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

- **Friendly**: 87.5% Yes, 5.1% No, 7.3% Don't know

- **Expert in the field**: 72.9% Yes, 2.4% No, 24.7% Don't know

- **Accessible**: 90.3% Yes, 2.9% No, 6.8% Don't know

- **Ready to help**: 89.9% Yes, 2.9% No, 7.1% Don't know
Respectful

- Yes: 92.3%
- No: 1.6%
- Don't know: 6.0%