# Service Delivery Standards: results
## October 2019

### Opening Hours

<table>
<thead>
<tr>
<th>Performance over period</th>
<th>Data not available</th>
</tr>
</thead>
</table>

We aim for our Libraries to be open for 99.5% of our advertised opening hours.

### Customer Satisfaction

**We aim to score at least 90% on the National Student Survey Library Question.**

*What are we doing about this?*

*Library response being prepared – will be published here when available.*

87.9%

### 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.*

<table>
<thead>
<tr>
<th>Library</th>
<th>Performance过期期</th>
<th>66.4%</th>
<th>100%</th>
<th>98.7%</th>
<th>100%</th>
<th>100%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maughan Library</td>
<td>Franklin-Wilkins Library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Hunt’s House Library</td>
<td>St Thomas’ Library</td>
<td></td>
<td></td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weston Education Centre Library</td>
<td>IoPPN Library</td>
<td></td>
<td></td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Library Services Training

We aim to receive a satisfaction rating of 90% from our training sessions

98.4%

**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.

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