LIBRARY SPACE SURVEY – REPORT

Respondents: 312*

Birkbeck student – 252 (80.77%)
Birkbeck staff – 27 (8.65%)
Foundation Campus/LSBU – 6 (1.92%)
From another university – 17 (5.45%)
Other – 10 (3.21%)

*There is some disparity in the total number of responses to individual questions, including this one, on account of partially blank entries. In the next question, the only one that allowed respondents to select more than one answer, 312 has been used to calculate the percentages.

SURVEY QUESTIONS

Why did you visit Birkbeck Library today?

To borrow, return or renew an item – 126 (40.38%)
To use a computer – 83 (26.60%)
To use a study space without a computer – 113 (36.22%)
To ask a question about my research / To do something else** – 62 (19.87%)

**Web version of survey did not include “To ask a question about my research” as an option. In the survey kiosk entries, 9 people (2.88% of 312) had selected this option.

Do you ever have to work collaboratively (i.e. with other students) as part of your course?

Yes – 150 (47.62%)
No – 165 (52.38%)

Do you think it is a good idea to introduce a group study area into the library which would be soundproofed and separate from the rest of the library?

Yes – 283 (90.13%)
No – 31 (9.87%)

Would you be likely to use such an area?

Unlikely to – 79 (25.24%)
Yes – regularly – 103 (32.91%)
Perhaps occasionally – 131 (42.17%)
Should laptops and other mobile devices be allowed in areas designated as silent?

Yes – 175 (56.45%)
No – 135 (43.55%)

Do you think coffee and other hot drinks should be allowed into the library?

Yes – everywhere – 85 (27.07%)
Yes – but only in certain areas – 128 (40.76%)
Not at all – 101 (32.17%)

Do you think food should be allowed in the library?

Yes – everywhere – 20 (6.39%)
Yes – but only in certain areas – 126 (40.26%)
Not at all – 167 (53.35%)

FREE-TEXT COMMENTS

LIBRARY SPACE

Study space / environment

I like the variety of spaces, in which one can study. Yesterday I sat in the quiet / AV space on the first floor. Students with laptops and tablets were quiet and considerate of others. I was able to read there. After lunch I sat at one of the desks by the window on the fourth floor. This was equally pleasant. One user did punctuate the calm by listening to her call on loudspeaker for a while but mercifully she walked to the other side of the floor. It’s a shame that it’s not possible to create a phone signal exclusion zone in the library - except for the phone zone... :-).

Birkbeck could provide more lounge/casual sitting space but not at the expense of the library. Library is not the same as teaching/learning/relaxing space. It could become too hard for the librarians to police and the rules too confusing so easy to break. It is currently pretty loud in the library particularly on the first floor as lots of people just chatting. Provide more casual chat space somewhere else!

I would prefer to have study area that has study carrel were we could revising and take notes privately from the rest of the library members it helps me to focus on my own work rather than looking at someone setting closer to me

In an ideal world cosy sofas in a reading area would be great! (x 2 – other responses in the two entries different)

I really love the library and enjoy working there. I know that my fellow students also enjoy working in the library.

A silent study space, soundproofed and patrolled regularly (c.f. British Library Reading Rooms) would be an excellent resource for studying and revising, especially as it is difficult to find these sorts of spaces outside a library (e.g. noisy homes/cafes).

More desk space needed as often completely full. Also better lighting needed as some areas are rather dull where there are desks/chairs for reading/studying and can strain the eyes.
There are already too few study spaces, so to create a group study facility must impact on available individual study spaces. 

A group study area is a long awaited idea among students. Hopefully, it will happen sooner rather than later. But in my experience, when we used available rooms in the building during term time for group study we ran into difficulties....It seems that not everyone shares the same ideas about what group study is and when inevitably we had to share larger rooms with other people it turned out that their idea was very loosely defined. Therefore one large area with many tables would never work. The only feasible option, in my opinion, is to create many small separate spaces (the size of room G24 - the little room on the ground floor) where students can study without disruptions.

Lack of designated areas for group work is certainly a problem at the moment.

We need group study areas...

It is often a struggle to find somewhere to sit and study/read.

More study space urgently required

Also I don't think people should be able to 'reserve' a space with a coat/ books and then not appear for hours if ever.

The computer and reading spaces fill up far too quickly - we need many more of these, particularly if you’re a part-time student and can only get to the library on certain days. It’s frustrating to find that the spaces are all taken at the only times you can use the library.

I like the little seats off to the side but there isn't enough plugs for laptop... nowadays its just so difficult to have a stable study location without a plug( end up moving about etc) this is a big issue for me

I hear from students constantly that they need group study space so am very supportive of this idea.

We need more space!

Phone area needs improving

LSE has large bean bags which seem to have regular use from students taking a break. Also, in certain areas it has coffee/tea machines. All this makes studying much more comfortable and because of strict zones, does not seem to interfere with the silent study space at all.

More helpdesks if possible and helpdesk closer to the assistive technology room for disability students in case we need help. Wheelchair users may not want to go so far to seek help or perhaps a help buzzer so we know help is on the way or something xx

I have always preferred to work here than at home because of the quiet but working atmosphere

I usually use my own laptop so like having space for these. Also can we get clear recycling bins and drinking water?

Great environment to study

Generally the library is a good and a peaceful to study.

On the fourth floor some swivel chairs need to be repaired or replaced, It is probable that the same applies on other floors of the library.

There were insufficient computer and study areas for such a large institution charging me £9000 its a bit disappointing and a bit of a try on. Come on. Pff

There should be more computers in the library. At peak time it is more likely to get struck by lightning than to find one available pc.[...]

On the fourth floor, in the library, at the top of the stairs water has come through the roof and damaged the wall. PLEASE REPAIR THE UGLY STAINS.

Bathrooms in the entire building should be modernised.

There are no longer enough study spaces without a computer!! There used to be a lack of Birkbeck computers available - but the solution is NOT to fill necessary study spaces with desktops that take over the desk and often block out natural light so the desk cannot be used for anything else. We desperately need more DESKSPACES!

The lack of a place for group study is something I have discussed several times with other fellow students, it would be great to either have one designed room for such purpose or a daily list of free rooms in the campus that can be used by study groups.

List of library services and areas should be prominently displayed on a noticeboard or similar

Great place.

[...]|In the library there are chairs which are broken or defective and need repair, [...]

It’s extremely quiet, acoustically, here in the library. That is my favourite thing.

Excellent study conditions [...]

I would very pleased if a designated “group study” area was created, and some drinks like coffee were allowed, the new device for extract a day pass for the library is absolutely brilliant! I forgot today my card and was easy and quicker than bother some of the staff or for very busy days where the staff is jam packed with other duties.

Generally, I’m very happy with the staff, service and environment but finding books in the allocated areas (shelves) is still very time consuming and slightly confusing; a user friendly, less challenging and time consuming method would be much appreciated. Over all, thank you to you all.

I think the toilets tend to be quite dirty at times.

The library is great but no spaces available for student group discussion. It should be away from the quiet area and be monitored not to allow mis-use. Also, still no food or drink in the library. I have come across Mice on several of times that I’ve used the library and had to let out a scream as I have a phobia.

There are computers at every desk. There could be desks where there are no computers so that students have more desk space if not using the computer or if they want to use their own laptop.

I was not happy with the computers added this year to the window study spaces. I thought those desks were a very nice place for book study, with natural light, and it is a loss to the library in my opinion that those desks are, for the most part, no longer available for students who wish to read and study from books/papers. The computers could have been installed somewhere else in the library I think, for example at the desks that are on each level of the library, rather than at the window spaces.

Thanks for lovely area.

The library is really easy to use however I often feel simple rules such as no eating in the library are not enforced and I find myself feeling like I’m in a canteen rather than a library. Please have more library monitors checking students do not eat or whisper for long periods of time in the silent sections if such an area is to be introduced. Also please try and be more energy saving in terms of switching off computers overnight and lights. There is no need for them to be on when there is no one in the library to benefit from the energy wasted. Thank you for all you’ve done so far.

Since space is such a premium - tho the hub for group learning a very good idea - couldn’t not be situated somewhere just annexed to the library but not actually in it? You’ve probs already thought of thatW thanks,

More study space please!
I think the library study desks/pc's could be wiped down/cleaned more often. Otherwise a great library.

Please do not remove the silent spaces or the desks without computers. They are used a lot by those of us who actually work in the library rather than just dicking about. Also the point of a library is to use sources and resources - until there are times when people need to do group work with the sorts of sources the library has to hand then there should be no group study area - certainly no-one in the humanities and social sciences currently needs to do work like this. Be useful; ignore your trendy architects who have been systematically destroying university library spaces in the UK for a decade!

Please refurbish the toilets! really ugly and dated

Things seem to be fine as they are, but there is always room for a little improvement. Some of the suggestions in this survey are valid, but we don't wish to see the library study area assume the role of a cafeteria, or it will lose its raison detre, and not be used as much for its intended purpose.

Excellent study conditions [...] 

It's a great library to work in - though can get very busy!

**Temperature**

[...]I also find that most times I go into the library the temperature is far too cold on the upper levels - of course this can be resolved by wearing jumpers etc. but I shouldn't need to have to wear gloves in the library. Moreover, this makes the air extremely dry and after a full day of studying in the library, this can be very uncomfortable. [...] 

It is ALWAYS too hot in the library! Everyone agrees. Save the world! Turn it down.

It's ******* cold. You might want to consider whether it's not a little harsh to charge students over 7000£ in tuition and then save on the heating bill.

It's very cold

It’s too cold, the air conditioning is constantly on & it makes me want to sleep or leave the library.

It’s too cold.

The library is always freezing!

There is cold air coming out of the vents, my ears are frozen

[...] The fourth floor has recently been cold, very cold. The vents are too powerful, and blast cold air into the library.

The library is too cold the temperature should not be allowed to drop below twenty degrees particularly on the fourth floor

Fourth floor far too cold There is no need to have the ventilation system working during holiday periods when most students are away. OTHER FLOORS MAY ALSO BE AS COLD AS FOURTH FLOOR.

**Lift**

The bell-like noise the lift makes as it approaches a level is very loud and distracting. When the library gets extremely busy I can imagine that this would become unbearable for those trying to focus on their study. [...] 

You have got to turn down the volume of the lift! The bell noise when it gets to a floor is far too loud, as is the voice inside. When it arrives at a silent section of the library it is very disturbing.

The lift on the fourth floor makes irritating noise. It is just as noisy as the old lift, some students go to the far end of the room to get away from the noise,
A new lift has been installed in the library. On the fourth floor there is a cupboard containing lift machinery which makes a loud thumping noise when the lift is used. Please put the cupboard on the ground floor so that it does not irritate students on the fourth floor.

Fix the lift it is an outrageous insult to disabled students and makes bbk's claim to prioritise access seem entirely laughable

Fix the lift please […]

The contractors doing the current 4th floor refit seem to delight in causing a disturbance: using drilling equipment, fine; talking loudly about inanities on the way through every floor, not fine.

LIBRARY ETIQUETTE

Noise – general / mobiles & laptops

General advice to new students to be quiet in the library. It sometimes feels like a sixth form common room more than a study space.

just would like the quiet study areas to be just that, and for some way to encourage all students to respect others in this regard. most do, but as a regular user of the library to study, there are a few repeat offenders who make it very difficult to study, as they are noisy, holding conversations with each other and on their phones (often outside and around the designated quiet study area! The signs are either unnoticed or ignored

More enforcement of keeping the library quiet. It's difficult to write long pieces of work when there's chatter.

The laptop and mobile question should be separated. Laptops should be allowed but phones should not be used.

I like the variety of spaces, in which one can study. Yesterday I sat in the quiet / AV space on the first floor. Students with laptops and tablets were quiet and considerate of others. I was able to read there. After lunch I sat at one of the desks by the window on the fourth floor. This was equally pleasant. One user did punctuate the calm by listening to her call on loudspeaker for a while but mercifully she walked to the other side of the floor. It's a shame that it's not possible to create a phone signal exclusion zone in the library - except for the phone zone... :-).

The same discipline issues apply to the quiet reference section. It is now commonplace for users of this part of the library to disturb others by the noisy use of laptops/ipods, with loud keyboard clicks, music leaking from headphones, use of mobile phones etc. It should be an absolute condition of holding a library card to observe these reasonable and sensible rules, which operate to the advantage of every library user. The staff should be more proactive in enforcing the failure to observe them, which should result in a suspension followed, if necessary, by the withdrawal of the card. The building is really good, the space conducive to study - but only if users respect it.

Question 6 cannot be answered with a simple 'yes' or 'no'. Silent areas should in fact be silent but there are exceptions to the rule. I assume that that laptops are not permitted in silent areas because of the noise keypads generate and that can cause disruption to students. I agree with that. However, many students use touchscreen devices (for quick references, etc.) where there is literally no noise produced by them. These should be allowed in silent areas too. But I understand that 'enforcement' of such an idea could pose certain challenges to staff.

[...] It is currently pretty loud in the library particularly on the first floor as lots of people just chatting. […]

you need a dedicated number for people to text when they are being disturbed by other students!

With regard to the question 'Should laptops and other mobile devices be allowed in areas designated as silent?' I think laptops and tablets are ok providing people aren't using them in a way that makes a significant amount of noise, such as by playing videos. Even typing can be a bit noisy, though, especially if several people are typing so there should be some areas where mobile devices aren't allowed at all.
Very noisy. Different groups of Students were chatting and gossiping with each other for quite a while in different parts of library. Very disruptive. Even though some library staff walked past, they didn't stop and the staff didn't stop them neither. Library should be a quiet place for study.

Crunch, crunch, slurp, slurp, chatter, chatter. I get in find a book and out again as quick as I can. It's an environment inimical to deep thought.

The level of noise has become increasingly difficult to work with over this past year, especially for those with sound sensitivities (including some ASD.) The refurbishments may be great for future students, but horrible for current ones.

Whilst I think laptop are OK mobile phones and conversation on them are definitely not.

Phone area needs improving

It is a noisy place, even staff is not aware that they should keep silence (or talk in low volume)

I have always preferred to work here than at home because of the quiet but working atmosphere

More quite areas and some areas where u can use yr own laptop.

Laptops and phablets on silent are ok. People talking as the ascend or descend stairs, use the self-service machine area are super annoying.

Generally the library is a good and a peaceful to study.

Very noisy to study here.

[...]Also the library is way too loud especially the 'silent' area which is right next to a busy route for students outside the building and the 4th floor right in the back is too loud because of the staircase outside the library.

There is a real issue with noise by students unaware that the library is supposed to be quiet. It would help if there are strategies to deal with this beyond posters, for example a way to alert staff, or polite cards we can hand out to noisy students.

In the gents toilets the new xlerator driers make a deafening noise and should bee removed. [...] It's extremely quiet, acoustically, here in the library. That is my favourite thing.

Staff should not feel free to talk loudly and make noise in study areas just because they work here.

[...] Plus, why slam books down on the shelves, assuming that was the noise, when one function of the place is to offer a place for quiet study. [...] It is very good and quiet

Noisy but not today

Noise problem, too much chatting between students

Staff should be briefed to keep noise levels to a minimum in the study areas. This is especially an issue next to the service lift on the first floor where staff often make a lot of noise and hold loud conversations. Thank you.

Also, library staff talk loudly when helping students instead of whispering as in other libraries. This causes a disturbance to other students trying to study in a quiet environment.

Yes please, may I request that the reading room have the windows double glazed for the sound which affect the students looking for complete silent area to concentrate for their readings for their studies. Thank you.
The library is really easy to use however I often feel simple rules such as no eating in the library are not enforced and I find myself feeling like I'm in a canteen rather than a library. Please have more library monitors checking students do not eat or whisper for long periods of time in the silent sections if such an area is to be introduced. [...] 

In general terms it is noisy [...] 

It needs to be quieter. 

This library is too noisy! Especially at the computer stations!!

Noise / food & drink

[...] Finally, I'm sure most students will agree that we would like to be able to bring hot drinks into the library, as this is something most other university libraries allow or even in places where it isn't technically allowed, the librarians overlook the matter.

Re: the food question - I have misophonia, so hearing people eating food in a quiet space is horrible. Crunch, crunch, slurp, slurp, chatter, chatter. I get in find a book and out again as quick as I can. It's an environment inimical to deep thought.

The thought of allowing coffee and food in the library is bizarre. The general treatment of books and other printed material already leaves much to be desired; highlighting/markings & underlinings in pen are too frequent and have ruined many textbooks making it difficult to read without being distracted by the jottings of others. If students cannot show the discipline and respect in this regard that our library requires and we are entitled to expect, one can imagine the disasters that will occur from spilled coffee and Coca-Cola, chocolate, sandwiches etc. Birkbeck should introduce the same high standards that the British Library imposes on its users: no pens or highlighters, pencils only, no food or drink including water (drinking fountains are available on every floor outside the reading rooms). This operates to every user's advantage and preserves valuable reading material. Why not have a drinking fountain/water station (e.g. large plastic bottle-type dispenser with paper cups at the entrance from the stairwell to each library floor? 

On the subject of food...I guess the reason why food is not permitted is to protect books from accidental damage and out of respect to other library users. However, light snack like chocolate or a packet of nuts would do no harm either to books or to other library users.

LSE has large bean bags which seem to have regular use from students taking a break. Also, in certain areas it has coffee/tea machines. All this makes studying much more comfortable and because of strict zones, does not seem to interfere with the silent study space at all.

[...] Also can we get clear recycling bins and drinking water?

[...] Also, while normal wear and tear is fine some users seem careless (spilled coffee, tea etc). There should be penalties about that, if there aren't already.

I would very pleased if a designated "group study" area was created, and some drinks like coffee were allowed, [...] 

[...] Also, still no food or drink in the library. I have come across Mice on several of times that I've used the library and had to let out a scream as I have a phobia.

The library is really easy to use however I often feel simple rules such as no eating in the library are not enforced and I find myself feeling like I'm in a canteen rather than a library. Please have more library monitors checking students do not eat or whisper for long periods of time in the silent sections if such an area is to be introduced. [...] 

Staff should walk around regularly by students to check that some are not eating and drinking. I have found that many students still eat in the library and make a lot of noise.

As a university based around night study - we need coffee in the library. Otherwise great
The main reason I said yes to hot drink and food in some areas is because there is hardly any space elsewhere in the building to consume such things. So my answer would be 'no' if bbk provided such space or if it does exist maybe publicise its location!

Some food(snacks) should be ok

There should definitely be a few fresh water fountains in the library ...

Things seem to be fine as they are, but there is always room for a little improvement. Some of the suggestions in this survey are valid, but we don't wish to see the library study area assume the role of a cafeteria, or it will lose its raison drete, and not be used as much for its intended purpose.

Students eating and drinking in the library make a noise and sometimes leave a dirty desk or floor behind.

I think the Costa cafe situated just downstairs from library is brilliant

**INFORMATION RESOURCES AND ACCESS**

[...] It would also be great to have a second hand book section where students can buy and sell books, with the library taking a small cut. It is often difficult to get hold of the books on reading lists, and this would be really helpful.

Perhaps an having notices on each book row to show which department those books belong to in a more organised fashion that can be easily found and also a way to find out which books are in the library but not on the shelves :) Keep the stock a bit more up to date please

[...] Are you planning on removing print resources from the collection to create this space? If so, I have been noticed a tendency to remove books -- particularly from the bliss collection -- instead of print journals. As a humanities scholar I find this troubling. The books in the bliss collection are difficult to locate elsewhere while the Library seems to hold both print and electronic copies of some journals. I would rather see the print journals -- for which we have electronic holdings as well -- go instead of books.

List of library services and areas should be prominently displayed on a noticeboard or similar

[...] the new device for extract a day pass for the library is absolutely brilliant! I forgot today my card and was easy and quicker than bother some of the staff or for very busy days were the staff is jam packed with other duties.

Generally, I'm very happy with the staff, service and environment but finding books in the allocated areas (shelfs) is still very time consuming and slightly confusing; a user friendly, less challenging and time consuming method would be much appreciated. Over all, thank you to you all.

A book which according to the librarian was there, wasn't. [...] Generally very good collection of books, would come again. Thanks.

I wanted to borrow a book which supposedly was available on a 3-week loan, but it turned out it wasn't on the shelves. Maybe that was an isolated incident. Also, while normal wear and tear is fine some users seem careless (spilled coffee, tea etc). There should be penalties about that, if there aren't already.

The library is really easy to use [...]

In general terms [...] lack of enough books

[...] Also the point of a library is to use sources and resources - until there are times when people need to do group work with the sorts of sources the library has to hand then there should be no group study area - certainly no-one in the humanities and social sciences currently needs to do work like this. [...]
rather than just reference numbers there should also be topic titles at the end of each row of book shelves to make it easier to find books by topic.

I wish that you had more copies of some of the core textbooks from my course (psychology).

It would nice if there were more items for those learning foreign languages that are not necessarily European, such as Japanese and Hebrew.

More budget for books. Other libraries, like LSBU, have multiple copies of books that are needed in my modules, so I often have to travel there under SCONUL. Birkbeck usually has 1 copy or no copies of the books that are listed for reading in Birkbeck seminars. I have also asked for help getting difficult to find books three times, and always told "no budget" for them. This is particularly annoying when trying to study new developments and new books often take time to get in to British Library, so the only option has been to buy these academic books myself.

More electronic resources needed

A clearer map of subjects

It would be helpful if the library catalogue also listed holdings at the Stratford campus. A librarian just told me that the website for the Stratford library is different and that they may have the book that is lost in this library. Very frustrating.

Also, why is it that the library catalogue in this library doesn't allow you to press 'back'. Another frustrating function.

The bookshelf of 658COM is wrong. It is not the introduction of management!

It would be great if you could still borrow even when you forget your library card, especially if you have all your account details and photo ID.

It would be useful to have a subject map to help in locating resources. The availability of computer catalogues seems inadequate.

Yes, the library has a good philosophy section but it could be expanded (please). […]

No enough books for everyone to borrow.

Today I was hopeful about finding a good book on enterprise applications integration or systems integration but unfortunately couldn't find a single book. Very disappointing.

There are two services I required today and I couldn't receive because they are not available in the library. […] Secondly, I can't reserve a book unless it is already borrowed and I want to wait in a queue. This defeats the purpose of having a reservation system altogether. I live faraway and if i want to request a book to give me some peace of mind until I reach the library i would like to be able to do so. Books that are in particular demand could be gone by the time I reach the library despite the fact I might have been organised enough and checked the reading before my peers.

With I am not very happy is with the signalling of the books apparently some of them are being re located? And is hard work to find them, they marked as been in first floor when I actually found them in the second, very confusing.

It would also be useful to have newer books (2010 or after) in the Human Resources section. […]

[… Also, more ranges of the popular textbooks please.

Please get rid of dead stock! There are far too many obsolete volumes.

The web pages are difficult to navigate eg if I just want a simple renewal it is hard to find

I believe we should have more classic books available to read in addition to other books
...some aisles are very messy though, I often don't find the items I came looking for...prefer the upper floors, much brighter and less crowded...where is the group study room supposed to be? Is there even enough space? The ground floor is rather cramped books-wise...

The new catalogue is fantastic! Well done!

**IT / PRINTING & COPYING**

The computer and reading spaces fill up far too quickly - we need many more of these, particularly if you’re a part-time student and can only get to the library on certain days. It’s frustrating to find that the spaces are all taken at the only times you can use the library.

There were insufficient computer and study areas for such a large institution charging me £9000 it’s a bit disappointing and a bit of a try on. Come on. Pff

There should be more computers in the library. At peak time it is more likely to get struck by lightning than to find one available pc.[...]

[...] There used to be a lack of Birkbeck computers available - but the solution is NOT to fill necessary study spaces with desktops that take over the desk and often block out natural light so the desk cannot be used for anything else. [...]  

There are computers at every desk. There could be desks where there are no computers so that students have more desk space if not using the computer or if they want to use their own laptop.

I was not happy with the computers added this year to the window study spaces. I thought those desks were a very nice place for book study, with natural light, and it is a loss to the library in my opinion that those desks are, for the most part, no longer available for students who wish to read and study from books/papers. The computers could have been installed somewhere else in the library i think, for example at the desks that are on each level of the library, rather than at the window spaces.

[...] Also please try and be more energy saving in terms of switching off computers overnight and lights. There is no need for them to be on when there is no one in the library to benefit from the energy wasted. Thank you for all you've done so far.

There are two services I required today and I couldn’t receive because they are not available in the library. The first one is scanning. It is extremely inconvenient when I can't scan even a single page and i have to copy everything or take books home. It is first of all waste of paper and it also deprives other students from using the particular book considering all of them are a scarce resource. [...]  

Not enough printing PC's on the 1st floor as I had to queue up to use one. Secondly, the keyboards on some library PC's have badly worn keys where you can't see the letter or symbol, so making it hard to type. [...]  

The computers are extremely slow and dated.

Really frustrating that I felt there wasn't enough computers, but now there are extra computers to use by the windows and also other rooms around the campus that I did not know about. That is good but it's still frustrating that the majority of these computers are never able to print! Only the ones by the ground floor printers and copiers and one room on the 4th floor. The rest are just a headache because the staff say they are ready to print and when I’m running late and I’m desperate for a print job, I am unable to do so.

Photocopies should be for free

**WE NEED MORE COMPUTERS!!!**

More computer workstations with windows

Increase speed of computers
Give everyone a free £5 print credit every start of the year

Failure in topping up my student card in order to photocopy the materials needed. It would have been very helpful and considered to let the students know about this issue by email.

Need more pcs

More computers

[...] but library pcs can be cumbersome. They are slow - touch pads please!

Yes, I have been trying to use my USB/memory stick onto the computers on the first floor in the library unsuccessfully. I keep works/papers/assignments in progress onto my memory stick since I have lost a file/assignment I have been working on a shared computer in the library. Unfortunately, the computers on the first as well second floor do not recognise external/USB/memory devices in general. I have reported this issue three times to a member of Help Desk staff in order to be resolved or at least for the IT team to revisit the PCs settings, but as of day my USB stick and I believe any USBs are still unrecognisable/unreadable by the computers. I'd like this comment to be considered rather as a recommendation that would allow the Library team to enhance the full usability of this very well organised and rich library. Thank you

Yesterday the wifi (eduroam) kept disconnecting. It has actually been going on for a few days. I hope that gets fixed.

Please provide scanning service in printers.

The new thin computers introduced in the desks along the front of the building are a huge improvement and great to use. We should have these everywhere, please!

OPENING HOURS

Earlier opening times would be good

Make library 24hrs open before/during exams

Please have some 24 hour days! Even just for busy essay times.

To open until late times

No. My concern is to have the library open 24/7.

Need to open up 24 hours room again to help those who do not have access to quiet study area.

Its not fair that the library is closed between christmas and new year. These are normal working days in the uk. Birkbeck is supposed to be supportive to students in full time work and this is one of the only times we get to visit the library before hand ins in early January. Appalling service especially in light if the huge fees we pay now.

[...] maybe long open hours would be considered

[...] and extend opening and closing hours during term maybe 24 hours

Appreciate long opening hrs

STAFF

It is a noisy place, even staff is not aware that they should keep silence (or talk in low volume)

[...] the new device for extract a day pass for the library is absolutely brilliant! I forgot today my card and was easy and quicker than bother some of the stuff or for very busy days were the stuff is jam packed with other duties.
Staff should not feel free to talk loudly and make noise in study areas just because they work here.

Generally, I’m very happy with the staff, service and environment [...] Over all, thank you to you all.

[...] Plus, why slam books down on the shelves, assuming that was the noise, when one function of the place is to offer a place for quiet study. [...] 

Staff should be briefed to keep noise levels to a minimum in the study areas. This is especially an issue next to the service lift on the first floor where staff often make a lot of noise and hold loud conversations. Thank you.

Also, library staff talk loudly when helping students instead of whispering as in other libraries. This causes a disturbance to other students trying to study in a quiet environment.

There should definitely be a few fresh water fountains in the library and possibly another library assistant to help :

[...] Despite these two aspects, I really like Birkbeck Library and I think the staff are helpful and friendly. Thanks

Library staff can at times be very abrupt. [...] 

Staff member today 28 october at 21:10 was very very nice and helpful, very patient to me and professional and always when i am coming here this gentelmen is helping me out, never upset that i have problem with something. I am impressed by his lovely warm attitude. Thank you a lot.

The User Services Team were very friendly and helpful

The staff is never very pleasant. I get chastized alot as if i. Am a teenager (I am 27) and the 1 day book loan needs to be clearer. Also leniency and mercy are never shown. I left my card, laptop,etc all upstairs and went out to the lobby to the toilet because i hadn't figured out yet that therer was one in the library and was told quite rudely that under no circumstances could i get back in. Even after explaining all my belongings were upstairs. I eventually had to raise my voice and ask for a higher authority until i was reluctantly let in after getting another earful of a lecture. That and the fact that although the staff is very familiar eith the rules, some students arent. I was shown no leniency on a heavy fine for taking out a 1 day loan for only 2 days.

I have to say that the library staff on the ground floor desk are very helpful. Our staff and students have frequently commented on this.

Generally staff are extremely helpful

It is an excellent library with helpful staff

It should be more open to disabled students. Though it has an access support scheme, some staff members continue to be obstructive to those with disabilities.

[...] Also the staff are almost always very helpful !

Love it and the staff they do a great job !!

Great library, very helpful staff. Thank you all

[...] staff is way more friendly than at my workplace at Soas library which is refreshing... [...]

GENERAL

I really love the library and enjoy working there. I know that my fellow students also enjoy working in the library.

Generally the library is a good and a peaceful to study.

Great place.
Generally, I'm very happy with the staff, service and environment [...] Over all, thank you to you all.

The library is really easy to use [...] I think the library study desks/pc's could be wiped down/cleaned more often. Otherwise a great library.

As a university based around night study - we need coffee in the library. Otherwise great [...] Despite these two aspects, I really like Birkbeck Library and I think the staff are helpful and friendly. Thanks

Not enough printing PC's on the 1st floor as I had to queue up to use one. Secondly, the keyboards on some library PC's have badly worn keys where you can't see the letter or symbol, so making it hard to type. Otherwise, a great experience today in the library.

It's great - but library pcs can be cumbersome. They are slow - touch pads please!

[...] very well organised and rich library. Thank you

It is an excellent library with helpful staff

Very helpful staff

It should be more open to disabled students. Though it has an access support scheme, some staff members continue to be obstructive to those with disabilities.

Love it and the staff they do a great job !!

Great library, very helpful staff. Thank you all

Keep it up

Ok

I enjoyed coming today so thank you😊😊😊😊😊

I wish my uni had a such a good library! :) I think it’s a great resource which is why i have rejoined (i am an alumnus).

Nope, the library is great! Thank you!

There isn't enough for everyone

Cannot fault the library

It’s a great library to work in - though can get very busy!

MISCELLANEOUS

Please repair the slamming door (men's toilet) near the library reception area.

Offer extra-curricular seminars and activities in all sort of fields once a week.

Sometimes, the Malet Street entrance is open, sometimes it is shut. Could a consistent policy be adopted please?

Also, the stand this device is fixed on, isn't steady enough and it shakes when i type. :-)

I like this survey....keep it up!