

## INFORMATION DISCOVERY & ACCESS

**2,387,042** Library website hits

**1,235,140** One Search searches

**6,388,371** items accessed

*"I've always been able to find useful resources for my assignments"*

2018 Library Client Survey

**2,563,161** eJournal articles

**1,800,946** eBooks & videos

**891,563** ResearchOnline items

**680,212** LibGuide pages

**291,477** Course readings

**156,589** Books & multimedia items

**4,423** Special Collections items

**600** Posts + **220,824** Impressions

**240** Tweets + **298,200** Impressions

**223** Blogs + **14,320** Views

## INFORMATION SERVICES

**1,452** Research Enquiries

**12,922** students attended 418 face-to-face & online workshops

**31,255** InfoHelp Enquiries

Reference	68%
ICT	21%
Other	11%

**6,200** Chats

★★★★☆

*"The online chat is invaluable for me as an external student"*

2018 Library Client Survey

**1,539** Seats in 3 study zones

**838,530** visitors to the library buildings

Open up to **110.5 hours** per week

## INFORMATION RESOURCES

**438,789** Print & multimedia items

**227,493** eBooks

**60,439** eJournals

**793,725** items in JCU Library Collections

**40,749** ResearchOnline items

**17,297** Special Collections items

**8,958** Streaming videos

*"I think our library is fantastic and the staff are extremely helpful and clearly invested in helping with our learning"*

2018 Library Client Survey

eResources (97%)Print (3%)

## LIBRARY CLIENT SURVEY

**2,441** Responses

Improved performance (81.6%) and substantial overall performance score increase of 2.8% since 2015.

The Library performed highest in the category of information resources (82.5%) with an impressive 7% improvement in the facilities and equipment category.

*"Love the library. One of my favourite places on campus."*

2018 Library Client Survey