

Table 71: Statistics of library reader services, 1990-2024

| Year              | User Entrance | Items Loaned | Number of readers checkout | Reference Inquiries | Searches in online databases <sup>3</sup> | Interlibrary Loan               |                             | Promotional Events <sup>4</sup> |        |
|-------------------|---------------|--------------|----------------------------|---------------------|-------------------------------------------|---------------------------------|-----------------------------|---------------------------------|--------|
|                   |               |              |                            |                     |                                           | Received from Outside Libraries | Provided to Other Libraries | Participants                    | Events |
| 1990              | 389,344       | 263,008      | —                          | 20,066              | 3,234                                     | 1,602                           | 10,652                      | 3,874                           | —      |
| 1991              | 623,113       | 272,184      | —                          | 23,196              | 49,702                                    | 1,397                           | 15,640                      | 1,335                           | —      |
| 1992              | 1,249,270     | 265,943      | —                          | 23,192              | 60,019                                    | 1,069                           | 22,270                      | 1,676                           | 156    |
| 1993              | 1,260,372     | 272,387      | —                          | 25,963              | 66,085                                    | 1,498                           | 25,646                      | 2,359                           | 224    |
| 1994              | 1,323,831     | 319,960      | —                          | 29,905              | 72,087                                    | 1,195                           | 46,904                      | 4,504                           | 383    |
| 1995              | 1,304,606     | 403,321      | —                          | 34,756              | 115,164                                   | 1,448                           | 116,844                     | 5,754                           | 394    |
| 1996              | 1,252,066     | 496,038      | —                          | 37,961              | 741,530                                   | 1,427                           | 114,251                     | 4,750                           | 282    |
| 1997              | 1,167,409     | 478,843      | 163,170                    | 35,779              | 1,109,923                                 | 2,469                           | 96,312                      | 1,991                           | 184    |
| 1998 <sup>1</sup> | 823,174       | 742,807      | 146,653                    | 55,212              | 144,913                                   | 3,175                           | 14,054                      | 1,442                           | 58     |
| 1999              | 1,693,639     | 528,917      | 171,757                    | 30,815              | 762,895                                   | 5,077                           | 18,360                      | 9,098                           | 408    |
| 2000              | 1,673,204     | 557,653      | 178,083                    | 40,915              | 1,604,080                                 | 5,651                           | 18,237                      | 10,127                          | 391    |
| 2001              | 1,658,345     | 581,729      | 192,948                    | 48,551              | 2,326,536                                 | 7,156                           | 18,975                      | 8,626                           | 449    |
| 2002              | 1,671,006     | 649,829      | 217,035                    | 57,326              | 2,468,688                                 | 6,837                           | 22,129                      | 9,120                           | 458    |
| 2003              | 1,575,021     | 697,329      | 232,854                    | 61,357              | 2,980,313                                 | 8,154                           | 21,340                      | 8,705                           | 327    |
| 2004              | 1,738,967     | 695,638      | 224,548                    | 56,315              | 5,070,808                                 | 11,864                          | 28,797                      | 11,350                          | 406    |
| 2005              | 1,753,967     | 703,456      | 238,558                    | 58,503              | 5,508,697                                 | 11,088                          | 30,294                      | 7,627                           | 364    |
| 2006              | 1,830,720     | 728,762      | 263,134                    | 54,423              | 10,164,033                                | 8,940                           | 27,776                      | 7,616                           | 390    |
| 2007              | 1,895,895     | 757,251      | 282,008                    | 55,193              | 11,535,939                                | 8,480                           | 37,745                      | 8,776                           | 472    |
| 2008 <sup>2</sup> | 3,522,037     | 811,254      | 302,063                    | 62,017              | 12,806,174                                | 11,998                          | 38,162                      | 8,907                           | 458    |
| 2009              | 3,593,434     | 842,467      | 295,090                    | 62,296              | 17,100,122                                | 11,073                          | 44,369                      | 13,059                          | 543    |
| 2010              | 3,377,040     | 829,489      | 280,648                    | 62,535              | 30,827,451                                | 10,888                          | 42,290                      | 30,687                          | 557    |
| 2011              | 3,071,380     | 777,877      | 258,236                    | 70,938              | 30,433,051                                | 8,456                           | 37,360                      | 34,831                          | 498    |
| 2012              | 2,903,487     | 737,283      | 243,888                    | 72,738              | 27,754,648                                | 6,548                           | 37,139                      | 40,391                          | 575    |
| 2013              | 2,720,501     | 676,334      | 219,719                    | 88,803              | 39,190,820                                | 5,772                           | 38,242                      | 34,658                          | 546    |
| 2014              | 2,556,187     | 612,319      | 196,734                    | 85,672              | 30,594,217                                | 6,708                           | 32,753                      | 41,443                          | 478    |
| 2015              | 2,649,949     | 593,132      | 174,670                    | 75,436              | 24,126,267                                | 6,520                           | 34,216                      | 45,992                          | 695    |
| 2016              | 2,556,837     | 545,462      | 174,690                    | 70,581              | 30,391,461                                | 4,572                           | 31,148                      | 46,021                          | 585    |
| 2017              | 2,708,143     | 491,899      | 152,268                    | 69,765              | 32,624,109                                | 4,349                           | 30,973                      | 48,322                          | 602    |
| 2018              | 2,790,173     | 491,980      | 142,791                    | 54,377              | 21,929,441                                | 4,162                           | 29,831                      | 44,799                          | 448    |
| 2019              | 2,743,305     | 560,380      | 130,603                    | 46,495              | 18,493,361                                | 3,866                           | 27,358                      | 35,501                          | 415    |
| 2020 <sup>5</sup> | 2,120,363     | 555,600      | 123,664                    | 44,013              | 17,613,014                                | 3,356                           | 26,128                      | 34,372                          | 239    |
| 2021              | 1,578,865     | 464,250      | 93,192                     | 40,884              | 14,041,563                                | 3,053                           | 18,346                      | 45,884                          | 289    |
| 2022              | 1,934,962     | 490,427      | 81,960                     | 54,523              | 13,155,128                                | 2,993                           | 18,550                      | 36,886                          | 297    |
| 2023              | 2,240,576     | 439,686      | 81,656                     | 60,846              | 11,402,730                                | 3,544                           | 18,840                      | 45,958                          | 341    |

|                   |           |         |        |        |            |       |        |        |     |
|-------------------|-----------|---------|--------|--------|------------|-------|--------|--------|-----|
| 2024 <sup>6</sup> | 2,490,522 | 417,350 | 79,366 | 47,637 | 12,197,285 | 2,394 | 17,350 | 66,899 | 340 |
|-------------------|-----------|---------|--------|--------|------------|-------|--------|--------|-----|

Notes:

- 1.The Library was going through relocation between July 1, 1998 and November 14, 1998, during which time flexible measures were taken for all reader services.
- 2.From 2008 onwards, the statistics for “User Entrance” includes Study Room users.
- 3."Searches in online databases” includes searches of library electronic resources, e-journals, and online catalog.
- 4.From 2010 onwards, the statistics for “Promotional Events” includes exhibitions and speeches.
- 5.The statistical numbers decreased in 2020 because of the COVID-19 outbreak.
6. From 2024 onwards, the statistics for “Reference Services” include AI virtual librarian services.