

Development of Information - Library Services at the Banking University of HCMC

Essential Solutions to Improve Education Quality in the Context of Integration

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Today, industrialization and modernization and the country's integration into the world economy, set for the higher education reform of Vietnam, requires strong, comprehensive measures to train human resources with high qualification, skills and employability with firm political quality to meet the increasing needs of society. Therefore, innovation programs, flexible content and teaching methods are the fundamental solutions necessary to ensure and improve the quality of education in Vietnam towards integration, development and international standards. The policy of the Ministry of Education and Training (MOET) as well as practical training is still posing an acute need to continue to innovate teaching in universities and colleges. The development of information services for materials research, training and management in the digital age is a matter of urgent nature and has important implications for universities, colleges in general, and the Banking University of HCMC (BUH) in particular.

Keywords: *Higher education, human resources, Ministry of Education and Training, Vietnam, information services, the Banking University of HCMC.*

BUH, a former Advanced School for Banking – Affiliate 2, was established on 16/12/1976 in HCMC; its aim was to provide the human resource with high educated quality for the Banking industry as well as other financial institutions. On 03/05/1980 BUH was, in accordance with Decision No. 149/QĐ-TTg and approved by the Prime Minister, authorized the offer full-time higher education programs for Banking-Finance in HCMC. On 29/11/1986, with the Decision No. 169/NH-QĐ from the Director General of the State Bank of Vietnam, BUH was renamed of

the Advance College for Banking in HCMC. From 1993 to 1997, BUH was renamed into The Center for Banking Education & Research - HCMC Branch. On 09/02/01998, with the Decision No. 30/1998/QĐ-TTg of the Prime Minister, BUH was renamed of the Banking Institute - HCMC Branch. Until now the Prime Minister signed on 20/08/2003 with the Decision No. 174/2003/QĐ-TTg BUH is called as now (full name: The Banking University of HCMC/Short name: BUH).

New era, with many difficulties and challenges, the common goal

of BUH is to become a prestigious university in the field of training, to provide the high quality human resource for the country with college level, university level and the post-graduate for the banking sector as well as sectors of the other economy, to contribute effectively to the economic renewal policy in general and educational reform particular. Beside the objectives such as: building of teaching staff and management of highly professional, scientific research capacity & skill; ensure facilities and modern equipment for all activities of the school; the advanced

curricula that catch with the level of high education of the regional as well as accessible international high-quality education in the world; with the high competitiveness and adaptation of global integration, an other important objective of BUH is (as well as of education in Vietnam) is ethical education, human dignity. Thirty six years of development up to now, BUH remarkable efforts in applying information technology to improve teaching methods and management; to continually improve the quality of education and to satisfy the increasing demands of society. In recent years, recognizing the importance of the application of information technology (IT), the construction and development of information services - for managing, teaching, studying and scientific researching in BUH has been focused and invested properly, from the directing, planning to implementation; and it has achieved certain results.

First, BUH has established the Centre for Information & Library

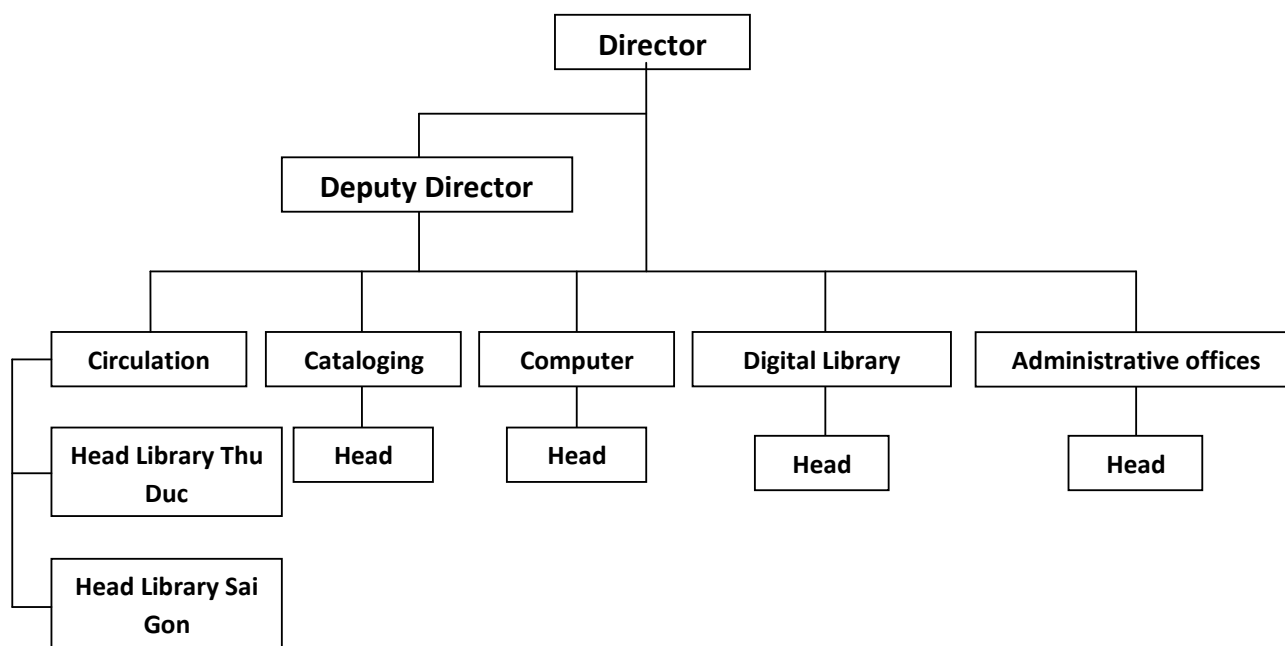
(from the early establishment of schools), with main functions are: (i) Library Management (to advise the Rector in the design and planning for library development; to build the regulation for library management; to be responsible for information - library system management to serve the users inside and outside BUH; to purchase books, newspapers, magazine, ... for request of faculties, departments, centers, Scientific research Institutes, lecturers, students, ... for teaching, studying, researching, entertainment, ... (ii) To actively cooperate with home & oversea libraries to exchange source of information; (iii) To provide services of information, scan, photocopy, ... to readers; (iv) To organize communicative-library activities to contribute for enhancing education quality. Center for Information & Library with a logical structure and the professional staff have met for information-library activities in digital era (see below).

Second, many lecturers and staff

of BUH have been participating many training courses, seminars and workshops organized by the Ministry of Education and Training, the National Library on the use of different types of information services in scientific research, in innovating methods of teaching and application of technology in management.

Third, the digitized data system of BUH almost total have contributed remarkable for improving quality of management as well as for studying, teaching and researching.

Fourth, management, staff, lecturers and students, teachers of BUH benefit from the quality of services in the digital era. Physical facilities of the Centre for Information & Library are equipped fully and modernly, including: Campus of Saigon Library with the reading area is 450 m², the number of seats: 150, Multimedia Room is 48 m² with 40 computers. At the Campus of Thu Duc Library with reading room is 1.000 m², the number of seats: 500,



Multimedia Room is 80 m², with 90 computers. To meet more and more better the learning, teaching & researching needs. BUH have been building a new-modern Center for Information & Library with area up to 8,000m², equipped modern facilities and applied IT in all its operations, have contributed for improving the quality of training and scientific research of BUH.

It can be said that the digitized operations and opening services of information-library basically have created a positive change, contribute to “bracket” necessary to promote quality teaching and learning in BUH. It is also favorable conditions for lecturers, management and staff have the opportunity to be in contact, study and apply the new technology in teaching and researching.

Besides the above-mentioned achievements, development of information-library services at BUH, in the current period, is still many shortcomings to overcome, as follows:

First, the providing of information-library services has not been done regularly, sometimes still not yet synchronized between facilities and manpower.

Second, management, staff, lecturers are limited more or less in knowledge, searching-skills; still seldom apply IT to improve teaching methods; lack of enough the passion and creativity in applying information technology effectively. Therefore, the using services that the Center for Information & Library provide is not really effective.

Third, the instruction to lecturers & students for self-study via information-library services

has not been often. Information sources are till not yet enough and diversify; have not been updated timely due to limited financial condition.

Fourth, a part of management & lecturers of BUH have not been conscious deeply about the value and importance of the application of information technology, to improve methods of teaching - learning - management.

Fifth, the determination of the orientations and objectives in the application of information technology to improve teaching methods and management is still ambiguous, not to clarify requests that need to attain in each different times. Moreover, the quality assessment of the IT application is not cared properly to take prompt measures to encourage, promote achievements as well as overcome the disadvantages in the process IT application, to summarize benefit of material-information in the teaching, learning and management.

From the above practice, we can “portray” the basic causes as follows (i), scale of BUH is not really enough wide to perform activities information-library efficiently, (ii), facilities for information-library services are still incomplete, (iii), the thinking of using documentary-information services is limited at a part of lecturers, staff, and students; (iv), many lecturers, students are familiar with the traditional services of library-information, lack of dynamic to update promptly activities of library-information in digital age; this is one of the big barriers, (v), the building & applying documentary-information systems successfully need a long-

term investment. Therefore, this is also the “knots” for BUH resolve in order to BUH could be develop rapidly and sustainably in the context of global integration today.

We know that the twenty-first century has been changing greatly in every areas of life. In the field of education, it has formed and developed strongly tendency of diversifying types of education. The application of information technology in teaching and learning has had a major and strong impact for the renovation of the content, teaching methods, learning methods as well as the management of the school; contributing for raising the quality of education, to meet the expectations of society in the process global integration of the universities, colleges in general, including in particular BUH.

In the next period, the goal is developing strongly library-information services at BUH to make “platform” for the reform of teaching methods, heading training according to social needs, so we need to implement comprehensively basic solutions as follows:

First, investing more and more the facilities and equipment for library-information services to better serve for scientific research, learning, teaching, and management education at BUH.

Second, BUH needs to request lecturers to apply IT in their teaching. BUH needs to diversify many materials and textbook (including English document) for teaching and learning. The Centre for Information & Library needs to speed up digitizing textbooks as well as other referenced documents.

Third, BUH need to build a criterion for assessment lecturers and staff that have used IT to improve teaching methods and management; building curriculum programs that focus on applying IT in the teaching, learning and management. (this issue will be mentioned in an other writing).

Fourth, planning on development of digital services every year; usually organizing seminars, workshops and seminars on services of information for the teaching, studying, management,...

Fifth, improving awareness of the teaching staff about the services of information, therefore lecturers comprehensive the necessity for contributing, together building and development services of information-documentation in the global integration age nowadays.

Sixth, coordinating products of information-documents with improving the quality of teaching, learning and research; especially paying attention to the products that are suitable with requirements and high stability.

Seventh, supplementing sources of data, especially E-sources through the buying & selling, exchanging database between BUH with universities at home & overseas; as well as unifying common format for exchanging, and sharing the database easily.

Conclusion

In the context of international integration today, education has become a decisive factor for economic- society development. The recently positive changes of Vietnam education have also gained certain achievements recognized by society. In the new

period, to improve the quality of education and further meet the needs of society, the application of information technology (especially library-information) in the field of education, is considered as one of the main measures to change teaching methods, and improve the quality of training at BUH ●

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Introduction

In 1986, Government applied the new policy and Vietnamese tried to over many difficulties in order to start the new way for developing. GDP of Vietnam in 1987 increased 4.6 times in 2009. And the rate of industry and service of economic rose from 60% in 1987 to 80% in 2009. Another way, we can say that demand for human resource increased so fast, especially resources who graduated from colleges or universities. The trend of developing impacted on every areas in which education was too.

Here we will evaluate the situation of private university in Vietnam to have the general information. Moreover, this paper will analyze what the important factors which impact on the operation of university. After that, the relationship between University – Students – Enterprises also give us more information to discuss about the benefits of customers.