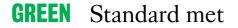
## **Libraries & Collections**



## Service Delivery Standards: results November 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 Satisfaction					
We aim to score at least 90% on the National Student Survey Library Question.					<b>86.7%</b>
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



**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>