

## Service Delivery Standards: results March 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>N/A</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>65.6%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>97.4%</b>	<b>100%</b>	
<b>Library Services Training</b>						
We aim to receive a satisfaction rating of 90% from our training sessions						<b>N/A</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)