12 - How satisfied are you with the following physical aspects of Bilkent University Library?

**Lighting**
- Very good: 49.8%
- Good: 41.0%
- Poor: 5.5%
- Very poor: 1.8%
- Don't know: 1.8%

**Temperature**
- Very good: 49.1%
- Good: 37.5%
- Poor: 6.8%
- Very poor: 4.2%
- Don't know: 2.4%

**Freshness of air**
- Very good: 25.8%
- Good: 35.5%
- Poor: 25.5%
- Very poor: 10.3%
- Don't know: 2.9%

**Directional signs**
- Very good: 43.4%
- Good: 40.1%
- Poor: 11.0%
- Very poor: 2.2%
- Don't know: 3.3%
The chart shows the percentage of respondents' satisfaction with toilets, categorized as Very good, Good, Poor, Very poor, and Don't know. The results are as follows:

- Very good: 36.6%
- Good: 35.3%
- Poor: 13.9%
- Very poor: 6.8%
- Don't know: 7.3%

This suggests a high level of satisfaction with the toilets, with the majority of respondents rating them as Very good or Good.