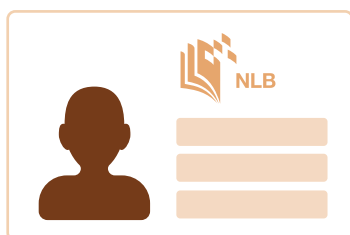


NLB'S KEY TRENDS 2013 - 2015



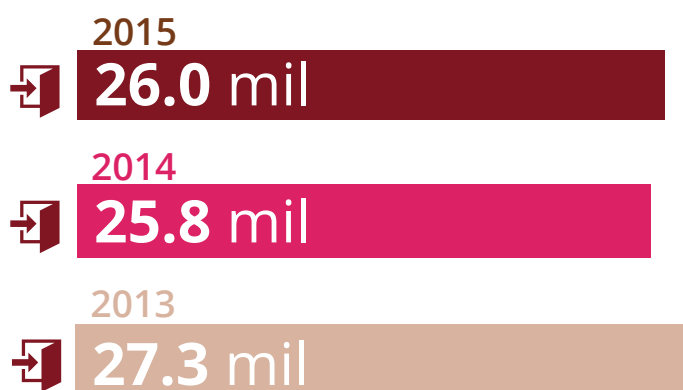
National Library Board
Singapore

LIBRARY MEMBERSHIP



* Includes membership from public libraries only.

LIBRARY VISITORSHIP



* Refers to the number of visitors to the National Library and 26 public libraries.

LIBRARY LOANS



* Refer to loans at public libraries and online sites.

NLB'S KEY TRENDS 2013 - 2015



National Library Board
Singapore

VISITORSHIP TO MEMORIES AT OLD FORD FACTORY



Memories at
OLD FORD FACTORY

2015

42,357

2014

38,986

2013

39,301



* Memories at Old Ford Factory came under the purview of NLB on 1 November 2012.

DIGITAL VISITORSHIP



2015

68.8 mil

2014

69.1 mil

2013

73.3 mil

* Refers to the number of downloads from NLB's websites, subscribed databases and eBooks.

LIBRARY COLLECTIONS



2015

7.90 mil

4.14 mil

2014

8.73 mil

3.52 mil

2013

8.09 mil

3.23 mil



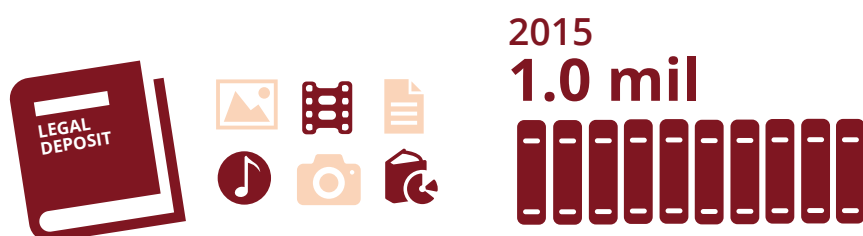
Physical Collection



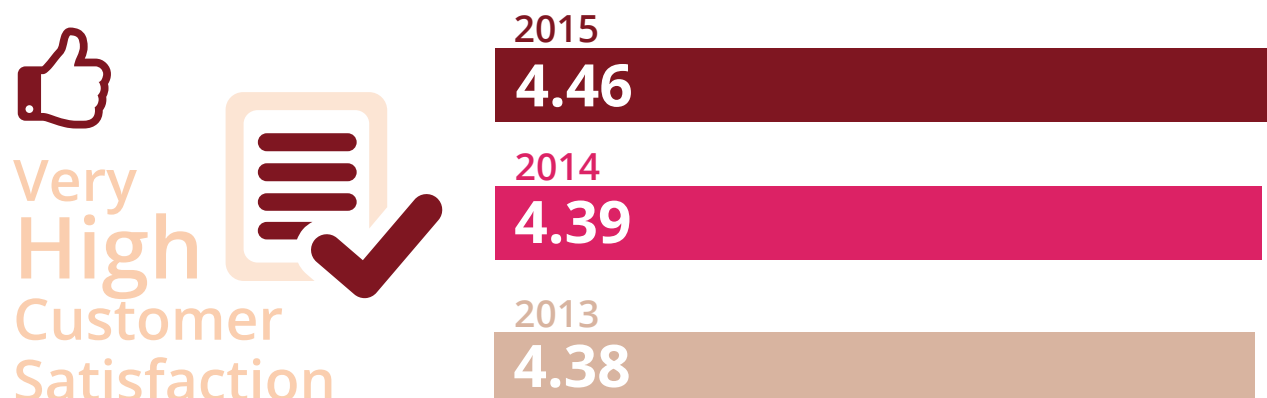
e-Book collection

NLB'S KEY TRENDS 2013 - 2015

SINGAPORE MATERIALS DEPOSITED



CUSTOMER SATISFACTION INDEX



* Derived from an annual survey conducted to gauge the customer satisfaction of NLB patrons, with a maximum score of 5.