

Service Delivery Standards: results October 2018

Opening Hours						Performance over period
We aim for our Libraries to be open for 99.5% of our advertised opening hours.						100%
Customer Satisfaction						
We aim to score at least 90% on the National Student Survey Library Question. <i>What are we doing about this?</i> <i>Library Services response being prepared – will be published here when available.</i>						87%
Resource Availability						
We aim to get 90% of books back on the shelves within 4 hours of return <i>What are we doing about this?</i> <i>Staff shortages and a higher than expected number of books being returned towards the end of the summer meant that we were unable to meet our reshelving target at the Maughan Library. We expect additional staff recruitment and training and improved understanding of book-return patterns to help us reduce the time it takes to get books back on the shelves in the coming months.</i>						
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library	
88.9%	97.9%	100%	100%	100%	100%	
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