14 - Evaluate our library during the COVID-19 pandemic?

**Working hours**
- Very good: 32.8%
- Good: 28.9%
- Poor: 15.0%
- Very poor: 12.1%
- Don't know: 11.2%

**Remote access**
- Very good: 50.37%
- Good: 32.42%
- Poor: 3.85%
- Very poor: 2.20%
- Don't know: 11.17%

**Borrowing, renewing, returning**
- Very good: 56.4%
- Good: 25.3%
- Poor: 1.8%
- Very poor: 1.8%
- Don't know: 14.7%

**ILL service**
- Very good: 27.3%
- Good: 14.5%
- Poor: 2.2%
- Very poor: 1.3%
- Don't know: 54.8%