

## Service Delivery Standards: results May 2018

<b>Opening Hours</b>						<b>Performance over period</b>
We aim for our Libraries to be open for 99.5% of our advertised opening hours.						<b>99.97%</b>
<b>Customer Satisfaction</b>						
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.						<b>N/A</b>
<b>Enquiry Service</b>						
We aim to resolve 95% of Customer Feedback within 5 working days Due to operational issues we are currently unable to report to this service standard.						<b>N/A</b>
<b>Resource Availability</b>						
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	
<b>96.4%</b>	<b>98.3%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	
<b>Library Services Training</b>						
We aim to receive a satisfaction rating of 90% from our training sessions						<b>100%</b>

- 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](http://www.kcl.ac.uk/library/contact)
- **GREEN** Standard met
- **AMBER** Standard has fallen below main target
- **RED** Standard not met