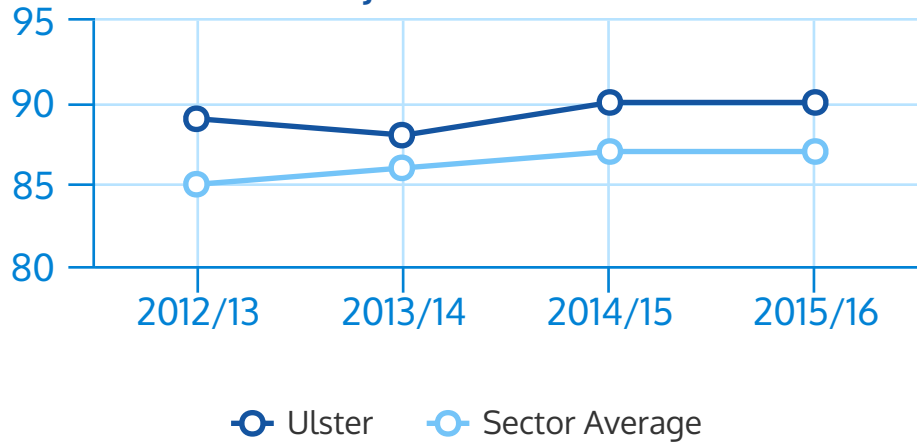
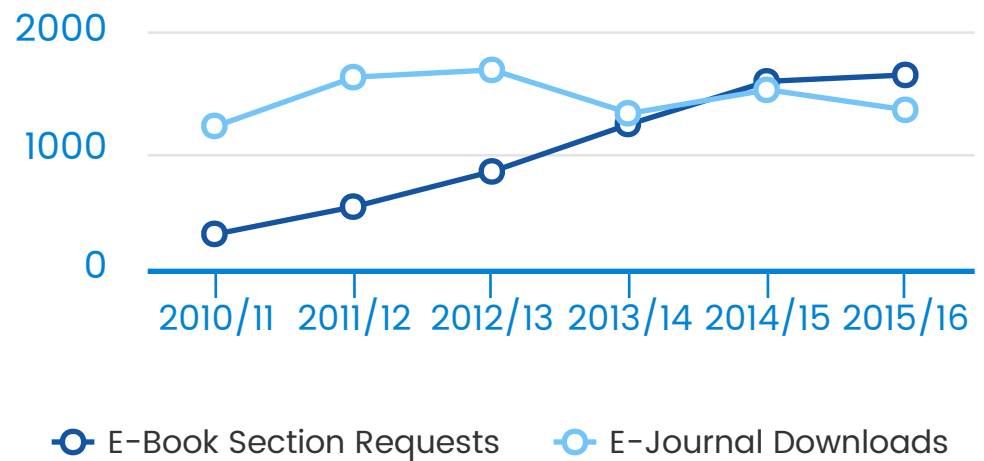


Library Performance Metrics 2017

NSS Library Overall Satisfaction %



Digital Library: Section Requests and Downloads 000's



Library Service - Supporting Users

Information Skills Training



In Semester 1 2016/17, 1,239 IL sessions were delivered to 15,563 students.

Personalised User Support



In 2015/16 users benefitted from 428 hours of embedded personalised user support.

RFID



62,641 RFID transactions were recorded in Semester 1 for 2016/17

Library Space



Library space has been re-purposed to provide additional silent study spaces in response to user feedback

Contact Hours



The Library delivered 11,495 contact hours in 2015/16 .

Databases Subscriptions



137 databases are currently subscribed to support teaching and research.

Laptop Lending

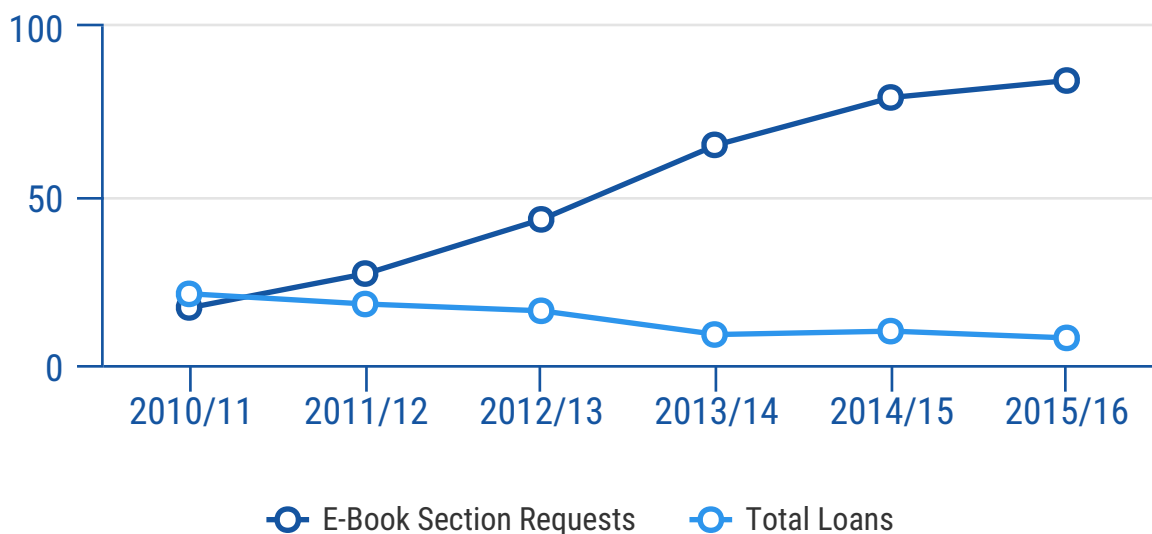


There were 425 laptop loans in Semester 1 for 2016/17

e-Books



The Library provided access to 724,311 e-Books in 2015/16



Loans per FTE Student against E-Book Section Requests

This graph illustrates how the Library is responding to a shift in demand from traditional print resource to e-resources. In 2016 84% of the Information Resources budget has been allocated to e-resources.

KEY FACTS



Budget increasingly directed towards e-resources in line with user demand.



10 mobile devices available for user support.



100% of document delivery requests are now submitted online.



The Library hosted 1,142 visitors to campus Libraries at 15 Open days in 2015/16..



9 exhibitions were curated in 2015/16.



92% of staff in customer services have completed Service Excellence training.