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E-purchasing and global outsourcing for the library of Van Hien University

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Abstract

Along with the development of universities and colleges in the world, the school library has long approved its position in the teaching and learning of teachers, students and students. Realizing that the school library has a positive impact on a variety of School activities, including grades and the ability of students, students, and faculty to learn independently and expand their knowledge in the classroom of school. A rich library of quality documents, lectures, journals, etc. will lead to students, students and faculty members coming to the library more consciously and diligently, which will lead to student learning results, students are better, lecturers' lectures are more thoughtfully prepared. Electronic procurement and global sourcing for Van Hien University have a great influence on the learning of students; help students improve their information search skills, self-study skills as well as other skills; help teachers in terms of preparing lesson plans, reference books for classroom lectures, and scientific research. Currently, most libraries across the country have their own libraries, but the way they are organized and managed is in the style of a bookstore; along with the explosion of information technology, leading to the birth of various forms of presentation and transmission of information and knowledge in a multi-media manner; Readers can easily access knowledge in an active and flexible way, making the traditional form of library organization fought not attractive to readers; E-library is considered as an effective solution in the organization and management of libraries and digital resources; The delivery of new and innovative services through digitization projects is transforming libraries into a virtual library model, allowing for more value for users, from remote access and retrieval to search. Online index search, bibliographic and abstract mining portals, as well as the ability to deliver full-text resources directly to the user desktop.

Keywords: Electronic Shopping, Global Supply, Library, Van Hien University

1. Introduction

1.1 Overview of the research problem

Electronic shopping is currently the most popular sales channel globally, and Vietnam is one of the countries with the top trends in electronic shopping. According to a report from a statistician, 5 out of 10 transactions were made by mobile phones every day in 2018. Eprocurement (or e-procurement) is businesses doing business with each other or a business-to-consumer, or business-to-government business that buys and sells supplies, works, and performs services over the Internet and other information and networks such as data exchange, electronic data and enterprise resource planning.

Value chain electronic procurement include order management, information via the Internet (e-Informing), online bidding (e-Tendering), online auction (e-Auctioning), manage suppliers, Catalog management, purchase order consolidation, order status, shipping notification, e-invoicing, e- payment and contract management.

The data from this statistic gives the answer that Vietnamese people (about 60%) shop electronically. It is not surprising that the young Vietnamese generation is increasingly interested in electronic shopping. Nearly half of electronic shoppers (49%) are between the ages of 25-34. Next are people aged 18-24 (28%). The group of people over 35 years old is less than 10%. Seeing that e-procurement plays an important role in the activities of organizations including specific education such as the library of Van Hien University. Along with a diverse supply, Van Hien University's library must always update good books and useful knowledge to help students properly access many platforms.

1.2 Urgency of the research problem

In order for the library of Van Hien University to have up-to-date knowledge sources. Let the library of Van Hien University be a reliable place for students. Therefore, this issue should be of primary concern, the library must always find and determine where is a reliable source of goods, with the form of electronic procurement, it will help the library to reduce the worry of additional costs. Realizing the importance of this, the authors conducted the research topic "E-procurement and global sourcing for Van Hien University"

1.3 The significance of research for Van Hien University

The study has generalized the issues of electronic procurement and global sourcing for the university, thereby providing a research model to determine the factors affecting the scale of Van Hien University.

Research direction on electronic procurement and global sourcing for Van Hien University is a difficult issue that economists are interested in. Electronic procurement and global sourcing for Van Hien University affect input materials essential for production and manufacturing, and retailers have to witness rows of empty shelves in stores. This study contributes to clarifying the current situation, characteristics and role of e-procurement.

The research results can be used to help the school library learn and measure the satisfaction of students in the school, thereby making marketing strategies and plans to improve knowledge, increase textbooks to students. students of the school.

1.4 Objectives of the study

Determining factors affecting electronic purchasing decisions and finding global supply for the library of Van Hien University.

Estimating the influence of factors affecting electronic purchase decision.

Electronic procurement solution of Van Hien University

Proposing policy implications for businesses to develop electronic goods trading services.

2. Theoretical basis of the research problem

2.1 The concept, content and role of e-commerce

a) Concepts

Electronic procurement (or e-procurement, sometimes also called supplier exchange) are businesses that do business with each other, or business with consumers, or businesses that do business with governments that buy and sell supplies, work, and perform services over the Internet and other information and networks such as electronic data interchange and enterprise resource planning.

b) Contents

Meet the needs anytime, anywhere

Right now, people can buy goods anytime, anywhere. Just a phone connected to the internet, you can buy anything you want with a few mouse clicks.

Immediate response

Customers who order through e-commerce can receive the goods the same day. One weakness of e-commerce so far is that when customers place an order, they will have to wait a few days to receive the goods. As for the traditional form of buying at physical stores, when you go to buy goods, you can immediately bring the goods with you. However, in the future, e-commerce companies can completely solve this problem through local branches. After receiving the order,

the e-commerce sites will send the customer's request to the store closest to their home or work. This method immediately solves two customer problems: long waiting times and high shipping costs.

Personalization

In the future, all e-commerce sites will be able to distinguish their customers by their own habits. The e-commerce websites that get the most users will be the ones that can provide customers with high personalization and enhanced interactivity. For example, pages will use data about customers' clicking habits to create dynamic categories on their click path.

Flexible pricing

Buying on e-commerce sites, you can easily compare prices for the same product. In addition, you can also avoid buying mistakes, buying mistakes when you can refer to the price from the comments or reviews below each product.

c) Roles

Big retailers are forced to sell online

For many retailers, the growth of e-commerce has brought their brands closer to consumers, which in turn has a positive impact on their bottom line. However, e-commerce is increasing the fierce competition for higher class retailers. As Amazon became the source of products for consumers, some supermarket chains recorded a decrease in revenue.

E-commerce can help small businesses sell directly to their customers

E-commerce has made it easier for small businesses to reach their customers. In addition, it also helps businesses meet the needs of customers who like to shop online or shop on mobile.

New jobs are created but traditional retail jobs are reduced

E-commerce-related jobs have nearly doubled in five years, outstripping other types of retail. However, the downside of this problem is that traditional retail jobs will be reduced, leading to many people being unemployed.

2.2 Overview of the e-commerce in Vietnam.

Currently, there are many definitions of e-commerce. According to the WTO definition, "Electronic commerce includes the production, distribution, marketing, sale or delivery of goods and services by electronic means". In Vietnam, there is also a government decree on e-commerce. In which, the definition of e-commerce is: "E-commerce activities are the conduct of part or the whole process of commercial activities by electronic means connected to the Internet, telecommunications networks and the Internet. mobile or other open networks"

- Electronic commerce is done for traditional activities (healthcare, teaching...), business services (legal services, financial services...) And special trade goods (household goods, clothes...). In short, e-commerce is gradually becoming a revolution that can completely change the way people shop in the future.
- As one of the fastest growing economies in Asia, Vietnam presents a great opportunity for anyone interested in launching their business activities in new markets, it has become a must-visit destination for global sellers.
- E-commerce market is growing strongly in Vietnam including 35.4 million users and generated revenues of more than \$ 2.7 billion in 2019. Vietnam currently has 59.2 million Internet users, accounting for more than half of the total population. This figure is expected to rise to 67.8 million in 2021. Despite the universal speed

smartphone, a little lower, but with 35 million users already own at least one device, that number expected to increase to 40 million by 2021 for the sellers, this means now is the time is ripe to open an online store in Vietnam and looking for a foothold in a market full of potential and is growing rapidly.

- Distribution channels are also a problem for purchase online: With the form of traditional shopping, the goods are delivered to the store, then with online shopping, goods are to be distributed through the exchange's electronic services, auction sites, social networks, consumers are difficult to determine the manufacturer, the distributor. Besides, the market management agency is also facing many difficulties in detecting and dealing with unsafe products. This situation does not only happen with new products, but also very popular in the products used (second-hand products).
- Currently, there are three Vietnamese e-commerce websites that are included in the top 10 leading online business platforms in Southeast Asia. Tiki.vn, sendo.vn, and thegioididong.vn are competing and in some times outperforming Lazada Vietnam, Alibaba Vietnam, Shopee Vietnam, and JD.com Vietnam, which are all markets Online trading is much larger in scale with operations covering the whole of Southeast Asia. In addition, both Tiki and Sendo recently received a cash investment from outside investors, signaling a more aggressive market expansion plan in the near future.

2.3 The role of e-procurement in global sourcing.

When it comes to products that customers in Vietnam are shopping for, the following five product categories are the most popular:

Electronics and media (revenue 685 million USD in 2019)

- Fashion (661 million USD in revenue in 2019)
- Toys, Hobbies, and DIYs (\$438 million in 2019 sales)
- Furniture and home appliances (\$478 million in revenue in 2019)
- Food and personal care supplies (\$448 million in revenue in 2019)

It can be seen that e-commerce shopping has been stimulating the majority of consumers in today's society, helping all distributors and retailers to sell their products in an optimal way. the best. E-procurement will help the process of purchasing as well as shipping goods quickly and cost-effectively. E-procurement will help connect the sources of goods from all over the world together, creating a large market for all people or businesses to be proactive in the most efficient way in terms of supply. raw materials as well as the supply of processed products to the world market.

2.4 Procurement activities of university libraries around the world.

Facing the above situation, in recent years, in Vietnam, a number of library complexes have been formed such as: "University Library Union", "Red River Delta Library Union", "Library Community Network". Online Library - Online Library Community Network (OLICON). In 1986, the Union of University Libraries in the North and the South was established. However, the activities of these Unions have only really been consolidated and developed since the late 90s of the 20th century.

Up to now, the Union of University Libraries in the North and the South have organized a number of activities such as: fostering and training staff of member libraries; organizing conferences, seminars, professional activities such as visits, learning experiences, surveying a number of domestic and

foreign libraries. Specifically, the two library unions have organized many training sessions for staff of member libraries on the use of the DDC Classification Framework; Cataloging MARC 21; Instructions for building and managing a digital document collection with Greenstone software.

Moreover, in 2009 Online Library Community Network (OLICON) was established by a collective including the Library of the University of Natural Sciences of Ho Chi Minh City. Ho Chi Minh City, Southern University of Science Library Association, IES Company and a number of dedicated librarians. Accordingly, member libraries will contribute their available information resources and funds to maintain the operation of the community network. Up to now, OLICON has received applications from more than 20 universities and colleges. OLICON provides a number of services such as: digital content delivery service, digital resource and publication processing service, record delivery service, training service.

Thereby, we see that the main activities of the Unions of University Libraries are only linked at the level of training and sharing experiences while the Online Library Community Network is in the start-up stage. The demand for students to go to the library is increasing, although the number of people using printed materials is decreasing. Paper-based documents quickly become outdated and inappropriate to adapt to today's social trends. Therefore, the library will gradually change to the "Digital Library" method connecting to the Internet, so readers can exploit documents anytime, anywhere on all devices.

3. Research Methods

3.1 Research Methods

Specific research methods

Document analysis.

- Observation.
- Interviewing: interviewing fine users such as students, lecturers, managers,
- Survey by questionnaire: To find out the characteristics of information needs of information users and the level of response at the Library of Van Hien University, the author conducted a survey of information users through questionnaires. The number of votes issued was 800, and 745 valid votes were collected (reaching 93.1%). There were 512 votes from the student group (accounting for 64.0%), 213 votes from the group of teaching and research staff (accounting for 26.6%), 20 votes from the group of graduate students and high students (accounting for 2 votes). .5%), the remaining 31 votes from leaders and management team (3.9%).
- Statistics.
- Expert method.

Data collection method

In this method, data is collected by observing, monitoring and measuring the number of times students read books at the library.

Factors determining the method of data collection:

- Research objectives, variables: decide the indicators to be collected.
- Subjects of research.
- Type of research (qualitative, quantitative, collaborative, descriptive, analytical...).
- Source of information collected: Available or must be investigated.

To collect data, researchers often set up variables to observe and measure (collect data). The scientific method in

experiment includes steps such as: making hypotheses, determining variables, conducting experiments, collecting data to test hypotheses. Through the steps will collect general data that students come to the library.

In terms of comparative method, so far, the Van Hien University has implemented a policy of providing good libraries, meeting the needs of students, but it is old books, old knowledge, now in the procurement arrangement, foreign books supplement the library, for students to have more understanding and improve their knowledge.

From the above research methods, the results of the research process, conclusions and solutions and recommendations are presented to Van Hien University.

3.2 Research procedure

Clearly define what we need to talk about.

Make a research plan.

Design and prepare research methods

Select the research model and collect more data for the study.

Analyzing the data

Visualize and present the results

4. Research results discussion

4.1 E-procurement of libraries of leading universities in Vietnam

In terms of facilities: Expand the area and increase investment in modern equipment in the school libraries. Libraries must become centers of scientific research in universities and must be attractive to lecturers and students by their professionalism, convenience and beauty.

Regarding information technology infrastructure: Libraries need to be invested in upgrading information technology infrastructure synchronously in order to share data with each other. Focus on investing in computers, informatics equipment and especially integrated library management software for university libraries to build a strong enough initial data collection department at universities. Libraries need to invest in building and upgrading library websites to provide information for users inside and outside the school to exploit information resources as well as promote library images.

About personnel

- Libraries need to have staff specialized in information technology and system administration, this team is responsible for programming and system analysis, program building, and automatic data processing. Design and organize storage, data backup and information delivery.
- Arrange full-time staff to do information work in university libraries. Information staff need to be trained and retrained and must be able to work in the field of information: Know how to collect, process, analyze, synthesize information, edit information to serve people use information, have computer knowledge, be proficient in using computers to exchange information on domestic and international networks. The specialization of information staff is necessary in today's university libraries.

Thoroughly exploit and coordinate with national information technology centers in building domestic information networks, exploiting funding from international organizations such as World Bank, ADB, higher education projects with foreign funding, etc. To build a mechanism for unification, standardization, cooperation, sharing and integration in the development of information and library systems in service of university training, technology, in which information sharing cooperation and integration are

indispensable prerequisites. This is inevitable because higher education cannot be separated from the development of politics, economy and society. The cooperation between technical university libraries or different information agencies and related agencies will limit waste of funds, lack, redundancy and duplication of information.

4.2 Electronic procurement activities of the libraries of Van Hien University

The most common form of sharing is the coordination of bibliographic data sources between the libraries of the Van Hien University. Each library-information agency has a certain number of records about a certain field, the merger between them will create a rich and diverse data bank. Believe users will have more opportunities in selecting documents. The library of the Van Hien University needs to take into account the sharing of information users. This means that there is no longer the concept of news users of a particular library of a particular university of culture, but the concept of news users of districts in general. Van Hien University library may still be subject to administrative control, but its scope of service is expanded. To achieve this, the library of the Van Hien University needs to have very close coordination, as well as high legal commitments. Currently, in the face of difficult financial situation, each library's resources cannot satisfy the needs of students. Besides, information technology and telecommunications develop very strongly. This is also the ideal condition for the library network of the Van Hien University to build a network of links.

Strengthen the development of information resources

- Quickly accelerate the development of document capital. The provincial library continues to consult with the Department of Culture, Sports and Tourism and the Department of Finance to maintain and increase the additional funding of the annual target program for the bookstore, to ensure the library of the University of Literature. Hien has enough books to serve on-site and bring books down to serve the masses at the grassroots.
- Ensure a reasonable capital structure ratio between knowledge subjects, between groups of reading needs, between popular and research books.
- Focus on collecting and supplementing geographical documents, local documents and talking about the locality.
- Complete document processing:
- To improve the quality of document processing, the Library of Van Hien University must be equipped with professional knowledge and a sense of professional responsibility for the job. Next, the manual search engine was completed, and the topic index was built in the traditional index system. Add title plugs, place plugs, check and replace regularly and periodically torn, old and broken thermos.
- Information products and services are the result of processing the form and content of documents. To affirm its role and social position, and to increase the number of users, expand its coverage and accessibility to meet the requirements of all students, the University Library network Van Hien needs to diversify, perfect and improve the quality of document processing to offer Library products that are rich in content, diverse in form, and help students find information quickly and accurately. fast.
- For libraries that have and will apply information technology, it is necessary to regularly check the

database, avoid being deleted, edited, or infected with viruses, have instructions for users to believe in detail. details for this electronic database.

- Innovating the way of serving students and lecturers:
- Reduce administrative procedures, make cards.
- Promote propaganda so that the library can introduce all the rich and diverse sources of documents available in the library, helping students and lecturers easily obtain information and find documents. match your requirements.
- Launching movements and organizing methods to attract many people to actively participate in reading activities suitable for each audience
- Pay attention to storage and preservation:
- Define the purpose of the preservation. Investigate the document's capital to get detailed data on the current state of the document's capital, thereby developing a preservation plan.
- In the preservation of documents, the issue of funding is very important. In addition to the regular funding, additional funding can be obtained from research programs or grants from domestic and foreign organizations.
- Equip appropriate means of using documents such as book pillows to facilitate reading of large-format documents, damaged documents.
- Design and build the library to ensure the technical standards and requirements of the preservation work.
- Implement a plan to transfer paper documents to other media. To do so, there must be a full-text database, in addition to bibliographic databases.
- Prevention and control of the destruction of documents by insects.
- Ensure the cleanliness of the document warehouse as well as the surrounding environment.
- Issue regulations on the use and preservation of documents, especially precious and rare documents.

4.3 Procurement strengths and weaknesses of e-library at Van Hien University

Strengths

The library of Van Hien university is invested from different sources in deploying very powerful information and communication technology applications, initially meeting the needs of information users in the university in order to serving training under the credit system.

- 100% of schools have library information activities.
- Understand the role and importance of information in serving training.
- 100% of schools use the Internet for work, information search and email exchange.
- Van Hien university invests in facilities, equipment, information technology infrastructure... for synchronous and modern library and information activities.

Weaknesses

- The library facilities are still narrow and the equipment is old, many libraries still use the common headquarters.
- The libraries' websites, although promoting their role as information providers and consultants for users, still have many sketchy websites in both form and content, poor databases, and simple language. is in Vietnamese, the information is not updated regularly, the mode of operation seems to be independent, there is no link to build and exploit the information, no links to other addresses have been created or there is no accessible link.

- About information infrastructure: Initially, it was focused but did not meet the current requirements. There was a library without its own website, and there was no staff in charge of information and information system administration.
- Although there are many units that have deployed the application of information technology and web technology to serve the training of schools, the selection of technologies and application software among units is not unified. The old computer system and network system are not synchronized, slow speed, do not follow a common standard, overlap, overlap, do not have a common database for the whole block.

5. Conclusion

5.1 Recommendations and suggestions

For the Board of Directors and Board of Directors of Van Hien University

Increase the purchase and exchange of books with book production enterprises so that students can search, study materials, specialized knowledge... related to their studies.

Organize book programs for the community, contributing to society.

Add an online library website so students can find it easily.

Support students in buying books online or buying equipment at Van Hien University.

For library management of Van Hien University

Management of information resources, library serving training, scientific research and technology transfer of the university;

Exploiting, supplementing, managing and developing the Library's information resources from domestic and foreign sources to meet the university's training, scientific research and technology transfer needs;

Organizing, managing and developing information and document services in the library;

Manage, operate equipment and information systems of the library;

Research and application of technology and advanced professional standards in library activities.

For students of Van Hien university

Participate in regular study at the library, contribute specialized and academic resources, the things that the library of Van Hien university needs to improve, thereby contributing to the library's information resources becoming more and more advanced.

Maintain documents, books when using as well as preserve the library's machinery and facilities

5.2 Solutions to promote the strength of e-procurement in the search for global online learning resources of Van Hien University

Firstly, is to regularly monitor information of domestic and foreign publishers in order to promptly update new titles, scientific journals, literature... through paid and free purchases from sources. additional sharing or linking through the Consortium activity from which to promptly update new documents

Second, is to periodically maintain and upgrade the system, back up information data in Van Hien library, and at the same time constantly improve the connection of the information system with other libraries to improve the library system. online institute

Third, is to build a team of staff with deep expertise in library operations, sorting, data entry and classification... Thereby

enhancing the image of a modern and thoughtful Van Hien library.

Fourth, is a Guide for all new students to look up information and materials in the library. Organize for librarians to attend training courses on library expertise; create conditions for librarians to improve their professional qualifications

Fifth, is to spend an amount of money for equipping advanced equipment and machines for the digitization of documents and books, meeting the storage of precious books and rare documents.

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