

The Library Service MUSEQ-P Report – Results and Responses

In 2003, the Centre for Professional Development at Macquarie University carried out *The Macquarie University Student Experience Questionnaire* (MUSEQ) of postgraduate coursework students. 2126 students responded.

The results indicate that the majority of students are satisfied with the attitude of Library staff, and the service that the staff provide. However, there were some areas that students were not satisfied with. These are listed below, along with a description of how the Library is working to address these concerns.

Desktop delivery of journal articles that are not held by the library

The Virtual Document eXchange (VDX) was introduced for interlibrary loan in 2004. Postgraduate students can request articles online, and the articles are delivered to the student's desktop in TIFF format.

More electronic resources that are easier to access

Half of the students surveyed were satisfied with the range of resources available online and their access to them. The Library currently spends 75% of the serials budget on online journals. Electronic resources should become easier to access as the University moves towards students having a single username and password to access online resources. Earlier this year the Library undertook usability testing of its website, and used the feedback from this process to inform the development of the new website which was launched during the mid-year break.

Loan period is too short

There was some dissatisfaction with the borrowing entitlements of postgraduate coursework students, particularly the loan period. As part of the Library Service Review that the Library is currently undertaking, the borrowing policy will be reviewed, and where necessary, revised.

Collection is not up-to-date

There were many negative comments about material in the collection being out of date across all subject areas. This is being addressed through ongoing consultation between Academic Outreach Librarians and academic staff.

Opening hours are inadequate

2/3 of respondents thought that the opening hours of the Library meet their needs. However there was a feeling that Library opening hours have not taken changing study patterns e.g. trimester-based courses, into account. Postgraduate coursework students who are in full-time employment and/or attend evening classes find it difficult to find time to visit the Library. The opening hours of the Library are being reviewed as part of the Library Service Review – Hours and Rosters.

Lack of study space

There were complaints about the lack of seating in the Library, both individual study desks and group study rooms, especially approaching exam time. Unfortunately there is very little

that the Library can do to address this issue at this time, as there is no space available to increase the amount of seating available to students. We are looking at ways of dealing with unattended belongings left on desks for long periods of time. There were also comments about the lack of enforcement of the quiet study areas. The Library currently employs a security guard to be present within the Library at the start and end of each semester to try to reduce this problem.

No wireless Internet access in the Library

Respondents commented that they would like to be able to use their laptops in the Library, and have wireless Internet access. Dedicated areas for laptop users (with desks and powerpoints) had already been established on each level of the Library prior to this survey being carried out. Wireless Internet access was introduced in the Library at the beginning of second semester this year.

Unreliable public PCs and printers

Negative comments were made about the unreliability of public PCs within the Library, and the large number of machines that are out of order. This will be addressed by the PC Refresh Project, whereby all PCs in the Library will be replaced by more up-to-date machines. All PCs in the PC area on Level 1 have already been replaced, and other areas will follow. Students also commented about the unreliability of the printing system in the Library. New printers and an upgraded printing system were introduced earlier this year to improve the service.

Low awareness of training courses

There was a low awareness about the training courses available through the Library's Information Technology Training Unit. Some wanted more online training to be available. The Library has introduced an online training resource (LearningFast TeachMe) that provides training in several software packages and computer skills. There is also an online training package (Information Skills Online) that aims to improve the information-seeking skills of students. Students also commented that some courses should be run in the evenings to allow students who come to the Library after work to be able to attend them. The Library will be looking at increasing the visibility of these resources and increasing the marketing of training courses.