

Satisfaction

Overall client satisfaction

81%



Top services

1. Client service
2. Off-campus access to resources and services
3. Online resources
4. Self-service options
5. CopyPrint

Information Discovery

#1 Choice to start research

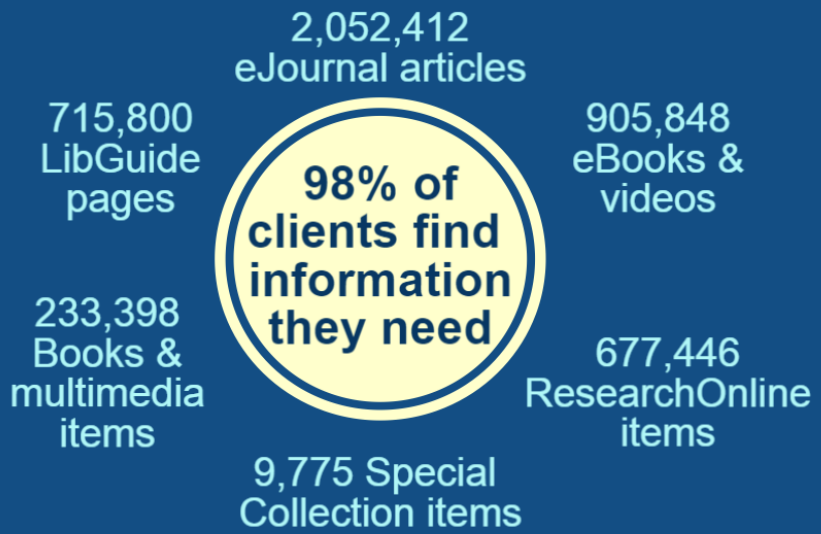


971,917 One Search searches



3,104,275 Library website hits

Clients accessed



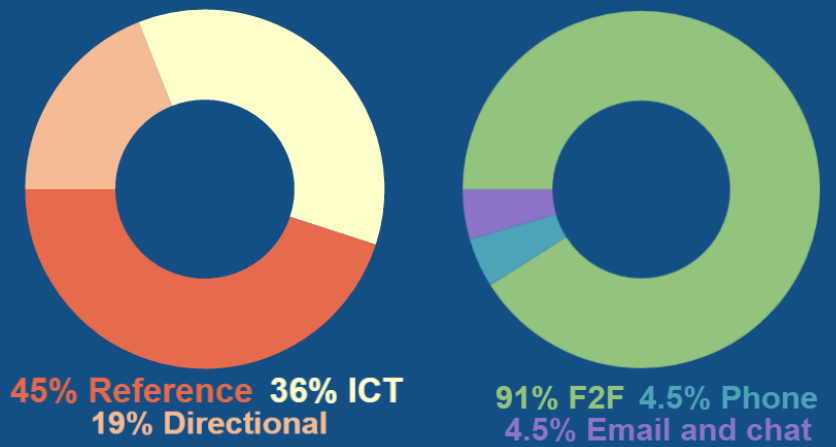
Information Services

Information & research skills training



20,647 Clients attended F2F and online workshops

37,073 InfoHelp enquiries



880,235 Total visits

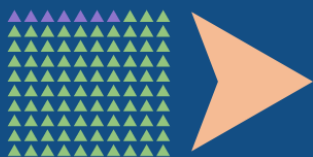
People on campus 2-4 days a week
89% visit the Library

Information Resources

There are more than 780,843 items in JCU Library collections

Budget expenditure

7% Print



93% eResources



483,715 Print and multimedia items



198,417 eBooks
50,401 eJournals



28,932 ResearchOnline items



9,686 Streaming videos



9,590 Special Collection items



102 NQHeritage@JCU items