2.1 2017–18 SNAPSHOT

Visitor reach*
Onsite visits to Library exhibitions and events; the onsite and online bookshop; learning and school education programs; Library donors and Friends.

Research and information inquiries reach*
Online research and information inquiries received via the Library’s ‘Ask a Librarian’ service; research user registrations; fellowship and grant programs; Trove.

<table>
<thead>
<tr>
<th>Remoteness Area</th>
<th>Proportion (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>very remote</td>
<td>0.1%</td>
</tr>
<tr>
<td>remote</td>
<td>0.3%</td>
</tr>
<tr>
<td>outer regional</td>
<td>3.0%</td>
</tr>
<tr>
<td>inner regional</td>
<td>13.6%</td>
</tr>
<tr>
<td>major cities</td>
<td>80.6%</td>
</tr>
<tr>
<td>undeclared</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

*Based on postcodes voluntarily supplied and grouped by Australian Bureau of Statistics Remoteness Area Codes

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**OUR PEOPLE**

382 staff*
Median age of staff is 46.7 years
86% of ongoing staff have worked at the Library for over five years
87 registered volunteers
Approx. 2,000 Friends of the National Library

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**OUR COLLECTIONS**

Physical
Total
259 shelf km
HOUSING THE COLLECTIONS
Approximately 10 million collection items
In 2017–18
2.0–2.5 new shelf kilometres
99,679 new collection items

Digital
Total
5 petabytes
OF DIGITAL STORAGE
23,445 new items acquired in digital format

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**ACCESS AND USAGE**

36.08 million visits+ TO NLA ONLINE
129,000 physical items delivered to users either in reading rooms or offsite via interlibrary loan or document supply
44,800 reference and information inquiries answered by Library staff

27.45 million visits+ TO TROVE WEBSITE
586.68 million Australian and online resources available
24.78 million newspaper pages freely available online
273.98 million lines of text corrected

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**SOCIAL MEDIA**

72,860+ COMMENTS
58,865+ TWEETS
11,543+ FOLLOWERS
58+ BLOG POSTS

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**VISITORS**

545,666+ ONSITE VISITORS
762,353+ OFFSITE VISITORS

We operated three reading rooms and two galleries
IN THE MAIN BUILDING

Main Reading Room
(including Newspapers and Family History Area)
Special Collections Reading Room
(including the Petherick Reading Room)
Asian Collections Reading Room
Treasures Gallery
Exhibition Gallery

Our staff delivered onsite programs including
130 public events
670 volunteer-led tours
185 organised school programs
38 learning programs

Our visitors included
270,967 reading room visitors
135,146 visitors to our exhibition galleries
72,132 visitors to events†
7,836 school students

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**ANNUAL PERFORMANCE STATEMENT**

* Average full-time equivalent
† For the first time, figures include visitors to free and paid public events (including the Enlighten festival)