

Service Delivery Standards: results August 2019

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>						87.9%
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	
44.9%	100%	100%	100%	96.5%	98.6%	
Library Services Training						
We aim to receive a satisfaction rating of 90% from our training sessions						98.0%

GREEN Standard met

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