

## **Comments on Library feedback summary – 2005 HDR Candidature Management Project**

In 2005, the Higher Degree Research Unit surveyed Higher Degree Research students as part of the University's HDR Candidature Management Project. Feedback was received on what the students thought about the Library. This document describes what the Library is doing to address some of the issues raised in this feedback.

### *Different passwords required to access online library services and materials*

This is a problem for the entire University, and one which affects all University online services. Many online Library services have a common login (student number and myMQ portal password). The VDX login will be changed to be the same as other Library systems during Semester 2 2006. The possibility of making the login to the catalogue the same as other Library systems is currently being investigated. The Library's password help page (<http://www.library.mq.edu.au/help/passwords.html>) is regularly updated as login details are modified.

The majority of databases and electronic journals do not require a login for on-campus access. Only those students who access these resources from off-campus are required to login.

### *Use of the '@students' email for Library notices*

The use of the '@students' email address for all official University communication, including Library notices, is University policy. The Library appreciates that students may require further support and information from central University services about the use of the '@students' email address. HDR students are still able to use their Department or Division email address for external communication, however they should monitor their '@students' email address for all University communication, such as Library notices.

### *Guide to the Library for HDR students*

The Library produces an annual Handbook that describes the services we provide. This is available from the Information Desk in the Library. The Library is hoping to have information about Library services available in the next HDR Guide produced by HDRU. We are also working on improved presentation of this information via the Library website.

### *The Library's collection does not meet the needs of HDR students*

The Library's collection is based on the discipline focus of the University, so students are unlikely to find material outside these areas. It may be that the students are undertaking research in new areas where there are few published resources. If there is inadequate or insufficient material in the Library's collection, HDR students or their supervisors can provide the Library with a list of material that they would like to be purchased (see <http://www.library.mq.edu.au/services/orders.html> for details on how to do this).

An extra \$70,000 has been added to the book budget in 2006 to support the growth of the Library collection, including to support higher degree research students. HDR students are also entitled to use document delivery in order to gain access to resources from libraries around the world, and reciprocal borrowing provisions with other Australian university libraries.

### *The Library's 'recall' policy*

The borrowing periods and recall procedure have been developed to try and ensure equitable access to Library resources for all borrowers. The Library will review these policies to ensure they meet the needs of postgraduate students. If an item is in high demand, the Library can order a copy through interlibrary loan, or purchase another copy.

### *Lack of study space in the Library for HDR students*

The only effective way to address this issue is to increase the size of the Library building. If this were to occur, HDR students would be consulted to determine the features they would like in a new and purpose-built postgraduate reading room. The Library is working on other short-term options to increase space in the University for HDR students. One area of concern that the Library has been able to address is the availability of wireless internet access within the postgraduate reading room and the rest of the Library.

### *Difficulties faced by part-time HDR students in obtaining specific materials for in-Library use*

The Library understands the frustration felt by part-time students when they are unable to access books in the Library. However, reserving books raises several logistical issues. The Library acknowledges this issue and will be investigating possible options to resolve it; these may include reserving books in advance for HDR students, and other services which will improve the HDR student experience.

### *HDR student access to special collections and rare books is not user-friendly*

For security and preservation purposes, browsing of some of the Library's special collections is restricted. Eligible students are provided with a swipe card that enables them to access the Brunner Collection of Egyptology material. Digitisation of material from the Brunner Collection is underway to make it available online. If more space were able to be made available, Library services could be provided within the Closed Access collection so that students could browse these items. The Library will consider this during any space planning process.

### *Difficulty in navigating the Library's website*

A redesigned Library website was implemented at the start of Semester 2 2005. It will be continually monitored and tested to ensure that it is highly usable. The Library will monitor the results of future surveys to see if this is still an issue.

### *Lack of Endnote training courses, especially in the evening and on weekends*

The Library realises that this is a problem, and we will offer EndNote training out of hours when we can. Our current training programme is limited by the number of staff available. We are investigating alternatives to using Library staff to provide the training, such as developing an online EndNote tutorial. The Library is also considering other bibliographic management options and tools.