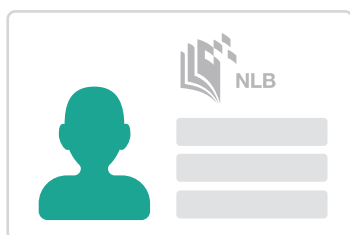


NLB'S KEY TRENDS 2014 - 2016



National Library Board
Singapore

LIBRARY MEMBERSHIP



2016

2.4 mil



2015

2.3 mil



2014

2.3 mil



* Includes membership from public libraries only.

LIBRARY VISITORSHIP



2016



26.4 mil

2015



26.0 mil

2014



25.8 mil

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

LIBRARY LOANS



2016



33.0 mil

2015



32.5 mil

2014



34.6 mil

* Refers to loans of physical books and e-books borrowed at public libraries, NLB websites and mobile app.

NLB'S KEY TRENDS 2014 - 2016



National Library Board
Singapore

VISITORSHIP TO THE FORMER FORD FACTORY



FORMER FORD FACTORY

2016¹

N.A

2015

42,357

2014

38,986



¹The Former Ford Factory (FFF) was closed for revamp from February 2016 to February 2017.

DIGITAL VISITORSHIP



2016

76.6 mil

2015

68.8 mil

2014

69.1 mil

* Refers to the number of downloads from NLB's websites, subscribed databases and e-Books

LIBRARY COLLECTIONS



2016

7.55 mil

4.58 mil

2015

7.90 mil

4.14 mil

2014

8.73 mil

3.52 mil



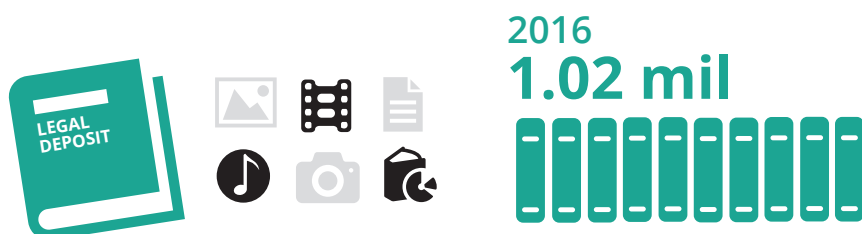
Physical Collection



e-Book collection

NLB'S KEY TRENDS 2014 - 2016

SINGAPORE MATERIALS DEPOSITED



* This refers to all materials currently deposited in the Legal Deposit. The Legal Deposit is a statutory function of the National Library, which collects and preserves all works by Singapore writers, producers and publishers as part of Singapore's heritage.

CUSTOMER SATISFACTION INDEX



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