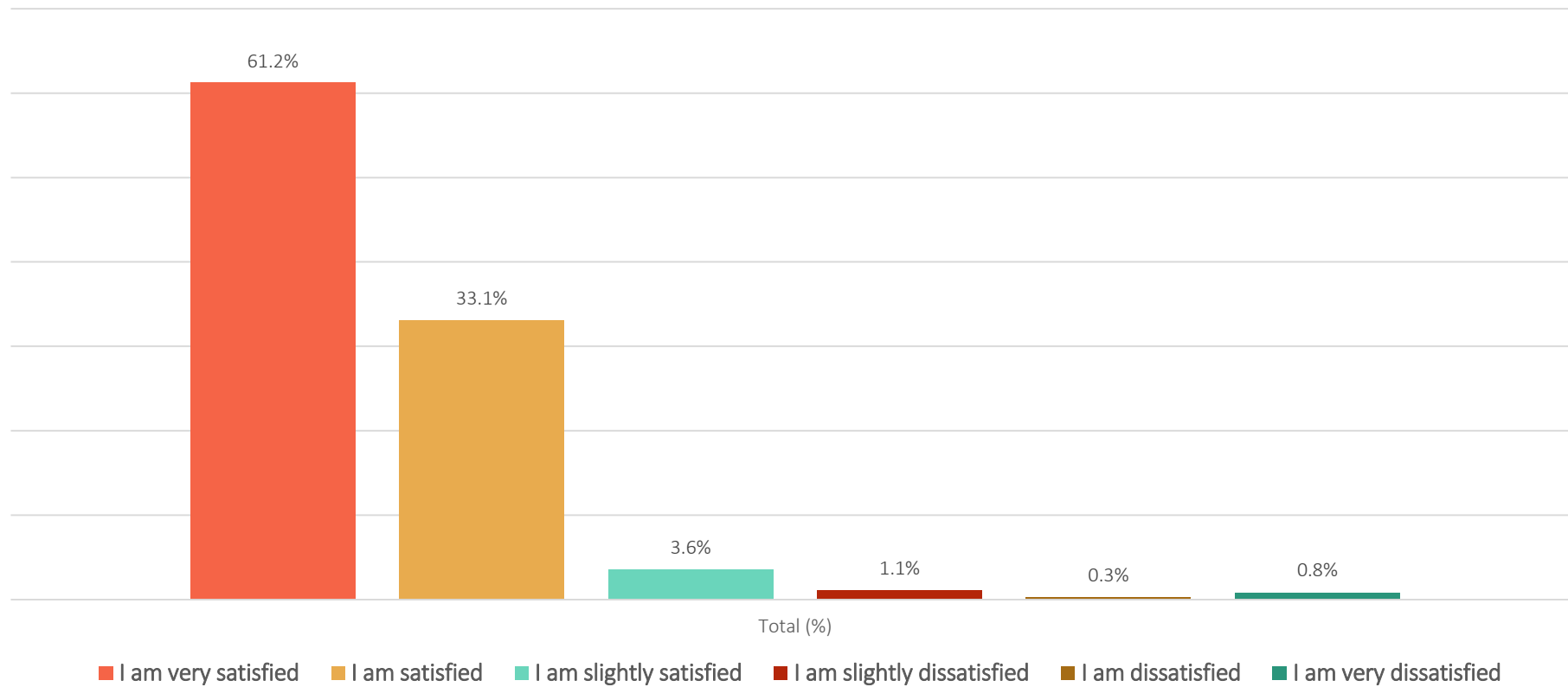
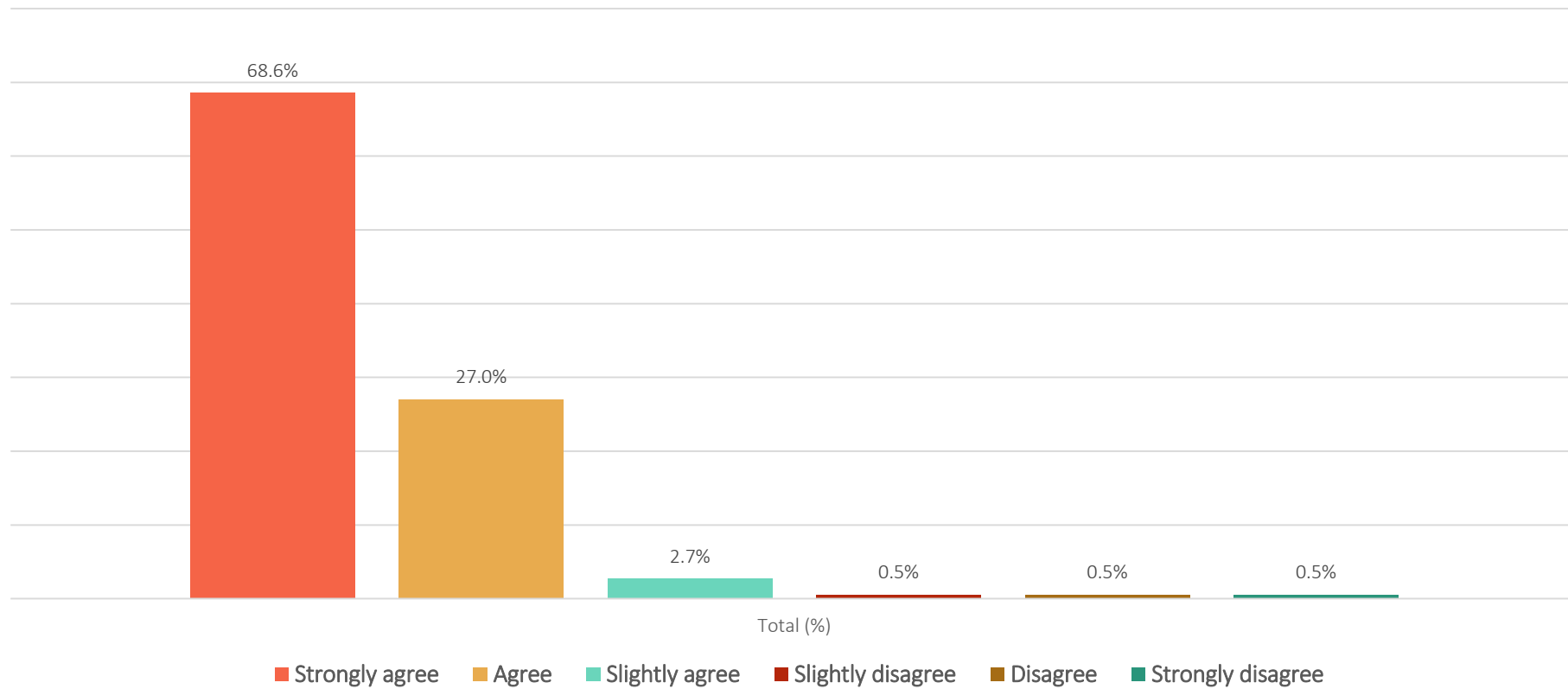


# Library Service Queen's University Belfast: Customer Satisfaction Survey 2016 Results

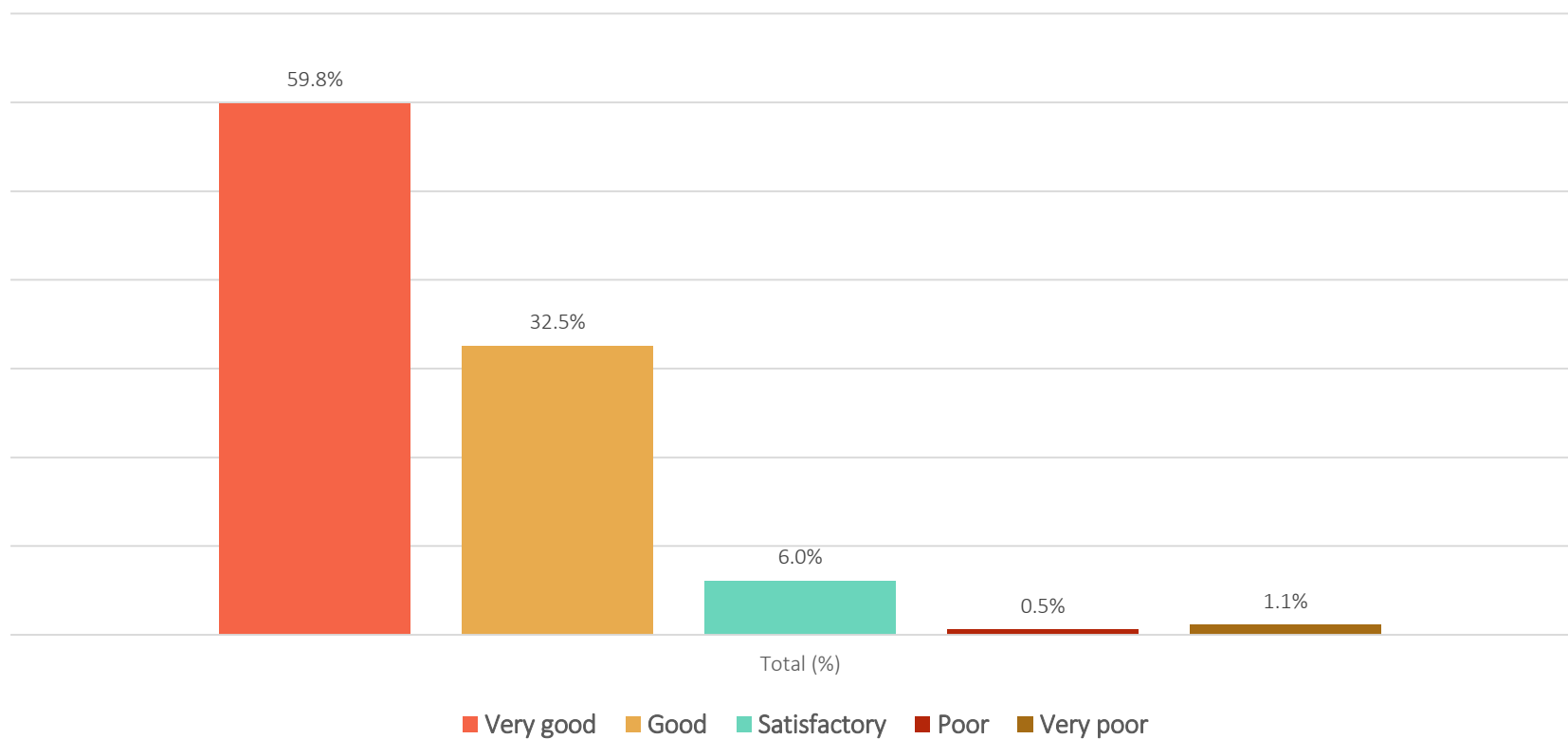
1: Please tell us which of these statements best describes how satisfied you are with the Library service overall:



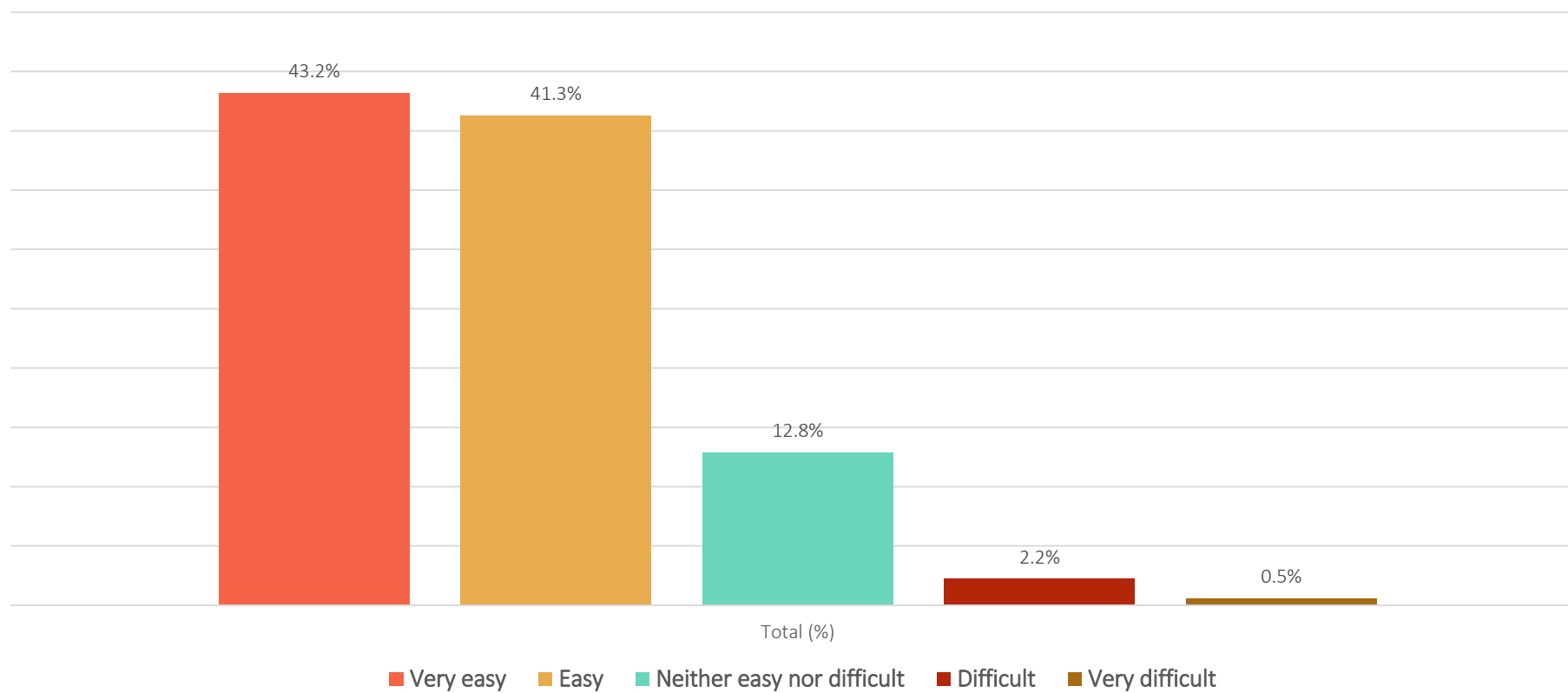
2. Please tell us how much you agree or disagree with the following statement: "I feel that I am treated fairly by the Library service":



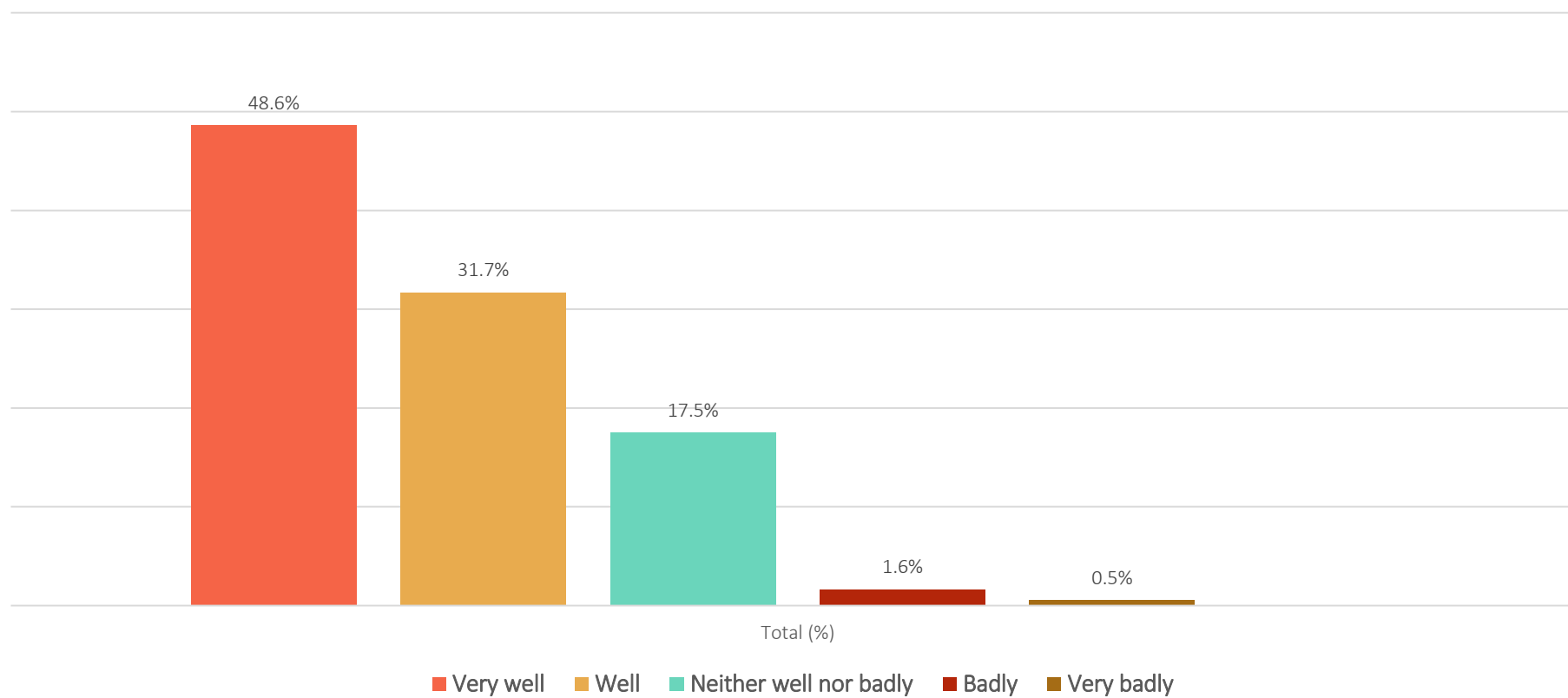
3: Please tell us how you rate the quality of the study environment in any branch of the Library you use:



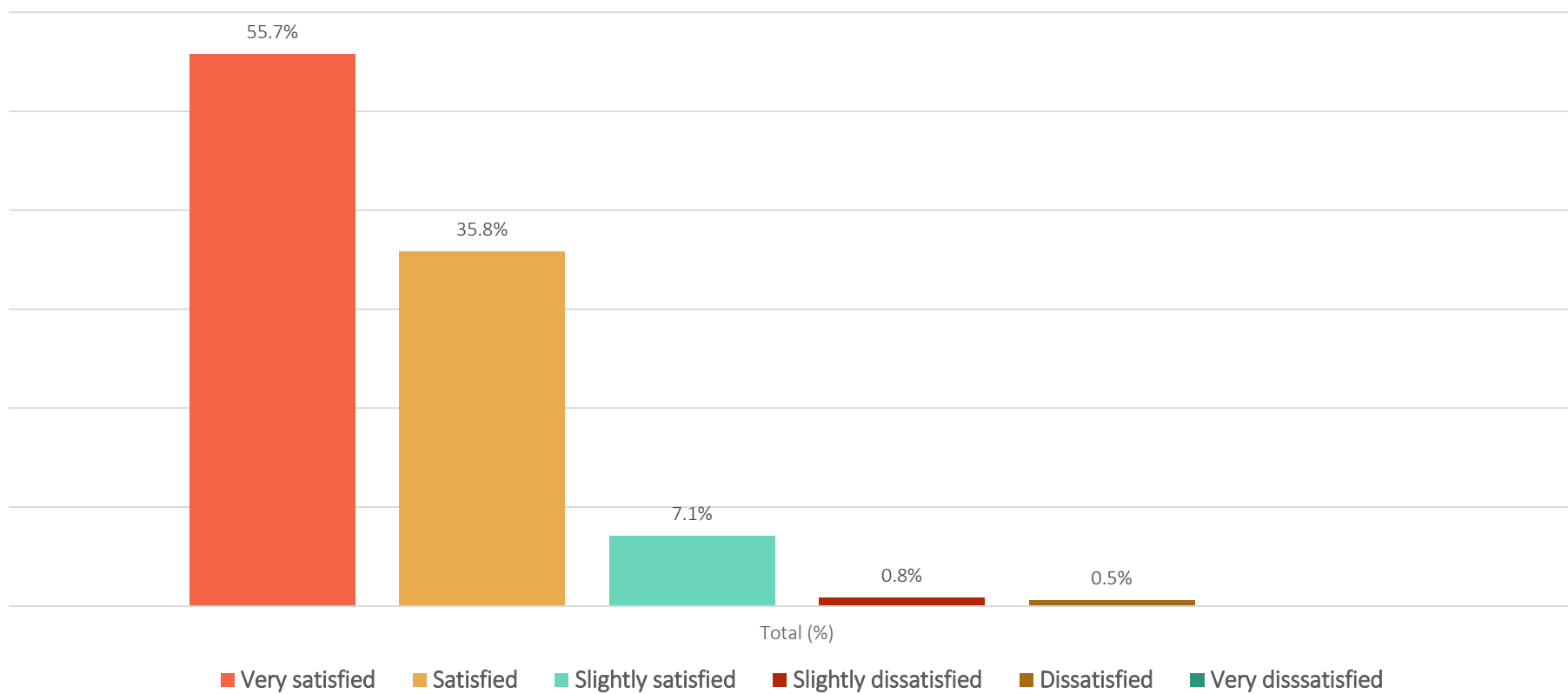
## 4: How easy do you find it to access the range of Library services?



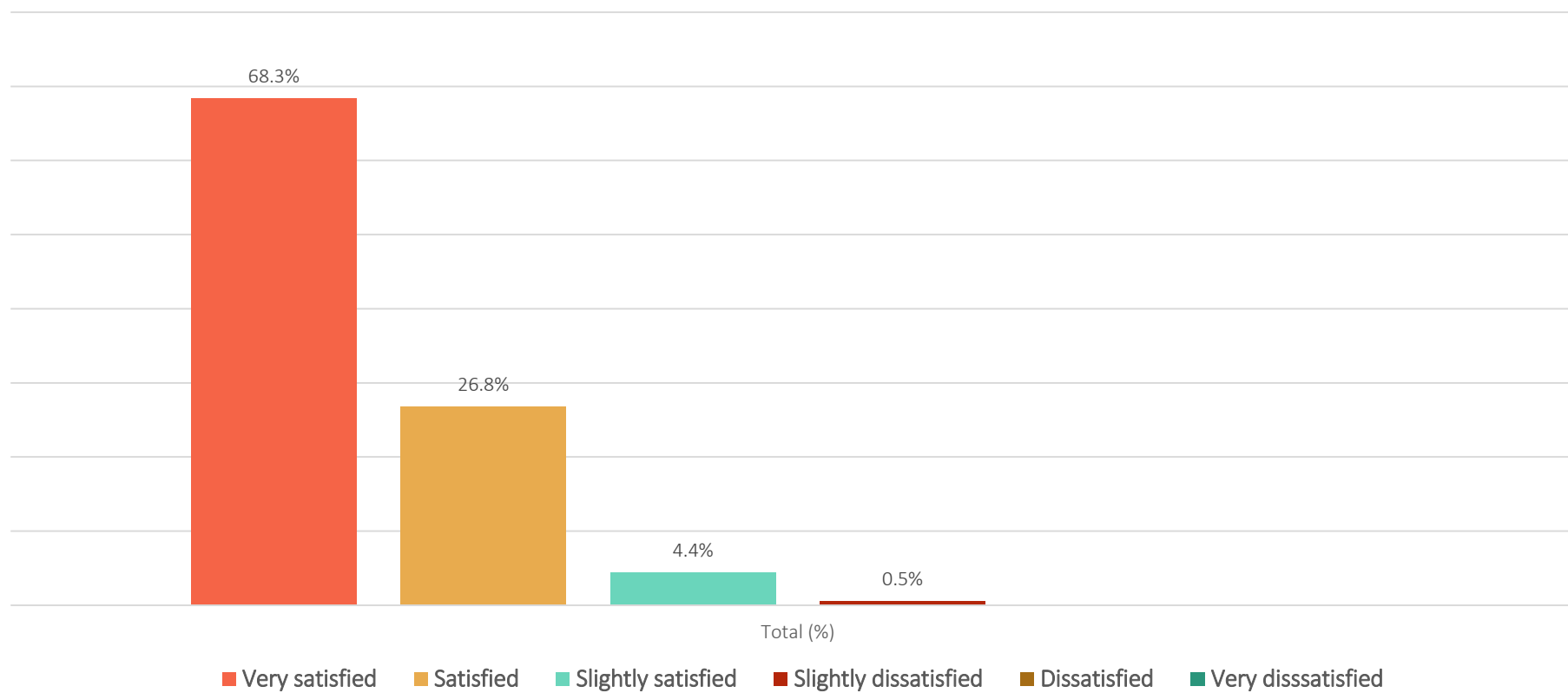
## 5: How well does the Library communicate with you e.g. via e-mail, social media, in person?



## 6: How satisfied are you with how quickly the Library responds to your comments or enquiries?

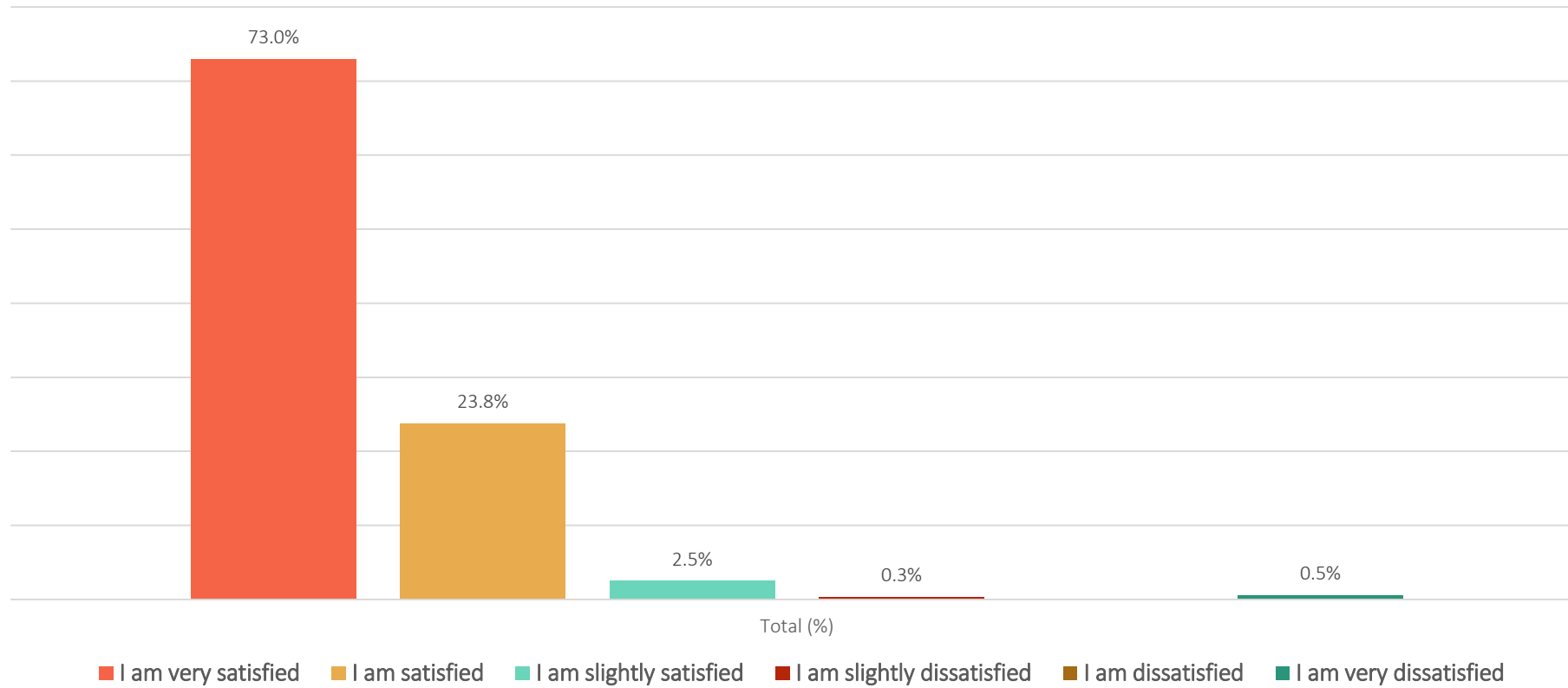


## 7: How satisfied are you with the accuracy of the information provided to you by Library staff?

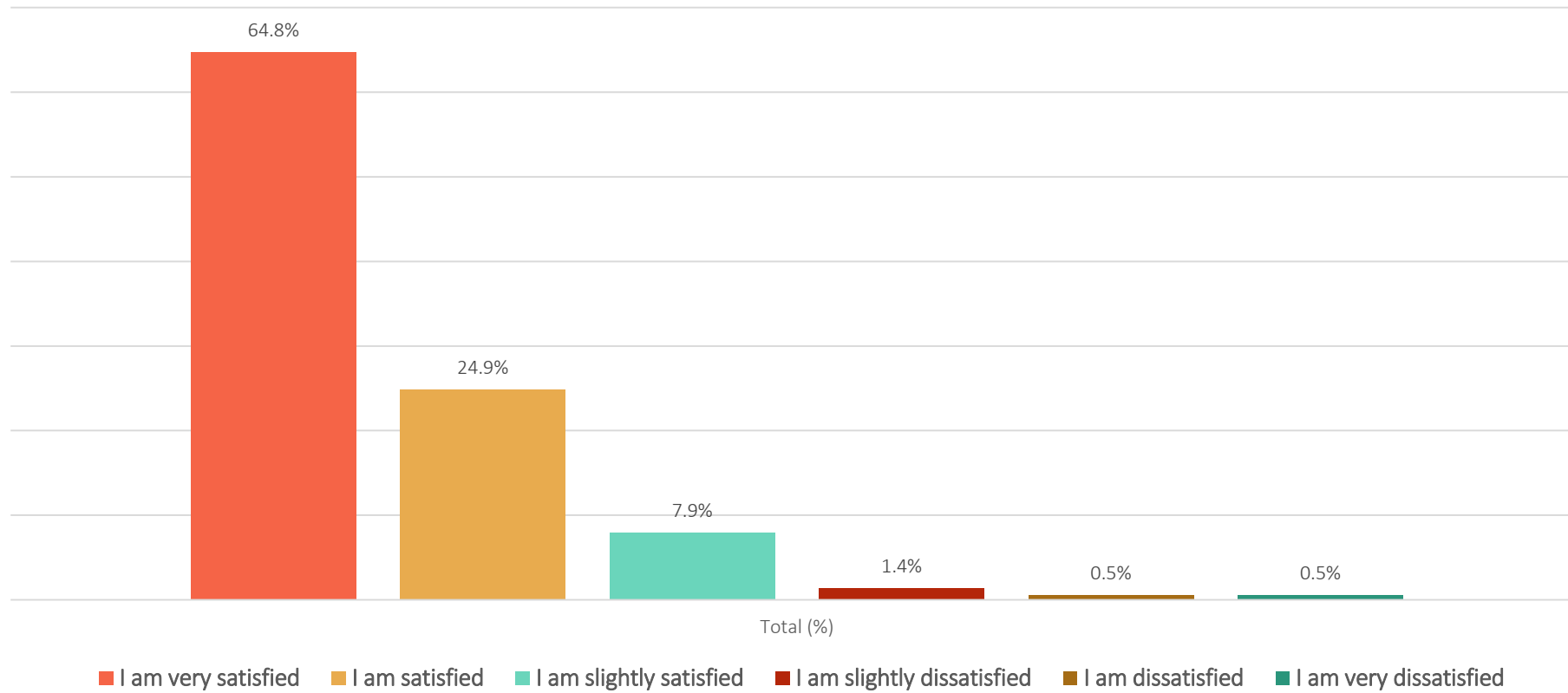




## 8.1: Please tell us how satisfied you are with the helpfulness of Library staff:



## 8.2: Please tell us how satisfied you are with the friendliness of Library staff:



### 8.3: Please tell us how satisfied you are with the level of knowledge of Library staff:

