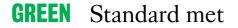
## **Libraries & Collections**



## Service Delivery Standards: results July 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.					86.7%
Resource Ava	ailability				
We aim to get	90% of books b	ack on the shelve	es within 4 ho	ours 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 Server We aim to rece		on rating of 90% f	rom our train	ing sessions	N/A



**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 <a href="http://www.kcl.ac.uk/library/contact">www.kcl.ac.uk/library/contact</a>