

2023 year-in-review

The National Library Board saw a significant increase in the past year in visitorship across its libraries and archives, contributing to growth in its overall reach in 2023. To cater to the growing number of patrons and their evolving learning and reading needs, NLB has also continued to enhance its services, including offering more digital resources as part of the LAB25 (Libraries and Archives Blueprint 2025).

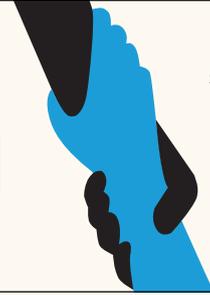
OUR PATRONS

CUSTOMER SATISFACTION INDEX (CSI)



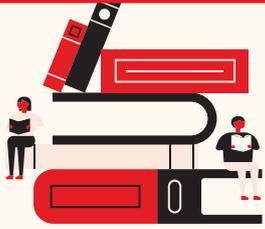
8.45 / 10

78% overall reach



NLB's reach grew significantly to almost 8 in 10 residents, surpassing pre-Covid levels in 2019. Ongoing efforts to reimagine our libraries and archives have been well-received by the public.

OUR VISITORSHIP



19.8m total visits

GREW BY OVER 3m FROM 2022

across our network of libraries, the National Archives of Singapore and the Former Ford Factory.

MOST VISITED LIBRARY

1.31m visitorship

Punggol Regional Library



OUR USAGE



24.5m + 11.9m = 36.3m

PHYSICAL LOANS

DIGITAL LOANS

TOTAL LOANS

121.2m digital usage

Number of page views to NLB's website and usage of subscribed eBooks and eDatabases.



Average number of sessions to NLB mobile app per month:

2.69m



OUR PROGRAMMES

~18,000

NLB Programmes

10

NLB Exhibitions

Total No. of Participants

2m



16.1m

NODE VISITS ACROSS 101 LOCATIONS

Including at transport hubs, which saw our highest footfall.

THE TOP 3 OF 2023



PHYSICAL BOOKS



AUDIOBOOKS

– ADULTS –

-  **When Breath Becomes Air**
Paul Kalanithi
- The Next Person You Meet In Heaven**
Mitch Albom
- The Almost Complete Collection of True Singapore Ghost Stories, Book 26**
Russell Lee

– CHILDREN –

-  **The Magic Of The Mirror**
Thea Stilton
- InvestiGators: Braver And Boulder**
John Patrick Green
- Harry Potter And The Prisoner Of Azkaban**
J. K. Rowling

-  **Atomic Habits: An Easy & Proven Way To Build Good Habits & Break Bad Ones (Unabridged)**
James Clear
- The Subtle Art Of Not Giving A F*ck: A Counterintuitive Approach To Living A Good Life (Unabridged)**
Mark Manson
- Think Again: The Power Of Knowing What You Don't Know (Unabridged)**
Adam Grant



DIGITAL BOOKS

– ADULTS –

-  **Atomic Habits: An Easy & Proven Way To Build Good Habits & Break Bad Ones**
James Clear
- I Want To Die But I Want To Eat Tteokbokki: The Cult Hit Everyone Is Talking About**
Baek Sehee
- The Psychology Of Money: Timeless Lessons On Wealth, Greed, And Happiness**
Morgan Housel

– CHILDREN –

-  **Cat Kid Comic Club (2020), Vol. 3: On Purpose**
Dav Pilkey
- Cat Kid Comic Club (2020), Issue 4: Collaborations**
Dav Pilkey
- Cat Kid Comic Club (2020), Vol. 2: Perspectives**
Dav Pilkey



NEW SERVICES AND INNOVATIONS

- Borrow-n-Deliver**
- Comics Library**
- ExperienceIT**

Programmes

- Read! Fest 2023**
Started in 2014, Read! Fest is NLB's signature event to encourage adult Singaporeans to read in English and their Mother Tongues. The 2023 theme was "Flourish", and explored living amid rapid change, and society's efforts in building and supporting ground-up communities.
- Spark!Lab™**
Spark!Lab™ at Punggol Regional Library is a tinkering space that NLB set up in partnership with the Smithsonian Institution from the United States of America. Spark!Lab™ aims to pique children's curiosity, and to develop 21st century skills through these experiences.
- "Let's Be S.U.R.E Together!" Festival**
"Let's be S.U.R.E together!" explored themes such as the impact of generative A.I., through the use of NLB's information literacy framework S.U.R.E. (Source, Understand, Research, Evaluate). The series of events at the Festival equipped the public with tools to make informed decisions in an interconnected world and to form good online habits.

Exhibitions

- Law of the Land at the National Gallery of Singapore**
Law of the Land: Highlights of Singapore's Constitutional Documents features rare material from key moments in the nation's constitutional history. The items featured are from the collections of the National Archives of Singapore and National Library.
- Punggol Stories**
The first exhibition at Punggol Regional Library features stories and the rich tapestry of Punggol's history, including when it was home to kampongs, pig farms and a thriving seafood scene.
- To Draw an Idea: Retracing the Designs of William Lim Associates – W Architects**
Following the design evolution of William Lim Associates – W Architects through 19 projects over its 40-year history, this exhibition invites visitors to explore the firm's designs in the context of key events and movements in Singapore's recent architectural history.