

May 2003 Top 10 Importance	Mean
Library "Voyager" catalogue provides clear and useful information	6.52
The library collection is adequate for my needs	6.47
Opening hours meet my needs	6.32
Library staff provide accurate answers	6.25
Library staff provide good service	6.23
Library staff treat me fairly and without discrimination	6.22
Electronic resources (e.g. databases, ejournals, ebooks) are easily accessed	6.21
Computer facilities/electronic equipment are adequate	6.20
Number of computer workstations is adequate	6.17
Library staff are courteous and friendly	6.14