

Service Delivery Standards: results March 2019

Opening Hours						Performance over period
We aim for our Libraries to be open for 99.5% of our advertised opening hours.						99.99%
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>A project plan has been developed to increase shelving engagement amongst frontline staff, eliminate ongoing, leftover sweeps at weekends and improve deployment of the student shelvers as a whole.</i>						
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library	
44.1%	97.9%	100%	100%	100%	100%	
Library Services Training						
We aim to receive a satisfaction rating of 90% from our training sessions						98.0%

- 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