Service Delivery Standards: results
September 2018

<table>
<thead>
<tr>
<th>Opening Hours</th>
<th>Performance over period</th>
</tr>
</thead>
<tbody>
<tr>
<td>We aim for our Libraries to be open for 99.5% of our advertised opening hours.</td>
<td>100%</td>
</tr>
</tbody>
</table>

Customer Satisfaction

| We aim to score at least 90% on the National Student Survey Library Question. | 87% |

What are we doing about this?
Library Services response being prepared – will be published here when available.

Resource Availability

| We aim to get 90% of books back on the shelves within 4 hours of return | 98.2% |

What are we doing about this?
Library Services response being prepared – will be published here when available.

<table>
<thead>
<tr>
<th>Maughan Library</th>
<th>Franklin-Wilkins Library</th>
<th>New Hunt’s House Library</th>
<th>St Thomas’ Library</th>
<th>Weston Education Centre Library</th>
<th>IoPPN Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>86.9%</td>
<td>95.0%</td>
<td>100%</td>
<td>100%</td>
<td>98.2%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Library Services Training

| We aim to receive a satisfaction rating of 90% from our training sessions | 97.0% |

- 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