Student 1

- Why weren’t students consulted about the ‘ripping out’ of the Reading Room?
- Visits the library 5-6 days a week, 5-7 hours a day: Birkbeck (when needs wifi or printing), I of E (but has bad eduroam) and SH (quiet)
- Will stop using Birkbeck!
- Dismissive of third/fourth floor idea
- Doesn’t like proximity (seating too close) or things in sightline (visual distraction)
- Would like study carrels
- Thinks should we focus on encouraging the behaviour we want rather than on discouraging/prohibiting negative behaviour
- Having to book a space makes you pay attention to it
- Doesn’t use ATC, even though he is an Access Support student
- There is a ‘community’ of Reading Room users
- Takes in a flask! (and biscuits?)
- Uses mainly e-material but also likes the ‘organic’ process of writing notes
- Library too hot (everyone agrees with this)
- Uses printed philosophy journals – but only when e-version (to print out himself) not available
- Entry turnstiles sometimes don’t scan – there should be proximity reader rather than a scanner
- Doesn’t like any noise, touch screen possibly ok (e.g. iPad with soft fingers not a problem)
- Traditional “reading” rooms are dying out, people watch their professors on You Tube
- Vs. mobile phones
- Ok about coffee? (See about flask above – own behaviour sometimes in contradiction with requirements)
- Costa is the social hub of the library
- Worried about effect on area outside the Reading Room
- Wouldn’t use a new silent area (doesn’t think it would be silent)
- Tidies area around printers and tried to fix hole punch – thinks we should encourage a community feeling, get users to ‘own’ the Library and ask them to help with keeping it tidy etc.
- Library staff recently dealt with a flickering fluorescent light even though an “Estates” problem
- Doesn’t have a problem with library staff visibility
- Sometimes there is only one copy of essential text, so plans ahead

Student 2

- Doesn’t use the library much or not as much as he could
- Difficult to find a computer
- Suggested making PCs bookable
- Library too hot – makes him too drowsy to study, put off by this
- Uses JSTOR, but usually prefers physical text
- Other rooms in College are sometimes available – could this information be made available to students?
- Library rules – “the fewer the better” e.g. x 3
- Vs. mobile phones
- Ok about coffee – but there will be more litter
- Might use a new silent area
- Asked how library staff who are not sat at a desk can be identifiable?
Student 3
- Uses the library one day a week (only in College once a week)
- Works upstairs
- Uses Moodle
- Doesn’t like bookable PCs (?)
- Recognises limitations of the building
- Generally has good experience in the Library – doesn’t find people noisy or disrespectful of rules
- Vs. mobile phones, smelly food – only things that has had to/will complain about
- Ok about coffee? (Costa too expensive – “not student prices”)
- Library staff very helpful, good customer service
- Doesn’t have problem with library staff visibility

Student 4
- Uses library for borrowing, electronic resources/Moodle, PCs occasionally but the fact it takes five minutes to log in = a barrier
- Aidan has ordered books he’s requested promptly
- Has been able to get most books on his reading list
- Vs. mobile phones, smelly food – thinks coffee could be the “thin edge of the wedge”
- Would use general quiet area rather than silent or group study areas
- There are lots of outdated books on shelves, multiple copies of older editions – their removal could create more space (everyone agreed with this)
- Would also support a greater move to e-books, less physical copies
- Good experience with Aidan (mostly via email contact), has been helped with self-service by other library staff
- Doesn’t have problem with library staff visibility
- Phone booths – has seen them in the US. Also in the MyBirkbeck area
- Full height keyboards would be quieter (?)