculties Staff Finance Department FAMD	01/01/2026	31/12/2026	6 months
		Ensure timely proposals for supplementing information resources to meet training and scientific research needs (100% of course textbooks are reviewed and proposed for acquisition)	- Develop and implement appropriate material acquisition plans. - Comply with the material acquisition process. - Proactively coordinate with faculties to receive requests and proposals for materials based on course syllabi. - Enhance the use of existing foreign-language electronic book and journal databases available at the Library	- Acquisition budget. - Effective coordination between the Library and academic program management units. - Effective coordination between the Library, Finance Department, and Facilities and Asset Management Department.	Acquisition Staff	BoM Faculties Staff Finance Department FAMD	01/01/2026	31/12/2026	6 months

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		Ensure timely proposals for supplementing information resources to support the opening of new programs/majors	- Develop and implement appropriate material acquisition plans. - Comply with the material acquisition process. - Proactively coordinate with faculties to receive requests and proposals for materials based on course syllabi. - Enhance the use of existing foreign-language electronic book and journal databases available at the Library - Manage, monitor, and supervise acquisition activities to ensure financial plans are followed and allocated budgets are used effectively.	- Acquisition budget. - Effective coordination between the Library and academic program management units. - Effective coordination between the Library, Finance Department, and Facilities and Asset Management Department.	Acquisition Staff	BoM Faculties Finance Department FAMD	01/01/2026	31/12/2026	6 months
		Conduct periodic reviews and proactively ensure the adequacy and up-to-dateness of materials in alignment with academic programs	- Effectively implement the Information Resource Development Regulations. - Comply with the material acquisition process. - Develop plans to review learning resources in coordination with academic units.	Effective coordination between the Library, academic units, Finance Department, and Facilities and Asset Management Department.	Acquisition Staff	BoM Faculties Finance Department FAMD	1/1/2026	31/12/2026	6 months
		Disburse 100% of the allocated annual budget for the acquisition of information resources	- Effectively implement the Information Resource Development Regulations. - Expand cooperation with multiple information resource providers. - Develop financial plans aligned with actual operational conditions	Effective coordination between the Library, Finance Department, and Facilities and Asset Management Department.	Acquisition Staff	BoM Faculties Finance Department FAMD	1/1/2026	31/12/2026	6 months

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		Digitize 100% of textbooks listed in course syllabi for undergraduate training programs	- Develop, manage, and monitor the list of textbooks for digitization. - Strengthen resources for digitization activities. - Prioritize the acquisition of electronic textbooks. - Promote resource sharing and inter-library collaboration	Effective coordination between the Library and relevant units. '- Human resources (Library staff and employees) - Equipment and infrastructure (scanners, computers, software)	Digitization Staff	BoM Faculties Finance Department FAMD '- Information Resource Development Unit (Acquisition) - Units	1/1/2026	31/12/2026	6 months
2	Facilities Management	Effectively utilize facilities, ensuring readiness to serve users	- Maintain and service facilities and equipment to effectively support users. - Propose repairs and procurement of facilities in a cost-effective and efficient manner. - Conduct inventory and asset liquidation in compliance with regulations. - Improve decoration and environmental hygiene to create a comfortable library space for users.	Effective coordination between the Library, Finance Department, and Facilities and Asset Management Department.	Library Staff	Units	1/1/2026	31/12/2026	6 months
		Ensure library systems and software operate stably and seamlessly	- Provide training for users. - Monitor software maintenance activities.	- Effective coordination between the Library and relevant units.	Digital Library & IT Staff	IT Dept. Finance Department FAMD	1/1/2026	31/12/2026	6 months
		Implement the handover and operation of the library modernization project (GDC renovation)	- Implement the project in accordance with the plan, ensuring quality and schedule.	- Effective coordination between the Library and contractors, and relevant units.	Library Staff, FAMD, and relevant units	Project Development Team IT Dept. Finance Department FAMD	1/1/2026	31/12/2026	3 months

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		Implement the handover and operation of the digital library system	- Implement the project in accordance with the plan and contractual/technical requirements. - Perform data migration. - Conduct pilot testing. - Perform debugging and error correction. - Deploy official system operation.	- Effective coordination between the Library and contractors, and relevant units.	Digital Library & IT Staff	Project Development Team IT Dept. Finance Department FAMD	1/1/2026	31/12/2026	month
3	Library User Policies	Review and finalize policies, regulations, rules, and library services.	- Identify issues and implement timely adjustments aligned with actual operations, user needs, and the University's capacity.	- Proposals from library users. - Issues arising from actual operations.	Circulation Staff	Users	1/1/2026	31/12/2026	6 months
		Update and complete library operational procedures.	- Update and revise existing procedures. - Develop and supplement new procedures aligned with actual operations to ensure effectiveness.	- Proposals from library staff. - Issues arising from actual operations.	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	month
		Develop service policies tailored to different user groups.	- Update Library regulations in alignment with service policies for different user groups, levels, and service fee schemes. - Update and revise existing procedures. - Develop and supplement new procedures aligned with actual operations to ensure effectiveness.	- Proposals from library staff. - Issues arising from actual operations.	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months
		Enhance resource sharing and improve user service capacity	- Strengthen cooperation and collaboration with libraries domestically and internationally. - Update and revise current regulations.	- Information resources permitted for sharing and inter-library collaboration to serve users.	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months

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4	Library Human Resources	100% of library staff participate in training and professional development in library science, information technology, and foreign languages.	Develop implementation plans and coordinate with relevant units for execution.	Training and professional development plans.	BoM	HR Dept. All Library Staff	1/1/2026	31/12/2026	6 months
		100% of staff possess qualifications aligned with their job positions.	- Provide training and professional development in accordance with job titles/positions. - Assign tasks to each staff member based on their job position. - Conduct performance evaluation and classification based on implementation results.	Staff rotation, training, professional development, and recruitment	BoM	BoR HR Dept. All Library Staff	1/1/2026	31/12/2026	3 months
		Ensure sufficient staffing to serve users beyond regular hours (Saturday).	- Arrange and allocate work appropriately. - Assign tasks suitably and effectively to each staff member. - Utilize human resources flexibly (contracts, collaborators) when internal staffing is insufficient.	Staff rotation, training, professional development, and recruitment	BoM	BoR HR Dept. All Library Staff	1/1/2026	31/12/2026	6 months
5	Library Service Quality	- Library users rate library services as “Good” or higher (Surveys KS05, KS06), with an increasing average score. - Increase user satisfaction levels with library services (Library surveys).	Comply with workplace code of conduct and the Library Law...	- Library staff - Users	All Library Staff	Users	1/1/2026	31/12/2026	6 months
			Organize training sessions and widely introduce the Library to users.	- Library staff - Organizational budget - Effective coordination between the Library and partners	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months

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		* Academic programs accredited under FIBAA standards meet at least the required level for library criteria.	Effectively implement the acquisition of information resources, facilities, and technology to ensure user services.	- Budget - Effective coordination between the Library and functional units	Acquisition Staff	Toàn thể VCTV	1/1/2026	31/12/2026	6 months
			Implement reading culture development activities in accordance with the plan.	- Library staff - Organizational budget - Effective coordination between the Library and units/partners	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months
			Monitor and supervise improvements in service quality through user survey results.	- Library staff - Support from users	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months
			Enhance the quality of cataloguing activities in terms of <u>timeliness and data accuracy</u> .	- Library staff - Support from users	Cataloguing Staff	All Library Staff	1/1/2026	31/12/2026	6 months
			Provide user support based on demand (information retrieval, database access guidance, and utilization of resources for <u>scientific research</u>).	- Library staff - Support from users	Circulation Staff	All Library Staff	1/1/2026	31/12/2026	6 months
			Implement projects on schedule, ensuring quality.	- Budget - Effective coordination between the Library and functional units	BoM	All Library Staff	1/1/2026	31/12/2026	month