NLB'S KEY TRENDS 2015 - 2017

NLB | National Library Board Singapore

LIBRARY MEMBERSHIP

2017
2.4 mil

2016
2.4 mil

2015
2.3 mil

* Includes membership from public libraries only.

LIBRARY VISITORSHIP

LIBRARY

2017
25.5 mil

2016
26.4 mil

2015
26 mil

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

LIBRARY LOANS

BOOKS

2017
30.9 mil

2016
33.0 mil

2015
32.5 mil

* Refers to loans of physical books and eBooks borrowed at public libraries, NLB's websites and mobile app.

NLB'S KEY TRENDS 2015 - 2017

NLB | National Library Board Singapore

VISITORSHIP TO THE FORMER FORD FACTORY

2017
105,409

2015
42,357

FORMER FORD FACTORY

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

DIGITAL VISITORSHIP

2017
78.7 mil

2016
76.6 mil

2015
68.8 mil

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

LIBRARY COLLECTIONS

Physical Collection

2017
7.5 mil

2016
7.55 mil

2015
7.90 mil

eBook collection
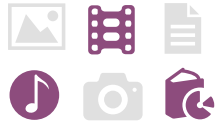
2017
0.7 mil

2016
4.58 mil

2015
4.14 mil

* This is due to the discontinuation of the World eBook Library (WeL) database subscription in 2017.
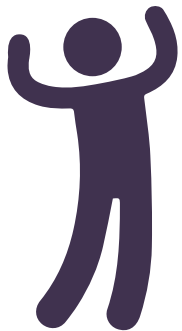
NLB'S KEY TRENDS 2015 - 2017

NLB | National Library Board
Singapore

SINGAPORE MATERIALS DEPOSITED

2017
1.28 mil

2016
1.02 mil

2015
1.0 mil

LEGAL DEPOSIT

CUSTOMER SATISFACTION INDEX

Customer Satisfaction

2017
4.40

2016
4.38

2015
4.46

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