Validated surveys, without Library staff

Respondents who positively value the IC section form the most overall positive group

Respondents who negatively value the IC section are slightly dissatisfied with the library staff, and with the library as place (except for LP-2 and LP-5 which are a problem in one of our two main locations)

Respondents who positively value the LP section are also satisfied with the library staff and the IC section, but less so

Respondents who negatively value the LP section are minimally satisfied with the library staff, and rather negative about the IC section

Respondents who positively value the AS section are also satisfied with the IC and LP section, but less so

Respondents who negatively value the AS section form the most overall negative group

Conclusion

A good IC section makes customers happy but in case of trouble the library staff plays a crucial role