**Research support**

- 2,255,677 downloads of QUT research works via QUT ePrints, from 60 countries
- 2,673 attendees at 230 research training sessions
- 426 HDR students completed the IFN001: Advanced Information Research Skills unit
- 23 Scholarly Communication Things Pressbook launched—a resource for researchers—1,961 visitors

**On campus**

- 1,997,541 campus library visits—
  that’s an average of about 5473 visits each day
- 110,586 visits during the 24/7 trial opening hours
- 245,656 physical resources

**Total information resources**

(physical and online)

- 2,015,269 information resources

‘I have spent many long nights at the library and the opening hours are perfect for a uni student working a job during the day who needs access late at night.’

‘Our sincere thanks to you ... for helping make the application as competitive as possible through your generous efforts on the data and impact front.’

‘Oh wow. I feel like I have been walking through a dark forest and someone just gave me a torch.’

**Learning and teaching**

- 10,605 individual assistances
  - 5,755 chat sessions—2,886 face to face
  - 1,032 emails
  - 658 online video conferencing Zoom sessions
  - 274 phone calls
- 1,653 students attended 70 researching and referencing sessions
  (face to face and online)
- Over 20,000 students in over 100 individual units received faculty-specific sessions and online learning resources
- 124,501 views of 183 online help guides for students

‘The substantial online access has been paramount to achieving success in my studies.’