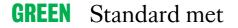
Libraries & Collections



Service Delivery Standards: results February 2020

Opening Hours					Performance over period
We aim for our Libraries to be open for 99.5% of our advertised opening hours.					N/A
Customer Sa	tisfaction				
We aim to score at least 90% on the National Student Survey Library Question.					87.9%
Resource Ava	ailability				
We aim to get	90% of books b	ack on the shelve	es within 4 ho	urs of return	
Maughan Library	Franklin-Wilkins Library	New Hunt's House Library	St Thomas' Library	Weston Education Centre Library	IoPPN Library
79.0%	98.6%	100%	100%	98.6%	97.4%
Library Server We aim to rece	0	on rating of 90% f	from our train	ing sessions	98.2%



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