

NLB'S KEY TRENDS 2016 - 2018

LIBRARY MEMBERSHIP



2018
2.5 mil

2017
2.4 mil

2016
2.4 mil

* Includes membership from public libraries only.

LIBRARY VISITORSHIP



2018
 **26.6 mil**

2017
 **25.5 mil**

2016
 **26.4 mil**

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

LIBRARY LOANS



2018
 **39.5 mil**

2017
 **30.9 mil**

2016
 **33.0 mil**

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

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VISITORSHIP TO THE FORMER FORD FACTORY



FORMER FORD FACTORY

2018
103,664

2017
105,409

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

DIGITAL VISITORSHIP



2018
94.6 mil

2017
78.7 mil

2016
76.6 mil

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

LIBRARY COLLECTIONS



Physical collection

2018
8.8 mil

2017
7.5 mil

2016
7.55 mil



eBook collection



2018
0.9 mil



2017
0.7 mil



2016
4.58 mil

* This is due to the discontinuation of the World eBook Library (WeL) database subscription in 2017.

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SINGAPORE MATERIALS DEPOSITED

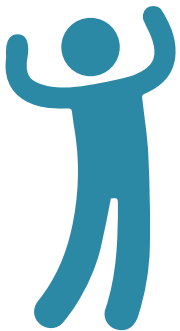


2018
1.32 mil

2017
1.28 mil

2016
1.02 mil

CUSTOMER SATISFACTION INDEX



Customer
Satisfaction



2018
4.43

2017
4.40

2016
4.38

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