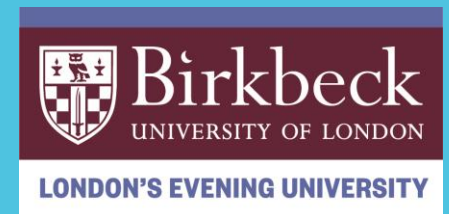


Birkbeck Library Feedback report

October 2020 – April 2021



You said, we listened

You said: It is stressful to have to remember to renew our books and to get fined when they're overdue

We introduced automatic renewals in August so that all books are automatically renewed on your account unless they are requested by another library user. We send you regular statements with a list of books that you have on your account. All past fines were waived to mark the start of this new service.

You said: We want more e-books for our course

The Library provided access to an additional 200,000+ e-books, including one e-textbook per module. In preparation for the new academic year, we scanned and created links to over 2000 book chapters and journal articles for Moodle.



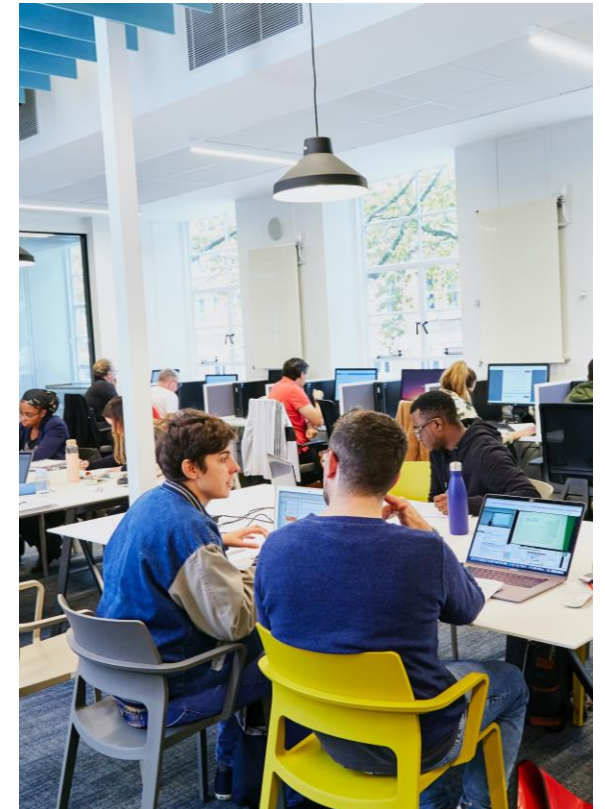
You said, we listened

You said: We missed access to books when the Library closed because of the pandemic

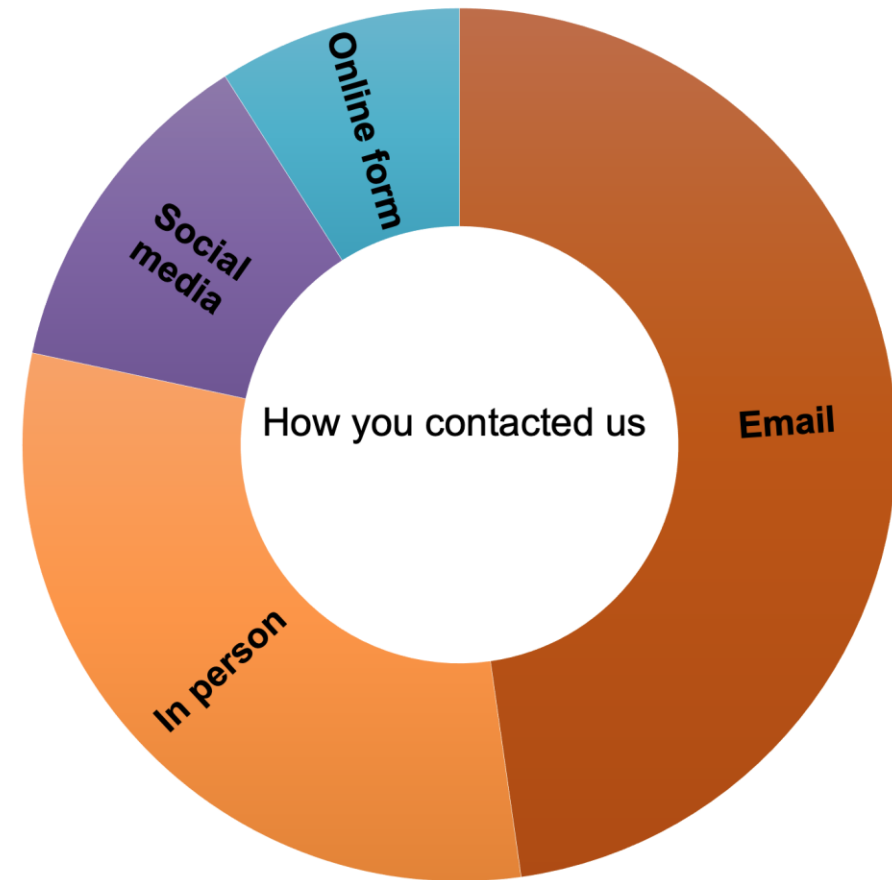
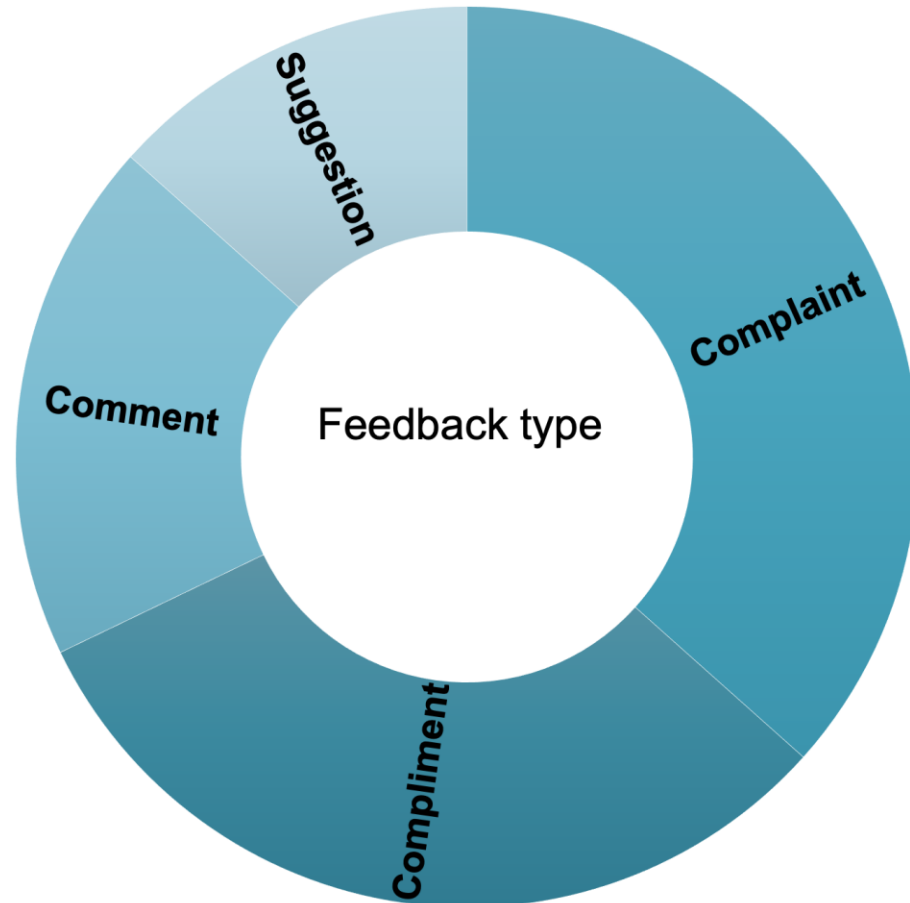
We started Click-and-Collect and Click-and-Post services at the end of July to give you access to printed books. We have maintained the Click-and-Post service for all students since then.

You said: We missed access to study spaces when the Library closed because of the pandemic

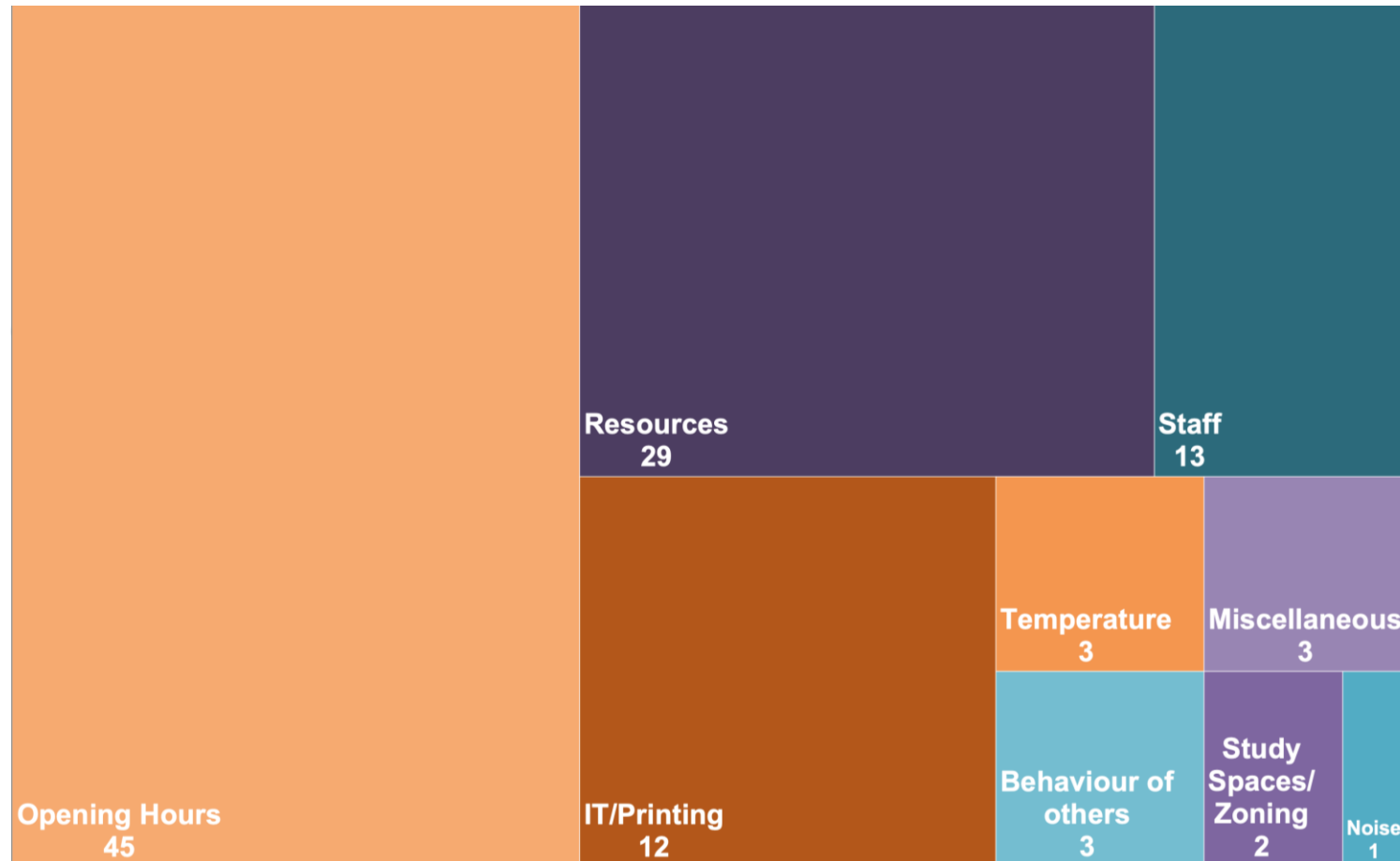
As soon as we could, we re-opened the Library building and created a safe environment for those of you who needed a space to study. We remained open throughout the autumn term and during the holidays.



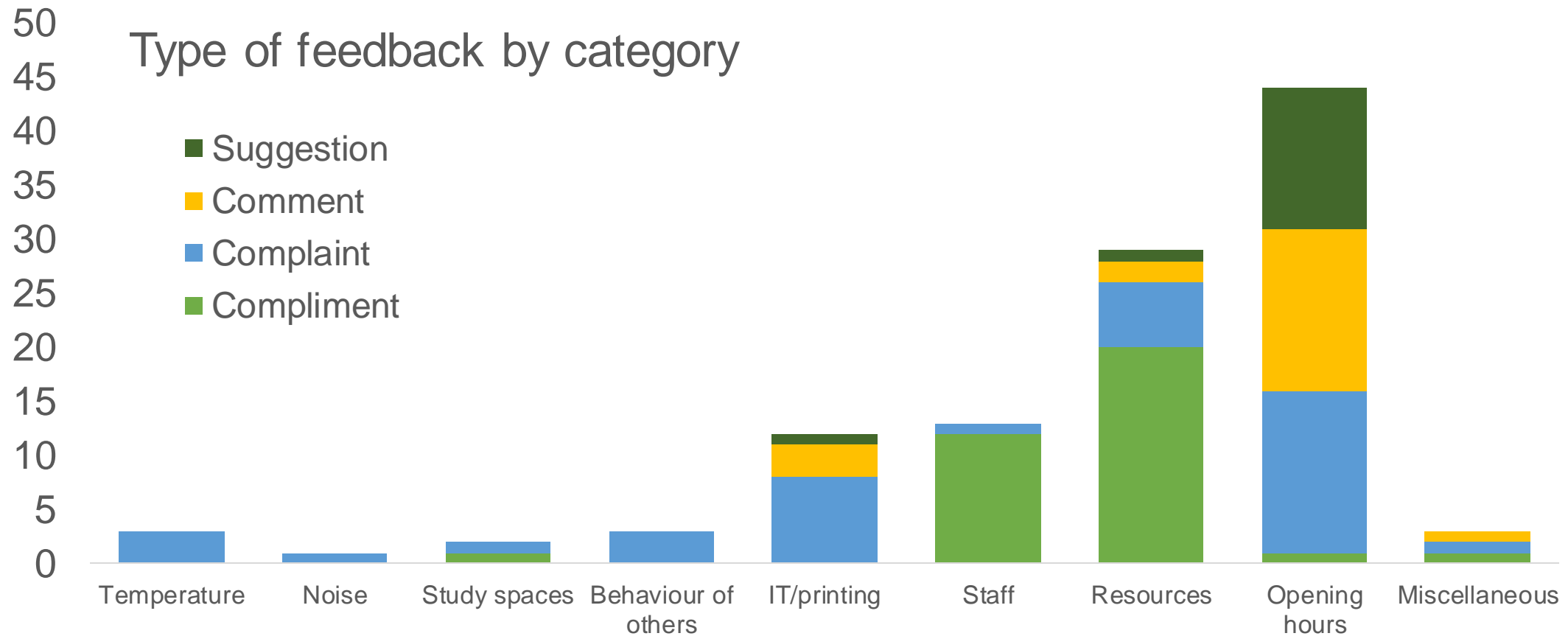
Your feedback



What mattered to you



What mattered to you



Contact

For further information about this report or to give feedback contact:

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