

# Birkbeck Library Service Standards

Birkbeck Library Services is committed to ensuring that library users' needs are the focus of our services, collections and resources. We have service standards that define the level of service library users can expect from us in key areas of our activities.

1. We aim for the Library to be open 100% of our advertised [opening hours](#).
2. Our Library Catalogue and electronic resources will be available 24/7 for 100% of the time (except for periods of advertised downtime/maintenance).
3. We will have trained library staff available to provide help and support whenever we are open.
4. We will respond to all enquiries within a day.
5. We will respond to complaints and comments within two working days.
6. 99% of interlibrary loan requests will be submitted to the British Library within 2 working days.
7. 100% of all returned material will be re-shelved within 7 days.
8. New books will be available to library users within 7 days of arrival.
9. 90% of students will be able to arrange an appointment with their subject librarian within a week.