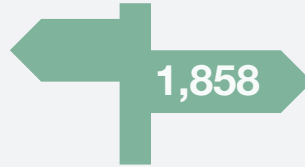


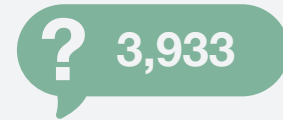


Royal College of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
APRIL - JUNE 2018



Outreach miles



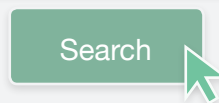
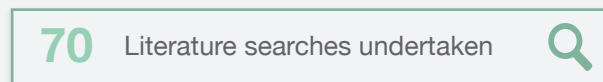
Enquiries Total



Percentage of literature searches rated good or excellent



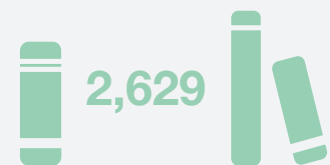
Percentage of member training sessions (1:1 and drop-in) rated good or excellent



of email enquiries answered within 1 working day



of webchats answered within 10 minutes



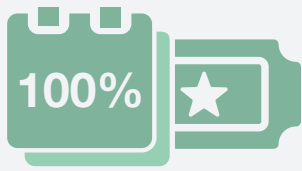
items borrowed



e-books accessed



Full text journal articles downloaded



Percentage of attendees who rated our events good or excellent



518

Attendees at events

### Volunteer hours

(archives and heritage lottery funding)



### Donations of note



A collection of correspondence, certificates and photographs relating to a Sister at St. Leonard's Hospital in Hackney



Website unique page views  
[www.rcn.org.uk/library](http://www.rcn.org.uk/library)



Total searches using LAS search tools



27,833

Total subject guide unique page views

### Top three library subject guides

- Advanced Nursing Practice
- Mentorship
- District and Community Nursing



Interactive, fun, engaging, interesting and informative.”

Attendee at Please Matron event, 18 June



The librarian was very clear, explained everything without rushing and asked if I had any questions. Her patience helped me to understand research better. Many thanks!”

Member attending 1:1 library training



96,338

Ancestry.com unique page views