# Service Delivery Standards: results

## August 2020

### Opening Hours

<table>
<thead>
<tr>
<th>Performance over period</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

We aim for our Libraries to be open for 99.5% of our advertised opening hours.

### 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.

<table>
<thead>
<tr>
<th>Maughan Library</th>
<th>Franklin-Wilkins Library</th>
<th>New Hunt’s House Library</th>
<th>St Thomas’ Library</th>
<th>Weston Education Centre Library</th>
<th>IoPPN Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
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</tr>
</tbody>
</table>

### Library Services Training

We aim to receive a satisfaction rating of 90% from our training sessions.

- **N/A**

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**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)