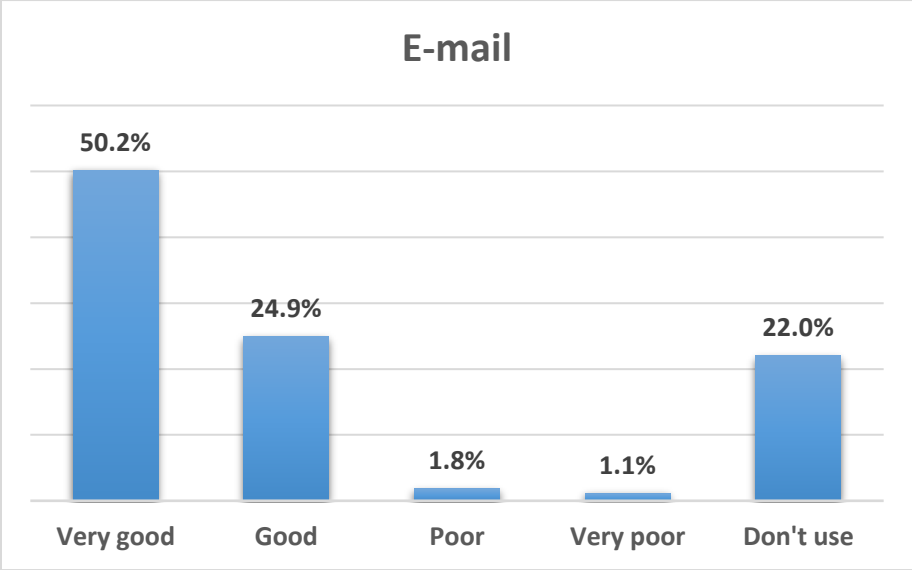
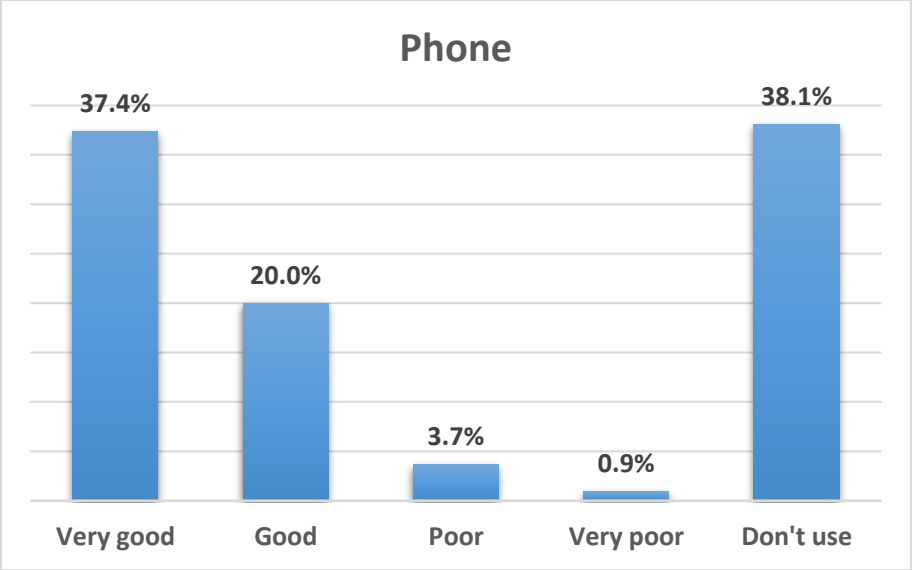
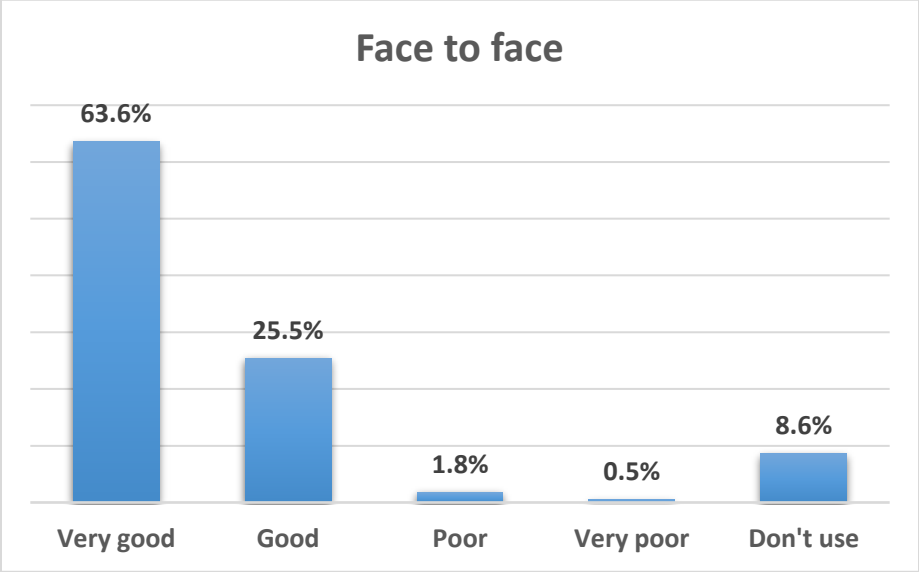
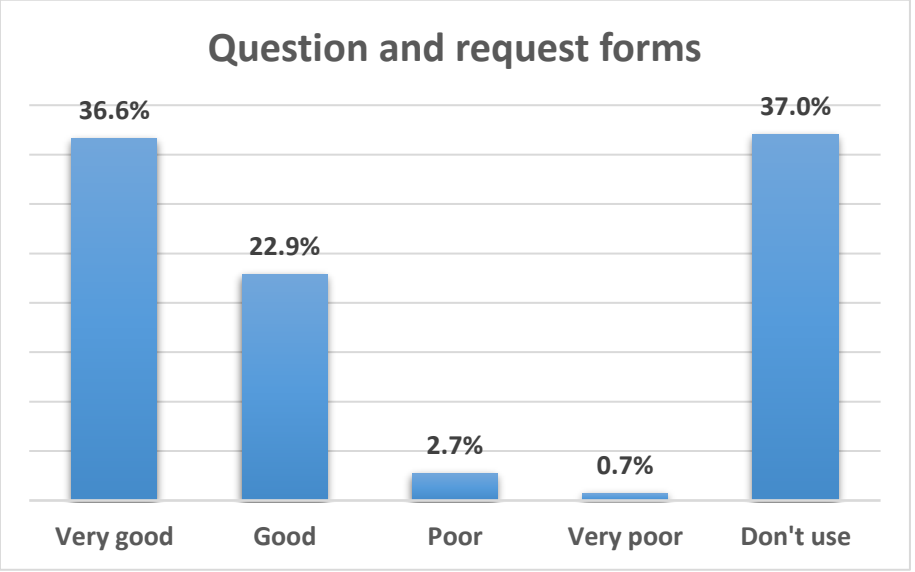
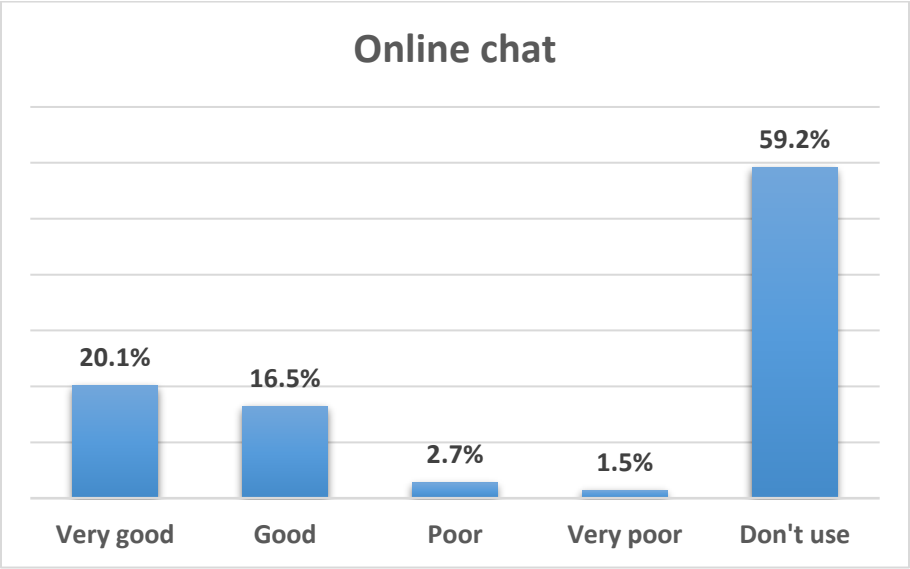
## 9 - Evaluate the following library communication channels according to the degree of satisfaction.

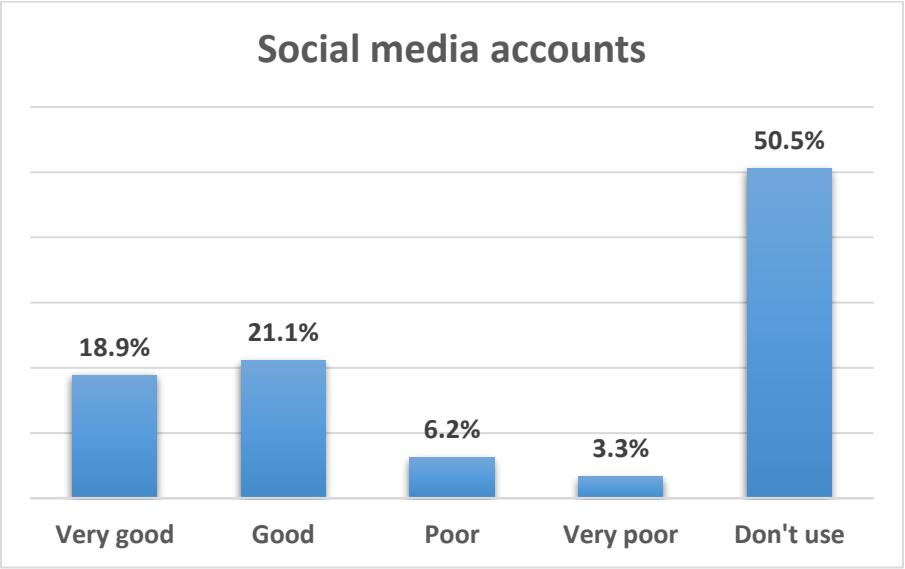


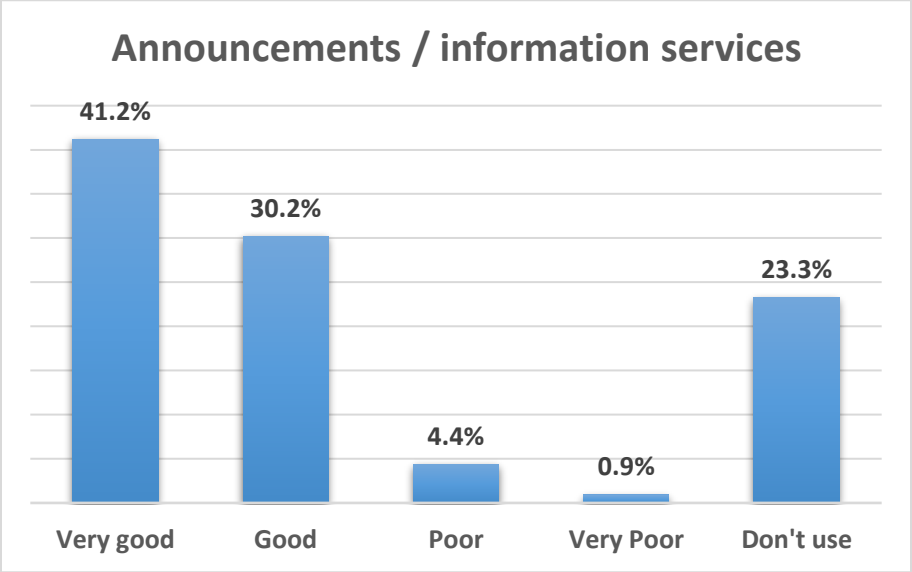




Online chat
20.1%
16.5%
2.7%
1.5%
59.2%
Very good
Good
Poor
Very poor
Don't use


Social media accounts
18.9%
21.1%
6.2%
3.3%
50.5%
Very good
Good
Poor
Very poor
Don't use


Announcements / information services
41.2%
30.2%
4.4%
0.9%
23.3%
Very good
Good
Poor
Very Poor
Don't use