

## Service Delivery Standards: results November 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>100%</b>
<b>Customer Satisfaction</b>						
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>						<b>87%</b>
<b>Resource Availability</b>						
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 resourcing: This has primarily been due to cross-site for library staff vacancies across other sites, as well as a diminished pool of student shelvers for shelving reps to deploy to meet needs. Library managers are also working to increase engagement amongst Maughan frontline staff and will meet directly with them in the new year. They will also be undertaking student shelver recruitment in January.</i>						
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library	
<b>68.1%</b>	<b>98.8%</b>	<b>98.7%</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>97.0%</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