

Library Services User Charter

You have given us feedback in person, online and by completing various surveys. We have listened to you and this charter is our pledge to you.

We will:

1. Provide a variety of distinct and accessible study spaces for silent, quiet and group work which are conducive to learning and research;
2. Maintain opening hours which match the needs of Birkbeck students and ensure that an excellent service is provided whenever we are open;
3. Ensure that you have access to the printed and online collections that you will need to be successful in your studies;
4. Help you make the most of these resources by delivering introductory talks, training sessions and one-to-one appointments along with high quality online information and guidance;
5. Enable disabled and dyslexic students to make full use of our services;
6. Train and support our staff to do their best to help you, whenever or whatever you ask them;
7. Ask for your feedback and use it to develop our services and to make regular improvements;
8. Inform you in good time when we make changes to our services;
9. Communicate with you in an accessible, clear and timely manner through a variety of channels.

To help us achieve this please would you:

1. Have high expectations of us, tell us what you think of our services and contact us in person, phone or online whenever you have a problem or need a question answered;
2. Be mindful of other library users when using our physical spaces and treat your fellow library users and library staff with respect and courtesy;
3. Always carry your Library Membership card and abide by the Library regulations, including not eating in the library, and only taking calls in the Phone Zone.