



# BIRKBECK LIBRARY ANNUAL REVIEW 2017–2018

**LONDON'S EVENING UNIVERSITY**

## HIGHLIGHTS: 2017–2018

### **New silent study area**

We opened a new silent study area on the fourth floor of the Library, creating 60 additional study spaces. Feedback has been very positive and the area is well used.

### **Fully-staffed service whenever we are open**

Since October 2017 we have offered a fully-staffed service whenever we are open. This means that students receive a consistent and helpful service whenever they come to the Library.

### **6.30am opening**

During the exam period we opened at 6.30am on weekday mornings. Take-up was good, confirming that there is a definite demand for extended opening hours.





### **Student-Library Partnership**

We established a new forum to create a better dialogue with our students. The Partnership has met on four occasions so far with good attendance from a cross-section of our users. The meetings have generated some interesting ideas and allowed us to get useful feedback about our plans.

### **Joining Copac**

We uploaded our catalogue records into Copac. Joining Copac brings greater visibility and prominence to Birkbeck and its collections among the academic community worldwide.

### **Making our digitised readings accessible**

Our E-Services Team undertook a project to retrospectively transfer our 20,000 existing digitised readings into accessible PDF format. Text within all scans provided by the Library (e.g. for Moodle) can now be copied, annotated and read aloud with text-to-speech software.

### Supporting research

Library staff delivered sessions to early career researchers as part of the Birkbeck Graduate Research School training programme. We have also been working with departments to ensure that publications by Birkbeck researchers are REF-compliant, as well as providing advice on data planning and open-access publishing.

### Supporting teaching and learning

Following a review of our existing provision, our Subject Librarians have developed an Information and Digital Literacy Framework for Birkbeck. In implementing this, we aim to work closely with academic staff as we seek to further integrate these important skills into the curriculum.



## OUR SERVICE STANDARDS: HOW DID WE DO?

### Achieved

- ✓ Our Library Catalogue and electronic resources will be available 24/7 for 100% of the time (except for periods of advertised downtime/maintenance).
- ✓ We will have trained library staff available to provide help and support whenever we are open.
- ✓ We will respond to complaints and comments within 2 working days.
- ✓ 99% of interlibrary loan requests will be submitted to the British Library within 2 working days.
- ✓ New books will be available to library users within 7 days of arrival.
- ✓ 90% of students will be able to arrange an appointment with their Subject Librarian within 1 week.

### Not achieved

- × We aim for the Library to be open 100% of our advertised opening hours.
- × We will respond to all enquiries within a day.
- × 90% of all returned material will be reshelved within 48 hours.

### Commentary

The UCU strike forced us to close early 7 times. We also had to evacuate the Library on 2 further occasions due to a power cut and a gas leak. Our enquiry response target was deliberately ambitious compared with most other academic libraries (who typically aim to reply within 2 or even 3 days). We met this target 93% of the time.

We no longer have a dedicated shelving team; instead, the reshelving of books is carried out as part of our team's general duties. This change in roles, which has enabled us to offer a fully-staffed service whenever we are open, has impacted on the pattern of our reshelving which now happens primarily at weekends. 100% of books are reshelved within 7 days.



## FAST FACTS

Enquiries answered: **61,535**

Enquiries via our live chat service: **553**

New digitisation requests processed: **2,503**

E-resources accessed via Discover: **101,220**

Information and digital skills workshops delivered by Subject Librarians: **150**

Total visits: **380,229**

## LOOKING AHEAD 2018–2019

### Major refurbishment in summer 2019

Next summer, there will be a substantial refurbishment of the Library's first floor, including a new entrance as well as a variety of new study areas and flexible learning spaces.

### 24-hour opening

Following the success of our 6.30am opening pilot, we are now planning to open 24/7 during the exam period next year.

### Student Experience Review

We will continue to support the implementation of the Student Experience Review with our Subject Librarians becoming more involved in curriculum development and contributing to the College's teaching.





### **Support for researchers**

We will continue to work in collaboration with the Birkbeck Graduate Research School and with the new Birkbeck Research Office. In October we will host a number of events for Open Access Week.

### **Reading list management system**

We hope to acquire a system which would allow academic and library staff to work together to fully integrate module reading lists into the virtual learning environment, creating a more seamless experience for students, as well as ensuring a more reliable provision of key and recommended readings.

### **College archive**

We are exploring options to relocate the College archive and will work to ensure it can be best used to promote Birkbeck's 2023 bicentenary celebrations.

For further information about this review or any of the initiatives mentioned within it please contact:

Robert Atkinson  
Director of Library Services  
Birkbeck, University of London  
020 7631 6250  
r.atkinson@bbk.ac.uk

[www.bbk.ac.uk/library](http://www.bbk.ac.uk/library)