

Division of Library Services 2019



3.43 Million
Primo Searches



9.7 Million
ebook chapters



2.15 Million
article downloads



661,633 visits to
Library webpages



532 Classes to
28,589 Students



38,524
Educational
videos accessed



232 Leganto lists
created with
4943 citations



487 eTextbooks
purchased



77,412 Loans
& Renewals



Your Digital Life
544 page views



75 Researcher
Profiles and ORCID
consultations



3,800 eReserve
PDFs enhanced
for accessibility



74 training sessions
to 605 Staff and
HDR students



2,764 Student
calls received

Achievements:

New staff structure implemented for Client Services to better support Students, Faculty and Enquiry Services

Alma and CRO workflow improvement projects in progress

2019 Excellence Awards: Successful Graduates - Awarded to Library Applications: Primo Chat Widget (Roshan Thapa and Andrew Press)

Wagga Campus Learning Commons Library Level 3 goes 24/7

Express Post implemented for delivery of books to interstate students

Major contribution to successful ERA 2018 in collaboration with the Research Office

Library and CRO holdings available globally via TROVE

Enhanced discoverability of eBooks and CRO records

Physical collections review in progress



Access to 36,958
'try before you
buy' eBooks



35,000 views of
our support
videos



8,378 Online
Chat sessions



19,225 Client
enquiries