# 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 – 88% positive

SLC Student Satisfaction Survey – 90% positive

LibraryQuest orientation – 90% positive

Learning Lab – 88% positive

## 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 (+21%)

Loans

* Total – 209,932
* First time loans – 126,335 (-22%)