

Service Delivery Standards: results February 2018

Opening Hours						Performance over period
We aim for our Libraries to be open for 99.5% of our advertised opening hours.						99.97%
Customer Satisfaction						
We aim to score at least 85% on the National Student Survey Library Question. Due to insufficient NSS survey responses for 2016-7 we are currently unable to report to this service standard.						N/A
Enquiry Service						
We aim to resolve 95% of Customer Feedback within 5 working days						100%
Resource Availability						
We aim to get 90% of books back on the shelves within 4 hours of return						
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library	
97.1%	98.8%	97.4%	100%	100%	100%	
Library Services Training						
We aim to receive a satisfaction rating of 90% from our training sessions						97%

- Library staff can help you get the most out of services, collections and resources, and we welcome your feedback.
- Visit us at an Enquiry Desk or see www.kcl.ac.uk/library/contact
- **GREEN** Standard met
- **AMBER** Standard has fallen below main target
- **RED** Standard not met