



Royal College of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
OCT-DEC 2020



Records added to digital archive



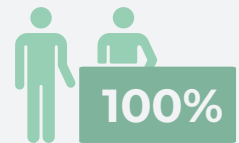
Enquiries



Percentage of literature searches rated good or excellent

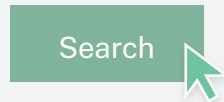


Member training sessions



Percentage of which were rated good or excellent

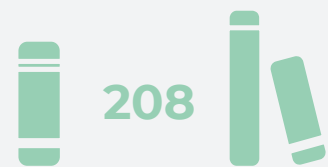
102 Literature searches undertaken



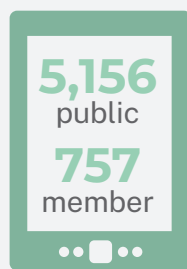
of email enquiries answered within 1 working day



of webchats answered within 10 minutes



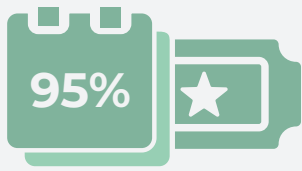
Items borrowed



Digital records accessed



Full-text journal articles downloaded



Percentage of attendees who rated our events good or excellent



783

Attendees at online events

Volunteer hours

Archives = 58
Events and Exhibitions = 63



Total

3,103



Visitors to online exhibitions



Website unique page views
rcn.org.uk/library



13,172

Unique eLibrary users

93%

Percentage positive feedback received

4

actions taken forward



Top three subjects of positive feedback

- Events
- Staff/Training
- Literature search



The RCN library is such a valuable resource and one which will be a very good friend to me as a student nurse for the next few years.



“This [training session] will be helpful for my course and for my professional development. Thank you very much!”



Total searches using library and archive search tools