2018-19 SNAPSHOT Library & Knowledge Centre
Cairns and Hinterland Hospital and Health Service

**Satisfaction**
- **Overall satisfaction**: 99%
  - Literature searches + Training
- **Training**: 100%
  - Very useful + Useful
- **Literature searches**: 98%
  - Very satisfied + Satisfied

**Relevance**
- **Literature search**: 97%
  - Very relevant + Relevant
- **Supplied within LKC collections vs externally**
  - Books 96%
  - Journals 60.7%
- **Value | Cost per loan**: $9.71 ↓

**Demand**
- **Requests**: ↑ 8.5%
  - 53,944 annual*
  - 293 daily average
- **Visits**
  - 128 Daily ↓ 5.5%
  - 42 Daily after hours ↑ 14.8%
- **Registered clients**: 2566 ↑ 22%
- **Web visits + clicks***: 62,782 (annual)
  - 172 (daily average) ↑ 23.6%
- **Requests + Pages printed + Web visits**: 212,737
  - Total occasions of service:
    - **OOS**: (up 112%)
  - Includes:
    - Requests
    - Pages printed
    - Web visits

**Most popular book**: Advanced life support level 2 manual (58 loans)
**Busiest day**: Wednesdays
**Busiest month**: October

**Collection**
- Items: 3,610
- Subject guides: 34

**www.ckn.org.au**
- Medicines resources: 25
- Point of care: 14
- eBooks eJournals: 9401
- Research databases: 24

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**Onsite**
- 0830-1700 M-F
- Online 24x7