

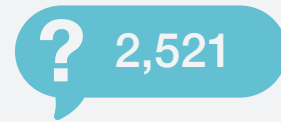


Royal College  
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
JULY-SEPTEMBER 2018



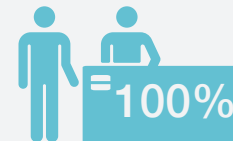
Outreach miles



Enquiries Total



Percentage of literature searches  
rated good or excellent



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

72

Literature searches undertaken



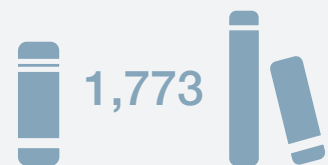
Search

98%

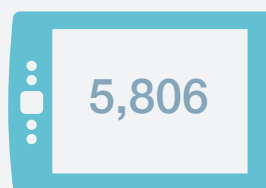
of email enquiries answered  
within 1 working day

96%

of webchats answered  
within 10 minutes



items borrowed

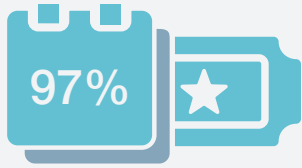


e-books accessed

33,386

Full text journal articles downloaded

## Events and exhibitions



Percentage of attendees who rated our events good or excellent



195

Attendees at events

**Volunteer hours**  
(Archives and Heritage Lottery funding)



**Donations of note**



A collection of personal items belonging to a student nurse from 1938-1945

## Website



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



Total searches using Library search tools



27,206

Total subject guide unique page views

Top three library subject guides

- Advanced Nursing Practice
- Mentorship
- History of Nursing



“An excellent talk given by brilliant speakers”  
“I am ICW”

Event attendee



“The librarian was patient, understanding and kind. She put me at ease with using the databases. Prior to this, I found the task quite intimidating”

Member attending a Library Drop-in



164,945

Ancestry.com unique page views