



Royal College
of Nursing

2020 | International Year
of the Nurse and Midwife

Library and Archive Service

Review of the year 2019



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I have used the online library throughout my studies and it has been invaluable.

Online library resource user



Introduction

The Library and Archive Service (LAS) had a stellar year of successes and continued to grow and develop.

We have been researching and launching new initiatives including reading list and plagiarism software in partnership with the RCN's Nursing Education team. Implementation of our new reference management software Zotero began, and we unveiled our new remote training offer via Skype, exceeding our targeted number of remote training sessions by 200%.

The library toured the country this year with our regional pilot to increase library usage across England through increased visits and events, which is showing early success. LAS staff supported

48 RCN events including regional meetings, joint representative conferences and clinical practice events. Our library catalogue was added to the Library Hub, enabling searches of many UK academic and specialist libraries. Our online ebook usage by members increased by 20,000 ebooks.

Our new permanent exhibition, *Who Cares? The History of Emotions in Nursing*, created in partnership with Queen Mary University of London, features our magnificent new stained-glass window. Our successful temporary exhibitions programme continued with *The Wandering Womb*; *Aspects of Age*; and *Wake up Slackers!* We continued to try new events with our first ever comedy night and a period poverty event with the crimson tea party.



Facts and figures

Library and Archive Service



Footfall to Library and Heritage Centre



items borrowed



16,225 items renewed



8,708 face to face enquiries



1,550 telephone enquiries



1,075 email enquiries



483 webchats

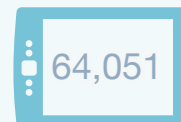
Enquiries



items added to the collection



386,313 full-text journal articles downloaded



e-books accessed



504 enquiries to RCN Archives



549 attendees at library training sessions



literature searches undertaken for members and 70 literature searches for RCN staff

Events and exhibitions



Follow

4,188 followers



exhibitions

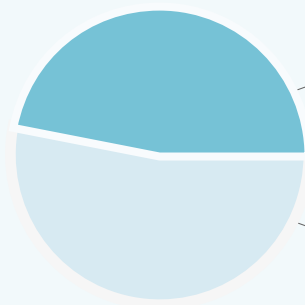


events



tour groups

545 visitors



47% public

53% members

Library outreach and supporting member recruitment across RCN England



LAS staff presented at 41 student recruitment events across all the RCN England regions



Rail miles were accrued travelling to and from these events



LAS services were represented at 5 different conferences and events

2019 Highlights



Growing team

We welcomed Andrew Temple-Mabe as our new collection development specialist who is looking after our journals collection. Kaitlene Koranteng, Katie Skinner-Baker and Christine Goodson became this year's new graduate trainees continuing this thriving programme. We seconded Nadia Munir into our eSystems specialist post and invited back Oliver Brookes, a previous graduate trainee, as a customer service assistant. Sarah Chaney completed our first sabbatical to write chapters for her new book. We said goodbye to Kate Clark our information skills manager, who retired after 26 years at the RCN and over 40 years as a nursing librarian.



CSE renewal

We passed our annual Customer Service Excellence® (CSE) accreditation for the third year with flying colours! This year we demonstrated that we excelled in 21 different aspects of customer service, covering delivery, timeliness, information, customer satisfaction and staff attitude and were awarded "compliance plus" in four new areas, where we exceed the practice of similar services. The assessor commended our commitment to the CSE standard, how embedded it was and utilised when making demonstrable customer service improvements. He commented on how proud staff are of the RCN, and their genuine passion for its history and the history of nursing.



Professional conferences

The exhibitions team presented at the Health, Care and the Emotions Conference on their research for our new exhibition. Fiona Bourne presented at the Archives and Records Association on our oral histories and digital collecting and Teresa Doherty spoke at the Women's History Conference on 100 years of nurse registration. Alan Chalkley presented at International Clinical Librarians Conference on member engagement through library outreach and Anna Semmens presented on using statistics in interesting ways at the Academic Research Libraries Group.



Media and publications

We received considerable press interest in 2019. Our *Wandering Womb* exhibition, which captured the women's health zeitgeist, saw Frances Reed interviewed by Wisebuddah for a podcast on hysteria. *Nursing Standard* continued to support our programmes with written features and articles on the exhibitions and began producing interview videos with staff and forum members. Published work included an article in the *Women's History Journal* by Sarah Chaney on the inter-war activities of the General Nursing Council Disciplinary Committee. Alan Chalkley was published in the *British Journal of Health Care Assistants* on how this community can get the most from our service.

Service development

We continued working to develop our service to ensure we exceed our users' needs and requirements. 2019 saw the introduction of our feedback report which brings together all the comments we receive including our surveys, feedback forms and social media. All of our customer's comments are collated and reviewed holistically allowing us to review the whole service to identify issues, trends, suggestions and positive comments. The report is part of our work to close the feedback loop and highlighted how positive the majority of our feedback was. It means our service is reviewed in an evidence-based manner, rather than a reactive response to individual comments. We report service changes and developments via our 'you said, we did' web page, displays in the space and our publications schedule.

Our feedback report is published in parallel with our statistics' report to ensure a rounded view of the service. This year we undertook significant work to hone the report, introducing reporting on our service standards and reviewing all statistics to ensure they are useful and meaningful.

Our last 2019 service development was the introduction of our peer observation programme. Peer Observation involves the team reviewing and feeding back to each other about the service each provides in the space. The team pairs up and agrees what each team member would like feedback on. They observe each other answering enquiries and dealing with members. Following this they feedback to each other about what they observed, what worked well and suggestions for improvements. The programme was designed and implemented by the team, and shows the confidence the team have in their customer service. We were invited to speak at industry conferences and publish about this work as it is innovative in the sector.

After some careful consideration we launched free printing for members, which has been met with

considerable praise. Members can now print, copy and scan for free in HQ library and this was rolled out at all RCN Libraries. Alongside this we began offering paid tours to non-members, and our offer allowed us to expand the number of visitors to our site whilst providing an income stream to the service.

As part of our commitment to improving the user experience in the physical and digital library spaces, in June we carried out our first user experience testing with a group of members from Southampton General Hospital. Participants completed a number of online scenarios with 6 questions in total, which participants worked through, using a variety of their own devices - from phones to laptops. It was an incredibly valuable insight into how our pages are experienced. We sat alongside the participants as they worked through the various scenarios on our webpages, explaining their choices and decision-making while we observed.

We were able to make some immediate navigational changes to our pages as a result and have some longer-term content layout areas to consider. We aim to repeat this at least once in 2020 and hope this will be the first of many groups where we work directly with our users to improve our services and their experience.

This year we began to look at search engine optimisation of our library pages - reviewing the meta description that appears below the link in Google and replacing it where appropriate with an engaging meta description that includes relevant keywords to boost our click-through rate.

2019 saw us add curated content specifically for Black History Month in October to our pages where we highlighted relevant items from our collection recognising the contributions people of African and Caribbean descent have made to nursing. We will repeat this in 2020 and aim to do the same thing for other notable events through the year such as Pride.



As an academic we rarely have the time to undertake comprehensive searches to inform writing for publications. This service has been an immense help, giving me more time to concentrate on reading and writing.

Library training attendee

Learning and teaching

Our literature search service saw a large increase with a third more searches than in 2018. The increase is partly due to better promotion particularly through our regional pilot which experienced a 73% increase in literature search requests from the targeted regions. The staff searches we completed supported the college's work on employment relations, nursing policy and clinical practice. All of our literature search feedback was extremely positive and scored the highest possible customer satisfaction rating.

More members than ever before participated in training sessions, with over 540 members able to develop their information skills. Our biggest development was the introduction of remote training sessions, which we launched in January. The sessions are video calls which are delivered via Skype, which replicate our onsite training offer and allow us to share screens with members to show them searches. We were particularly delighted that 20 members joined these sessions by Skype, double our first-year target.

Our subject guides continued to enjoy good usage and our three most frequently accessed were: Advanced nursing practice, Critical appraisal and Pain. All our subject guides were updated to ensure they provide access to quality up to date information resources; we also launched a new Genomics guide. 2019 saw the development of new online training



This is my 'go to' when I need to search for journals and evidence to support my assignments. Thank you for providing such an amazing facility.

Online library resource user

content including a video tutorial about searching the archive catalogue and a guide to accessing RCN publications online.

Reference management was a focus for the team as we implemented Zotero, which we will be rolling out next year to members. The project involved updating the RCN referencing style, which we have now embedded in Zotero. Our first staff training sessions took place in December and the software is already being used across the service.

Six successful afternoon ExpertTeas took place in the Library and Heritage Centre on revalidation, preparing for / considering undertaking a PhD, glove awareness, study skills, recognising fake news and social media. These events provided an opportunity for members and the public to meet experts from the RCN and other organisations in an informal setting and these were well attended.

The LAS significantly increased our support for the RCN's education offer during this year. We researched and implemented Turnitin software for the RCN which allows us to check submitted work for signs of plagiarism. We introduced an online reading list software package to allow us to create and publish reading lists and track usage of our resources. Alongside this we worked on creating a library offer for each course by providing resources, teaching information skills to participants and providing library access to those enrolled.

Outreach and reps work

Library outreach continued its proactive approach of taking its offer to members and colleagues in the England regions through conferences and events. We continued our regional contacts work across England, and we assisted 42 student recruitments as well as attending 38 professional nursing events across the England regions.

For our colleagues in the Yorkshire & Humber and Northern regions, we provided a pilot programme of Outreach Plus. Our pilot is in response to relatively low logins to our e-library from members in these regions. Team member Alan Chalkley focussed on attending around one event per month in these regions to promote LAS online help and resources. Whilst we're starting to see increased logins from members in these regions, the initial 12-month trial will be extended by another year to see the full impact of this work.

Working with RCN representatives (reps) remained a focus, and we attended the spring and autumn Joint Reps Conferences in Newcastle and Milton Keynes.

Our joint reps stands were busy and provided us with a valuable opportunity to engage face to face with our reps; updating them on library service developments, supplying them with promotional materials to take back to their workplaces and informing them about our reps' specific resources. Additionally, we increased our contact with new RCN reps by delivering library presentations to over a 100+ reps as part of their training and professional development. These sessions are now a key part of our reps training and focus on the wealth of online resources available through our website. The Information Team led on delivering these sessions in person at RCN headquarters and remotely using Skype as part of their induction training.

We undertook our first staff volunteering day offering our services to the Linnean Society and the Museum Collections Centre in Edinburgh. The RCN has long championed staff being able to give something back in work time and all staff involved commented on how enjoyable the days were.



Nursing life triptych: a collaborative stained glass project

One of our highlights this year was our work with artist Rachel Mulligan and RCN members to create three new stained glass windows, now on display in our exhibition *Who Cares? A History of Emotions in Nursing*. The project was inspired by the RCN's existing triptych of stained glass windows, created in 1925 by Welsh artist J. Dudley Forsyth (1874-1926). The three windows depict nursing virtues of the time: faith, love and fortitude. Through a series of workshops, nurses and support workers contributed to updating these idealised images with a more nuanced vision of emotions in nursing care.

At workshops held in Sunderland, Ely and Guildford, nurses explored the history of emotions and health care with researchers from Queen Mary Centre for the *History of Emotions*, and discussed their own experiences of emotions in care. Artists Rachel Mulligan and Helen Russell then introduced members to stained glass engraving and painting, and many of the tiles they made were incorporated into the borders of the windows now on display. In the discussion, participants spoke about the importance of arts and crafts to their own emotional health: as time to unwind after a long day, or a moment of self-compassion.

Rachel Mulligan's finished windows show nursing at different stages of life, with rich detail showing the varied ways in which emotion is entwined with the clinical encounter. The first panel depicts a

healthy hospital birth, with a border reflecting on the beginning of nursing training for those who travelled from outside the UK. The central panel explores mental health and mid-life, with messages of thanks from patients to their nurses in the border. The final panel shows end of life care in the home, with both a district nurse and Marie Curie nurse in attendance.



“A very interesting and valuable session. It was very interactive and educational, the facilitators were very nice, knowledgeable and friendly.”
Event attendee



we may moisten the parched lip,
we may bathe
the pale cheek
with our tears.”

is a way that helps
better, to be more
gaged in the work.
lient. And importantly,
that experience.”

Elizabeth Bell writes in
The Good Nurse, 2018



Left: Colby Saunders 1908 - 2008.
Center: This is a 1922 description. 1922
Right: This is a 1942 description. 1942



This has been an excellent and
thought provoking experience.

Event attendee

Events and exhibitions

2019 kicked off with some exciting events for the end of the *Wandering Womb* exhibition. We partnered with Crimson Tea Parties for a period poverty fundraiser, at which attendees donated three large sacks of menstrual products for South London charities. We hosted our first comedy night: the sell-out *Female comedians talk about their periods*, in partnership with Country Mile Comedy Club. Another first saw the women's health team heading to the Schools Science Conference at the University of Westminster in April to talk to 300 students from local secondary schools about periods, health and nursing as a career.

Our partnership working with universities developed well this year. In March, we collaborated with the Wellcome Trust funded Surgery and Emotions project at the University of Roehampton on *The Emotional Costs of Care*. This event brought nurses together with the wider surgical team to discuss communication and emotions in the operating theatre. It led to a policy document, local improvements in practice and collaboration with the Surgery and Emotions team on another successful grant for 2020.

Our partnership continued with Queen Mary Centre for the History of the Emotions, gaining additional funding for our main exhibition *Who Cares? A History of Emotions in Nursing* and running workshops to involve researchers and RCN members in the exhibition interpretation and design.

Aspects of Age, our temporary exhibition on the care and treatment of older people, launched in April. Activities included a joint event with the Queen's Nursing Institute held in Sheffield, and a Death Café in London, at which attendees participated in an open conversation about death and dying.

In October, we launched our latest temporary exhibition to celebrate the centenary of nursing registration in 1919: *Wake Up Slackers! The Great Nursing Registration Controversy*. The NMC partnered with us on loans and activities including participating in the launch of their centenary activities. High profile speakers in this series included Helen Pankhurst, great-granddaughter of suffragette leader Emmeline Pankhurst, in an event with RCN President Professor Anne Marie Rafferty on women and activism.



Marketing, communications and social media

April saw the launch of our Facebook page for RCN Libraries as a new method to engage with members; by the end of the year we had over 300 followers. Most of the RCN forums use Facebook to communicate with their members, so we are now able to tag the forums and have our posts shared on their pages. Our most successful Facebook post, about our subject guides, reached 2,630 people and had 467 engagements – where people liked, shared or clicked on the links in the post. We posted regularly through the year, and used Facebook to advertise our special collections and archive.

We gained over 700 new Twitter followers in 2019. One of our most popular tweets, with over 13,000 impressions, was asking for donations to the Vagina Museum, who we had collaborated with for our *Wandering Womb* exhibition. Other popular tweets celebrated the RCN's 103rd birthday, when we took over the @RCNJobs twitter account; and International Women's Day when we tweeted a series of posts celebrating influential women.

We initiated two Twitter challenges with other Royal Colleges, museums, libraries and archives. The first was around Glove Awareness Week when we threw down the gauntlet to encourage other museums and archives to share their gloves. The Royal College of Physicians and Surgeons of Glasgow shared a photo of their founder Peter Lowe's 16th Century gauntlets – not up to modern infection control standards! Our second challenge was pumpkin carving for Halloween. Eight institutions took up the challenge, including the Royal College of Veterinary Surgeons and Royal Northern College of Music. After a public vote the competition was won by Surgeons' Hall Museums in Edinburgh.

We continue to use Instagram to showcase images from our special collections and archives, and gained 180 new followers across the year. Our most popular images were of student nurses in the 1960s, shared to celebrate Black History Month. Also popular were

hair adverts from the *Nursing Mirror* in 1913 and, as always, pictures of cats from our archives and dogs visiting the library. We use Instagram to promote our current lending collection as well as the historical materials, one of our popular posts was of book displays for Death Matters week and Mental Health Awareness week.

We published and updated 10 new YouTube video tutorials this year. These are freely available and provide an excellent learning and development tool. The most popular video to date is the Website Overview tutorial, but we also provide video guides on some of our more specialised resources such as HMIC, a database of health management information.

Our eNewsletter continues to be produced quarterly and is distributed to over 6000 recipients. Our open rate of 25% is above average for RCN newsletters, and around 300 clicks per newsletter out to the linked items.





The librarian has supported me to structure the literature search for my dissertation. This service is really useful for students who are approaching a literature search.

Library training attendee

Collections

Building on our commitment to promote our collections and make them available online we are now part of the JISC Library Hub Discover platform and are fully searchable by anyone doing research into nursing. This raises our profile in both academic and research circles.

Our journals saw a significant amount of change. Our online journals have increased considerably and cover greater spans of time which enabled us to reduce our onsite print journals and move some titles offsite, freeing up study space in the library. Additionally, we moved all our own RCNi publications onsite including test copies that show how design and layout were finalised.

We continued digitising RCN Congress material and now have all Congress programmes and exhibition guides available digitally. We have begun the next phase, digitising Congress Daily Bulletins, agendas

and guides. Our digitisation was undertaken with members of the RCN History of Nursing forum who volunteered 129 hours. This year we digitised the RCN Bulletin from 1920–1926 and added these to our catalogue and digital archive. We will continue this work to allow access to our unique collections. Our research visits jumped from eight in 2018 to 45 in 2019 with our historic journal collection being the focus of attention of most visits.

The usage of eBooks continues to grow; we had 20,000 more eBooks accessed in 2019 compared to 2018. Our most used title, *Care Planning: A Guide for Nurses* was accessed over 600 times and in 2019 we added almost 800 permanent titles to our digital collection. We are committed to maintaining our print books collection and this year we moved to a new supplier to take advantage of improved discounts through our consortia membership.



Archives

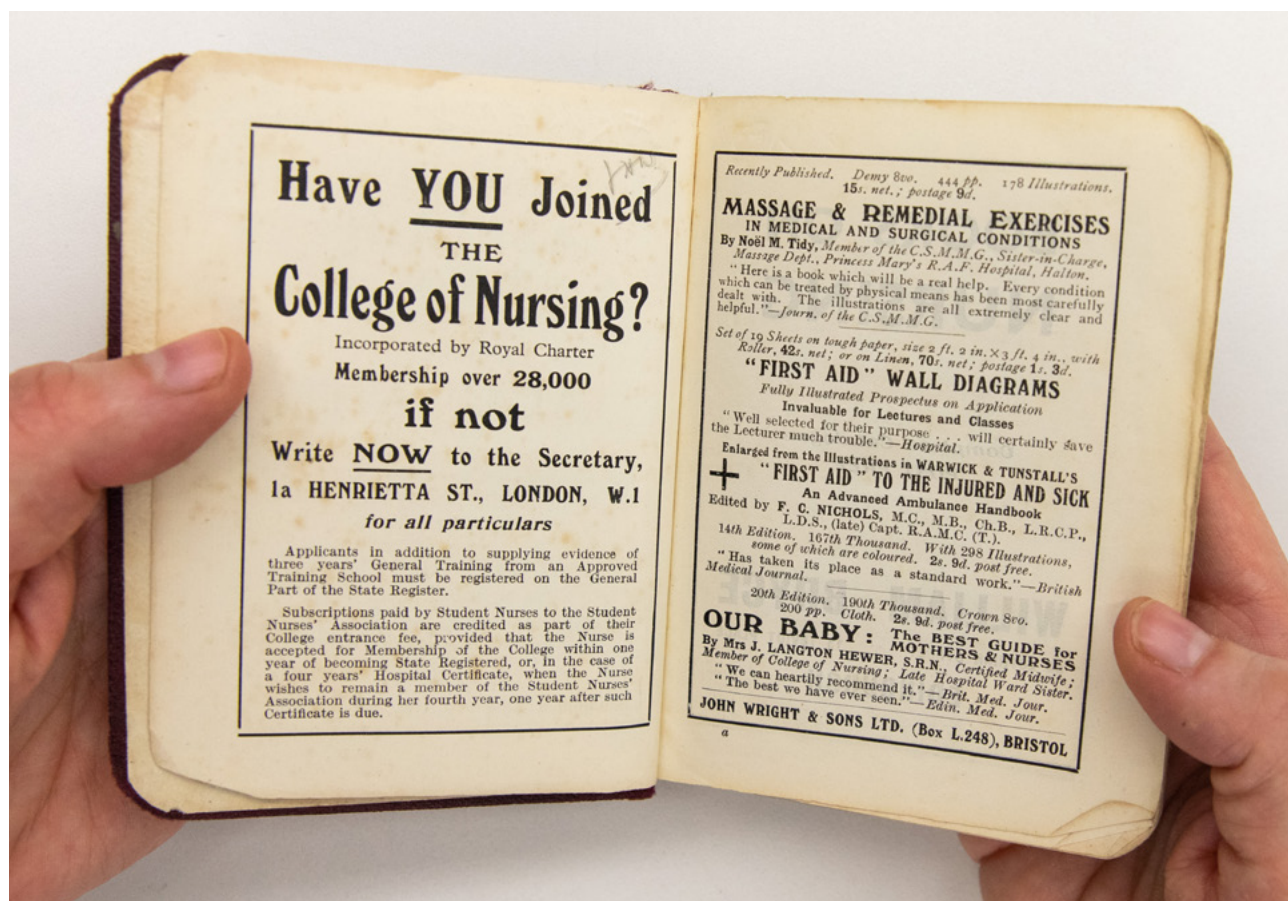
Much has been achieved this year in the archives, ranging from increased member engagement with collections, improved online access to collections, significant growth in collecting for the future and making digital collections more accessible through cataloguing and digitisation.

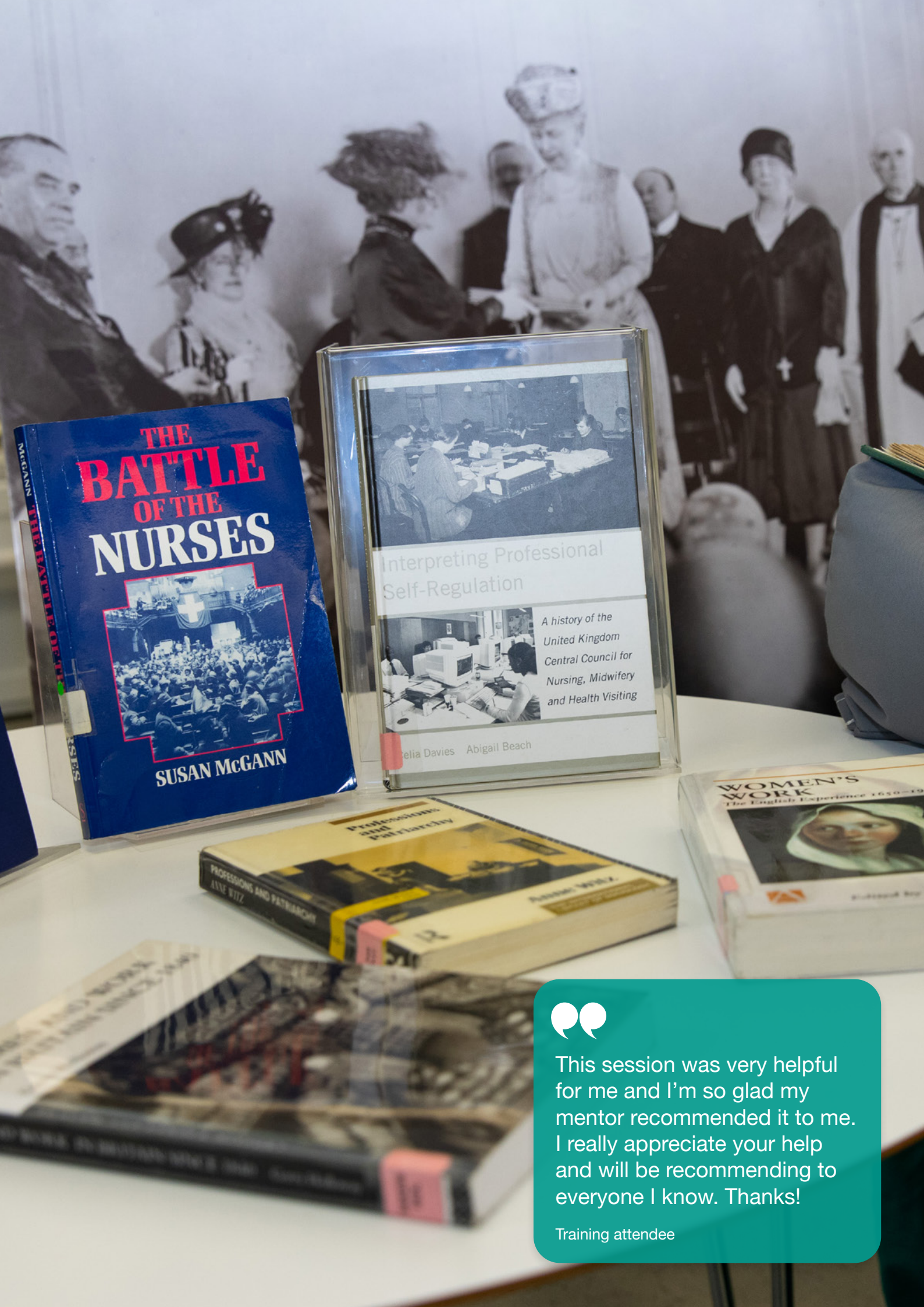
Our online catalogue had a makeover last summer. It contains collections information, biographies of nurses including nursing leaders, RCN presidents and fellows. We introduced links between the catalogue record and digital archive for images to improve the user experience. We've improved our online offer by adding new features to the digital archive webpage including geographical and event-themed collections and made key historical texts such as RCN annual reports from 1917 freely available online and linked to the library catalogue.

The successful RCN History of Nursing Forum volunteer programme continued at pace. Members supported staff cataloguing new personal papers and postcard collections, helping us to clear backlogs

in these areas. Due to their work we were able to revisit more complex photographic and badge collections improving their cataloguing and digitisation; this included the cataloguing of RCN Education department photographs. Our volunteers supported corporate cataloguing projects, allowing staff to produce finance committee and AGM catalogues and share these through the Archives Hub and the National Archives. We produced a definitive archive collections list to upload to the library resource discovery software making searches more comprehensive.

A vast amount of collecting went on during 2019 to preserve the RCN's digital heritage: especially audio-visual resources, regional and national board records. We established a group of digital superusers across the wider RCN staff and began to collect archives of the high profile *Safe and Effective Staffing* campaign. We shared some of this digital expertise with the wider sector by speaking at the Archives and Records Association Business Archives Section 2019 conference.





THE BATTLE OF THE NURSES
SUSAN MCGANN

Interpreting Professional Self-Regulation
A history of the United Kingdom Central Council for Nursing, Midwifery and Health Visiting
Melia Davies Abigail Beach

Professions and Patriarchy
ANNE WITZ



WOMEN'S WORK
The English Experience 1650-1950

“ This session was very helpful for me and I’m so glad my mentor recommended it to me. I really appreciate your help and will be recommending to everyone I know. Thanks!
Training attendee



The RCN represents nurses and nursing,
promotes excellence in practice and
shapes health policies

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