9 - How satisfied are you with the staff of Bilkent University Library?

- Friendly:
  - Yes: 79%
  - No: 12%
  - Don't know: 6%
  - Blank: 3%

- Knowledgeable:
  - Yes: 66%
  - No: 10%
  - Don't know: 20%
  - Blank: 4%

- Accessible:
  - Yes: 76%
  - No: 10%
  - Don't know: 10%
  - Blank: 4%

- Ready to help:
  - Yes: 76%
  - No: 9%
  - Don't know: 10%
  - Blank: 5%