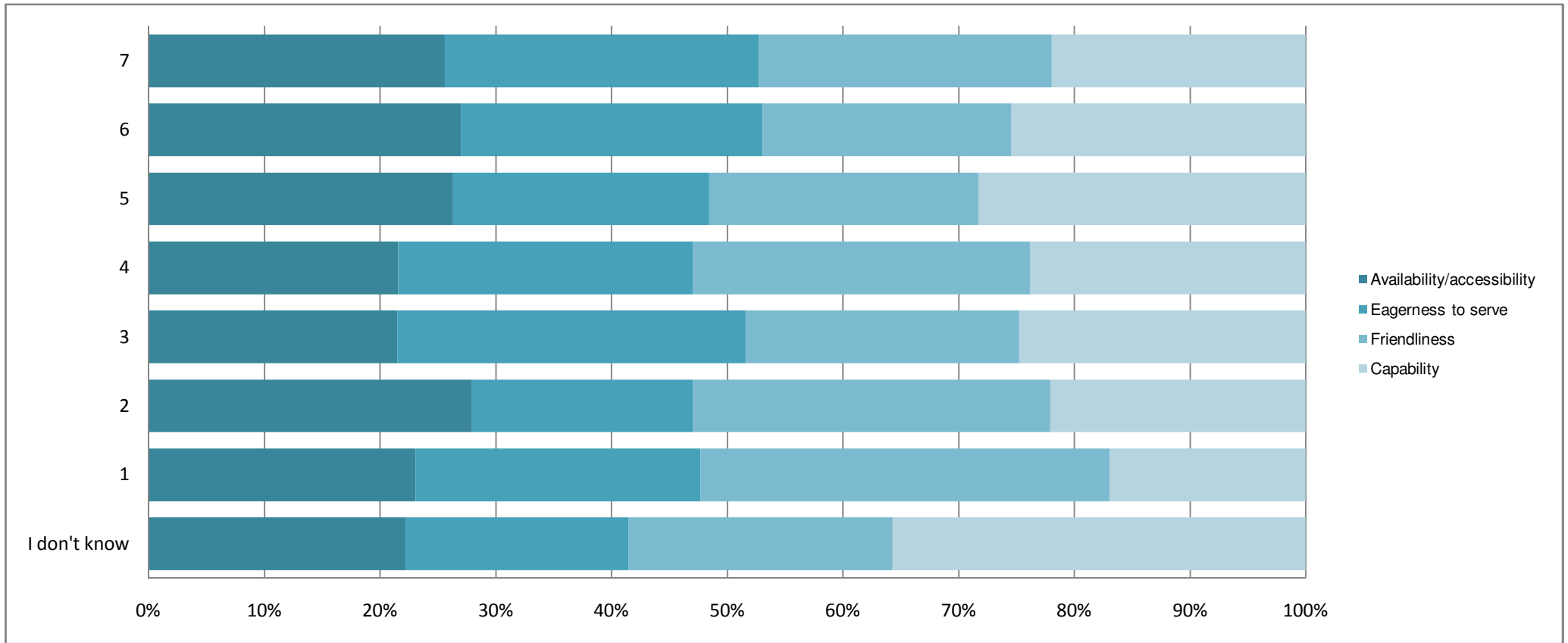


16. How satisfied are you with the staff of Bilkent University Library ?

(1=Unsatisfied, 7=Very satisfied)



	I don't know	1	2	3	4	5	6	7
Availability/accessibility	8.05%	3.18%	4.03%	4.24%	8.47%	14.62%	17.58%	32.42%
Eagerness to serve	6.99%	3.39%	2.75%	5.93%	9.96%	12.29%	16.95%	34.32%
Friendliness	8.26%	4.87%	4.45%	4.66%	11.44%	12.92%	13.98%	31.99%
Capability	12.92%	2.33%	3.18%	4.87%	9.32%	15.68%	16.53%	27.75%