Service Delivery Standards: results
March 2019

Opening Hours
We aim for our Libraries to be open for 99.5% of our advertised opening hours.
Performance over period 99.99%

Customer Satisfaction
We aim to score at least 90% on the National Student Survey Library Question.
What are we doing about this?
Library Services response being prepared – will be published here when available.
Performance 87%

Resource Availability
We aim to get 90% of books back on the shelves within 4 hours of return
What are we doing about this?
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.

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
Performance 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