

**LIST OF PROCESSES AND QUALITY MANAGEMENT SYSTEM REPORTS
YEAR 2026**

Code: TTTV-KPI
Issuance No: 01
Effective Date: 20/01/2026

Unit:
The Information – Library Center

Reviewed by:
Tran Vinh Nguyen

Approved by:
Ha Thi Thieu Dao

Process	Input	Output	Process Performance Indicators (KPIs)	Reports	Reporting Frequency	Reporting Responsibility		Documents
						Primary	Support	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Library Information Resource Acquisition	- Information resource needs of library users and units within the University. - Academic program development plans - Plans for program evaluation and accreditation. - Proposals for opening new academic programs/majors. - Lists of newly published materials from publishers. - Materials. - Library management software (LMS). - Budget estimates for regular expenditures on learning resources.	- Lists of materials requested for acquisition by units and individuals - Lists of materials available/not yet available in the Library - Lists of materials proposed for acquisition by the Library. - Institutional repository collection - Open-access database collections - Asset procurement request forms - Materials - Lists of received and delivered materials - Bibliographic records / Collection allocation / Barcodes (Accession Numbers) - Goods receipt notes - Actual expenditures for learning resource acquisition during the academic year	- Ensure compliance with procedures and regulations - Ensure completion on schedule with required quality - Number of requested material titles / number of titles under contract / number of titles received - Number of requested titles / number of required titles for acquisition (by academic programs/faculties) - Number of newly acquired open-access material titles - Number of newly acquired institutional material titles - Allocated budget / actual expenditure	- Report on information resource acquisition activities - Monthly operational report of the Library	Monthly / Semester / Annual / Academic Year or per acquisition cycle	Acquisition Staff	Library Staff	Regulations on Information Resource Development of HUB Library
Cataloguing of Materials	- Materials requiring cataloguing. - Goods receipt notes. - Library professional guidelines/documents. - Library management software (LMS) / Cataloguing module. - IT equipment: computers, barcode scanners, printers,...	- Complete bibliographic records - Materials (stamped, barcoded, and labeled) - Goods receipt notes	- Ensure compliance with procedures - Materials processed and delivered to storage on schedule with required quality - User satisfaction in information retrieval; number of accesses and circulation transactions (ease of finding and accessing materials) - Quality of bibliographic records - File loss rate	- Monthly operational report of the Library	Monthly / Semester / Annual / Academic Year or ad hoc	Cataloguing Staff	Library Staff	Cataloguing Process of Materials
Processing of Electronic and Digital Materials (Digitization)	- CD-ROMs, DVDs accompanying books - Materials - Library management software (LMS) / Electronic resources management module - IT equipment: computers, barcode scanners, printers, scanners,...	- Processed digital files - Electronic bibliographic records - Storage on main servers and NAT systems. - Users receive requested materials	- Materials processed compared to plan - Materials ensured for safety compared to plan - Availability of materials in the Library when requested by users (fulfilled requests / total demand)	- Monthly operational report of the Library	Monthly / Quarterly / Annual or ad hoc	ILC		Library Operational Procedures

Organization and Preservation of Collections	- Materials - Minutes/reports on collection allocation - Facilities: shelves, racks, cabinets,... - IT equipment: computers, barcode scanners, printers,... - Fire prevention and firefighting equipment	- Materials arranged on shelves - Materials are not lost or damaged - Users can locate materials - Notices/plans or reports on termite control	- Materials properly arranged - Materials ensured for safety / total number of managed materials	- Monthly operational report of the Library	Monthly / Semester / Annual / Academic Year or ad hoc	ILC		Library Operational Procedures
Provision of Information – Library Products and Services	- User needs - Materials - Facilities and equipment: shelves, racks, tables, chairs, machines (computers, barcode scanners,...) - Library management software (LMS) / Circulation module - Library regulations.	- Users are provided with requested products and services - Materials are returned within the prescribed time - Circulation data (loan/return) updated in the Library management system (LMS)	- User needs fulfilled / total number of requests - Number of loans/returns of printed materials; number of accesses to electronic resources; database usage statistics - Usage of facilities and library space (locker usage, FiinPro database usage, self-study area access,...) - Indicators from the annual library service quality survey	- Monthly operational report of the Library	Monthly / Semester / Annual / Academic Year or ad hoc	ILC		Library Operational Procedures
Inventory of Materials	- Materials - Databases on materials and circulation (loan/return) - Library management software (LMS) - Facilities and equipment: computers, barcode scanners, printers,...	- Materials inventoried - Recommendations for post-inventory handling measures - Classified lists of materials (in good condition/lost/for further processing) - Lists of materials proposed for weeding	- Completion status against plan (completed/not completed) - Materials inventoried according to plan - Appropriateness of proposed inventory and post-inventory handling measures	- Inventory results report - Post-inventory handling results report	After each inventory cycle	Inventory Committee	FAMD, Finance Department	Library Operational Procedures
Weeding of Materials	- Materials - List of materials proposed for weeding - Recommendations on post-inventory handling measures - Circular No. 21/2012/TT-BVHTTDL dated December 28, 2012 on criteria and procedures for weeding library materials - Decision on the establishment of the materials appraisal committee	- Minutes of appraisal results by the evaluation committee - Lists of materials eligible for disposal and recommended handling methods - Rector's decision approving the weeding plan - Materials processed in accordance with the "Minutes on the handling of weeded materials" approved by the Board of Rectors based on the appraisal committee's recommendations.	- Completion status against plan (completed/not completed) - Effectiveness and appropriateness of weeding measures	- Weeding results report - Minutes on the handling of weeded materials	After each inventory cycle	Inventory Committee	FAMD, Finance Department	- Library Operational Procedures - Circular No. 21/2012/TT-BVHTTDL dated December 28, 2012 on criteria and procedures for weeding library materials
Library Account Issuance for Users	- User needs - IT equipment: computers, printers, barcode scanners,... - Library management software (LMS)	- Library accounts issued - Users are able to access and utilize library products, services, and facilities.	- Accounts issued on time - Accuracy of user data - Number of newly created accounts - Number of active accounts with transactions / total active accounts	- Library operational report	Monthly / Semester / Annual / Academic Year or ad hoc	ILC	Users	- Library Operational Procedures - Library Regulations