

**UNIVERSITY LIBRARY SERVICES  
CUSTOMER SATISFACTION SURVEY  
STUDENTS  
2016 - 2012**

Customer Satisfaction Survey Average 1 - 4	2016	2015	2014	2013	2012
<b>Global Score</b>	3,14	3,14	3,12	3,28	3,19
<b>Loan Service</b>	nd	3,42	3,42	3,40	3,31
<b>Opening Hours</b>	3,20	3,20	3,19	3,36	3,32
<b>Courtesy</b>	nd	3,04	3,06	3,27	3,13
<b>Digital Library</b>	3,02	3,01	2,97	3,14	3,12
<b>Spaces</b>	nd	2,84	2,83	2,95	2,83

