



BIRKBECK LIBRARY ANNUAL REVIEW 2018–2019

LONDON'S EVENING UNIVERSITY

HIGHLIGHTS: 2018–2019

Library refurbishment

In order to improve the student experience and provide a more modern learning environment for our users, the Library was refurbished this summer. The new space on Level 1 features expanded collaborative and silent study areas, a teaching room, two study support rooms for disabled and dyslexic students, and over 80 additional study spaces.

To minimise disruption to students, the works did not begin until after the end of the main exam period and a range of alternative study spaces was provided throughout the vacation.

To create space for the refurbishment, 70,000 items that had not been borrowed for more than 7 years were moved to our store in Russell Square, from where they can be fetched within 2 hours.



Twenty-four hour opening pilot

In response to student feedback, the Library stayed open 24/7 from the end of April until the middle of June. It was staffed every night by two Library staff members and a security guard.

To coincide with the pilot, we ran a joint campaign with Birkbeck Counselling Services to promote student wellbeing at exam time.

Fix yourself a meal

Eating and sleeping well are crucial for good mental health

Look after yourself at #examtime

Birkbeck Counselling Services

Birkbeck Library

Get some sleep

Take time out to rest and relax while you are revising

Look after yourself at #examtime

Birkbeck Counselling Services

Birkbeck Library

Spend time with your friends

Connecting with others is crucial for good mental health

Look after yourself at #examtime

Birkbeck Counselling Services

Birkbeck Library



Foundation Year programme

Our Subject Librarians have helped to develop the 'Fundamentals of Study' skills module which forms part of Birkbeck's strategically important new Foundation Year programme. They have created content and will deliver some of the sessions in the Autumn term.

Supporting research postgraduates and early career researchers

We delivered a revised programme of workshops through the Birkbeck Graduate Research School, covering the literature review, open access, research data management, thesis submission, publishing and impact.

We have also enhanced our online guide for researchers, which contains information and support for the different stages of the research cycle:

bbk.libguides.com/research_support

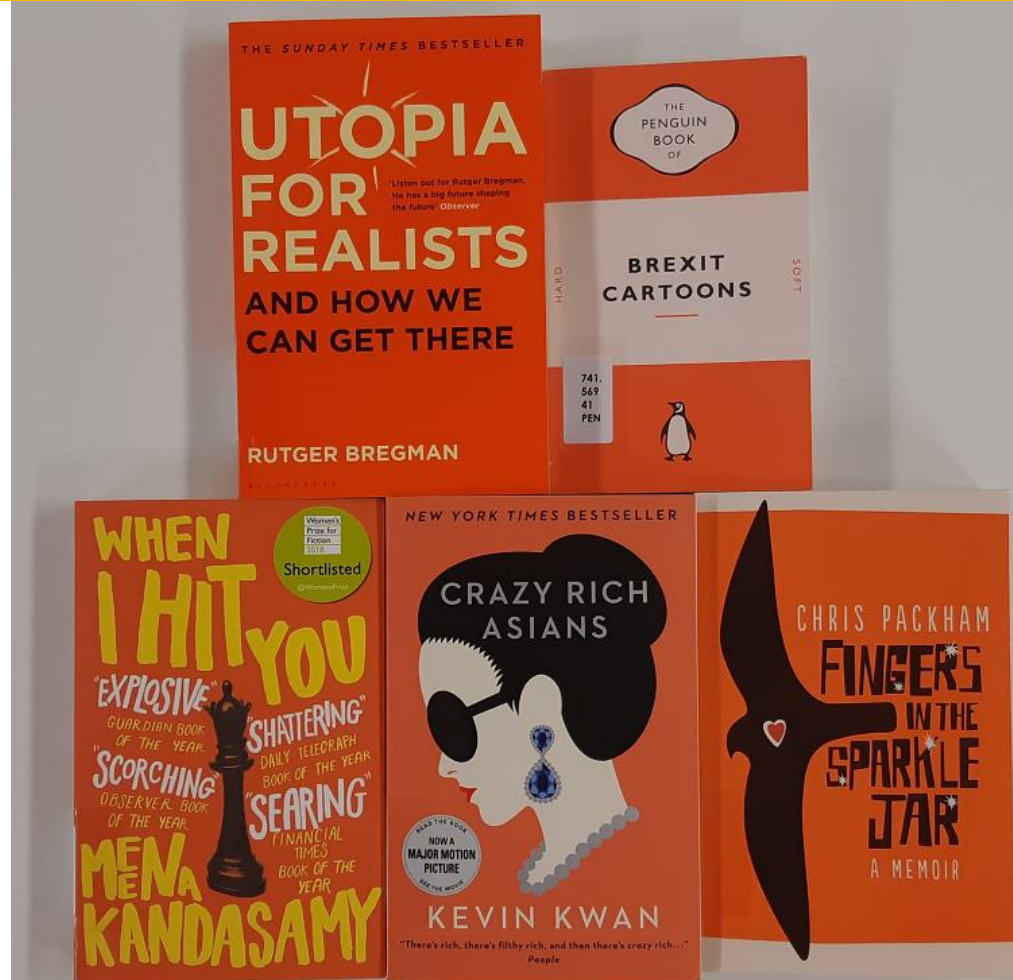
Reading for Pleasure collection

We launched a new Reading for Pleasure collection. The collection, selected by Birkbeck students and funded by an Alumni Fund grant, promotes reading for enjoyment and wellbeing.

International Open Access and Love Data Week events

In October 2018, we organised a programme to mark International Open Access Week, including 'Open Knowledge: process, ethics, possibilities,' a panel event held in the Keynes Library and featuring speakers from Birkbeck, LSE and SOAS. They discussed the practicalities and ethics of opening up access to knowledge.

We hosted another well-attended panel discussion in February 2019, 'Open Data vs GDPR,' which looked at the impact of the new privacy regulations on digital scholarship.



Student-Library Partnership

The Student-Library Partnership group is now well established and met regularly throughout the year.

In addition to selecting books for the Reading for Pleasure collection, Partnership students delivered a training session for Library staff describing their student journey and attended joint Estates-Library meetings about the Library's refurbishment.

We also worked closely with Birkbeck Students' Union on various aspects of the 24-hour opening pilot.

Bookish

A new Library blog, Bookish, was launched in April: blogs.bbk.ac.uk/library



OUR SERVICE STANDARDS: HOW DID WE DO?

Achieved

- ✓ We aim for the Library to be open 100% of our advertised opening hours.
- ✓ 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.
- ✓ 90% of all returned material will be reshelfed within 48 hours.
- ✓ 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

- × 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 respond to all enquiries within a day.

Commentary

Our electronic resources were available for 98% of the time. This reflects the unexpected downtime we sometimes experience when e-resource platforms or individual titles fail at the provider's end – something that's out of our control. The Library Catalogue was available 100% of the time.

Our enquiry response target is deliberately ambitious compared with most other academic libraries (who typically aim to reply within 2 or even 3 days). We met this target 97% of the time.

FAST FACTS



Enquiries answered: **65,101**

Enquiries via our live chat service: **525**

New digitisation requests processed: **2068**

E-resources accessed via Discover: **140,214**

Information and digital skills workshops delivered by Subject Librarians: **154**

One-to-one support sessions with disabled and dyslexic students: **121**

Total visits: **369,319**

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

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