

SOFTLINK INFORMATION CENTRES

ANNUAL LIBRARY SURVEY

2020

PREVIEW

Survey responses were collected from across 16 countries

IN SUMMARY

48% of responses came from either Australia or New Zealand

37% from either the United States of America or the United Kingdom



What types of resources are managed by the knowledge centre/library?



96%

Physical Books

81%

Journals

64%

ebooks

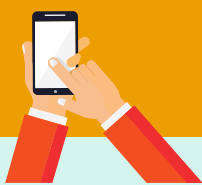
65%

ejournals

28% of survey respondents reported an increase to the budgets
48% are satisfied with resourcing

SIGNIFICANT TRENDS IDENTIFIED BY SURVEY RESPONDENTS ...

- Greater access to **online services**
- **Self-service** capabilities for users via a mobile app
- Improvements to **virtual, remote or off-site options** for access to the library / knowledge centre



How do users access the library?

94%

interact via email

93%

interact via walk-ins

78%

interact via Online Catalogue



#gotknowledge2020



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