

Service Delivery Standards: results July 2020

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|--|--------------------------|--------------------------|--------------------|---------------------------------|---------------|--------------------------------|
| Opening Hours | | | | | | Performance over period |
| We aim for our Libraries to be open for 99.5% of our advertised opening hours. | | | | | | N/A |
| Customer Satisfaction | | | | | | |
| We aim to score at least 90% on the National Student Survey Library Question. | | | | | | 86.7% |
| Resource Availability | | | | | | |
| 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 | |
| N/A | N/A | N/A | N/A | N/A | N/A | |
| Library Services Training | | | | | | |
| We aim to receive a satisfaction rating of 90% from our training sessions | | | | | | N/A |

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