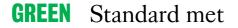
Libraries & Collections



Service Delivery Standards: results June 2019

Opening Hours					Performance over period
We aim for our Libraries to be open for 99.5% of our advertised opening hours.					100%
Customer Sa	tisfaction				
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.					87.9%
What are we doing a A project plan has b	90% of books b about this? een developed to incre	ack on the shelve ease shelving engagem nent of the student she	ent amongst frontla	urs of return ine staff, eliminate ongo	ing, leftover
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library
82.8%	100%	100%	100%	99.0%	1000%
Library Serve		n rating of 90%	from our train	ing sessions	98.0%



AMBER Standard has fallen below main target

RED Standard not met

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