

## Service Delivery Standards: results January 2020

|  |                          |                          |                    |                                 |               |                                |
|--|--------------------------|--------------------------|--------------------|---------------------------------|---------------|--------------------------------|
| <b>Opening Hours</b>   |                          |                          |                    |                                 |               | <b>Performance over period</b> |
| We aim for our Libraries to be open for 99.5% of our advertised opening hours. |                          |                          |                    |                                 |               | <b>100%</b>                    |
| <b>Customer Satisfaction</b>   |                          |                          |                    |                                 |               |                                |
| We aim to score at least 90% on the National Student Survey Library Question.  |                          |                          |                    |                                 |               | <b>87.9%</b>                   |
| <b>Resource Availability</b>   |                          |                          |                    |                                 |               |                                |
| We aim to get 90% of books back on the shelves within 4 hours of return        |                          |                          |                    |                                 |               |                                |
| Maughan Library  | Franklin-Wilkins Library | New Hunt's House Library | St Thomas' Library | Weston Education Centre Library | IoPPN Library |                                |
| <b>73.1%</b>   | <b>97.4%</b>             | <b>100%</b>              | <b>100%</b>        | <b>98.9%</b>                    | <b>100%</b>   |                                |
| <b>Library Services Training</b>   |                          |                          |                    |                                 |               |                                |
| We aim to receive a satisfaction rating of 90% from our training sessions      |                          |                          |                    |                                 |               | <b>98.2%</b>                   |

**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](http://www.kcl.ac.uk/library/contact)