

RMIT Library and Student Success Snapshot 2017

Visits



Visits in person

1,892,472 ↓ 8%



Visits via the website

1,999,273 ↑ 7%

Satisfaction ratings



Library Happy or Not



SLC Student Satisfaction Survey



LibraryQuest orientation



Learning Lab

Enquiry services

Library enquiries (total)

153,668 ↓ 6%



Ask a Librarian enquiries (chat)

11,176 ↑ 72%



Liaison enquiries

10,949 ↑ 19%

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



Learning Lab

Page views **1,074,028** ↑ 23%

Unique visits **198,486**

Research support

RMIT Research Repository



Abstracts viewed

1,358,444 ↑ 46%

Full-text downloads

735,890 ↑ 11%

Collections

88% of budget spent on **electronic** resources



e-Book usage (chapters and sections)

5,579,107 ↑ 164%

Database usage (searches and views)

1,160,670 ↑ 8%

Streaming video views

687,175



Loans

Total **209,932**

First time loans **126,335** ↓ 22%

