Visits

- Visits in person: 1,892,472 (8% decrease)
- Visits via the website: 1,999,273 (7% increase)

Satisfaction ratings

- Library Happy or Not: 88% positive
- SLC Student Satisfaction Survey: 90% positive
- LibraryQuest orientation: 90% positive
- Learning Lab: 88% positive

Enquiry services

- Library enquiries (total): 153,668 (6% decrease)
- Ask a Librarian enquiries (chat): 11,176 (72% increase)
- Liaison enquiries: 10,949 (19% increase)

Learning support

- Face-to-face workshops, drop-in and consultations: 32,164 participants
  - Drop In sessions: 10,303
  - Information Literacy training: 19,711
- Maths Ready Online Quiz: 4,784 participants

Research support

- RMIT Research Repository: 1,358,444 abstracts viewed, 735,890 full-text downloads (46% and 11% increases, respectively)
- e-Book usage (chapters and sections): 5,579,107 (164% increase)

Collections

- 88% of budget spent on electronic resources
- Database usage (searches and views): 1,160,670 (8% increase)
- Streaming video views: 687,175
- Loans: Total 209,932
  - First time loans: 126,335 (22% decrease)