



Exploring the Library Experience: A Study of Two Universities Facilities and Services Through International Librarian Networking Program 2023



INTRODUCTION

Libraries play a crucial role in facilitating users learning and research. They are often seen as the heart of academic institutions. However, the library experience can vary significantly between universities, depending on factors such as the size and scope of the collection, the quality of facilities and services, and the accessibility of resources to diverse user groups. This study aims to explore and compare the library experience at two universities namely MEF Library and IMU Library, with a focus on evaluating the facilities and services offered at each library.

MEF UNIVERSITY

MEF University was founded in 2014, in Istanbul, Turkey. Since its foundation, it has been intertwined with the novelties it introduced to higher education and garnered worldwide interest due to the "Flipped Learning" method it utilizes; putting to the foreground students' innovative thinking and creativity in the faculties of Education, Law, Administrative Sciences, Engineering, Art Design and Architecture; creating value on domestic and international levels.

MEF LIBRARY

The MEF Library has been servicing students, academics and administrative personnel since 2014. The library, which has embraced a modernist, innovative approach since its foundation, aims at supporting the lifelong learning goals of its users through the usage of its various types of information sources, staying on top of the changing scientific, academic and intellectual needs of the segments it serves, while producing quality knowledge. Please scan the QR code for more information.



INTERNATIONAL MEDICAL UNIVERSITY (IMU), MALAYSIA

The International Medical University (IMU) is the first Malaysian private medical university located in Kuala Lumpur, Malaysia. It was established in 1992 and has since become a leading institution for medical and health sciences education in Malaysia.

IMU LIBRARY

- Established in 1993 to cater for the needs of students and academics of the university.
- Currently IMU has 5 libraries : 1 Main Campus (Bukit Jalil) & 4 Clinical Campuses (Seremban, Kuala Pilah, Batu Pahat & Kluang district).
- Library facilities and services are intended to be used by the IMU students and personnel only. Please scan the QR code for more information.



DIFFERENCES

Collection Language

- MEF Library: Most electronic sources in English; print sources mostly in Turkish. IMU Library: The majority of electronic and print sources are in English, with some in Bahasa Melayu and Chinese for courses involving Chinese Medicine.

Collection Development

- The MEF Library maintains a focus on developing its in-print catalog alongside its electronic inventory. In contrast, IMU Library focuses primarily on electronic resources with printed materials limited to 10% of the collection.

Location and venue of service

- MEF University continues to serve as a single-campus university. Due to this, the MEF library is located on campus and is a central university without any subunits. Currently, IMU has 5 libraries: 1 in main campus and 4 in clinical campuses that collaborate with several government hospitals to give their students exposure to medical care.

Catalog Content

- As the MEF University embodies various disciplines and faculties, the MEF Library includes various disciplines in a multidisciplinary structure. While IMU Library focuses more on medical and health sciences resources.

External User Service

- The MEF Library's resources are available to researchers from outside the organisation upon request. While IMU Library facilities and services are intended to be used by the IMU students and personnel only.

As a result of our correspondence via emails and WhatsApp from March 2023 to May 2023, during which we discussed the themes listed in Prompts 1 through 5, we realised that we provide similar services to our library's users. We have the same group of users: university students and lecturers.

For example

Circulation Services

- MEF and IMU Libraries have Circulation Counter, Online Book Reservation & Renewal, and Interlibrary Loan services.

Reference Services

- Both provide Media Literacy classes, Library Orientation, and connections with off-campus individuals via online channels.

Social Media

- Using YouTube (e.g., recorded online workshops by publishers, short videos series to guide users using subscribed databases), Twitter, Facebook, Instagram & TikTok to promote library resources and services.

Library activities to engage library and users

- E.g. 'Fanus Library', 'Borrow without looking at the cover', 'Library Knowledge Challenge'.

Added information: We also discovered that following the COVID-19 epidemic and significant earthquake (in Turkey), there was a little decrease in the number of visitors to the MEF and IMU physical libraries. The library used to be a popular place for student discussion in groups, but now it is where students like to attend online classes using the library PC or their own laptop.

SIMILARITIES

NEW PRACTICES OR IDEAS THAT WE MIGHT INCORPORATE IN OUR OWN WORK IN THE FUTURE

We learned from each others experiences that engaging with our libraries users is essential.

Planned activities, workshops, and classes require a strong rapport with users.

Regular communication channels foster a sense of trust and openness.



Building rapport and trust with users will encourage their active participation and input, which will help with the purposeful development of activities.

The success of planned initiatives depends on user participation