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

**Friendly**
- Yes: 88%
- No: 5%
- Don't Know: 4%
- Empty: 3%

**Expert in the field**
- Yes: 70%
- No: 4%
- Don't Know: 23%
- Empty: 3%

**Accessible**
- Yes: 86%
- No: 5%
- Don't Know: 6%
- Empty: 3%

**Ready to help**
- Yes: 86%
- No: 4%
- Don't Know: 7%
- Empty: 3%