



Royal College  
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
APRIL - JUNE 2022



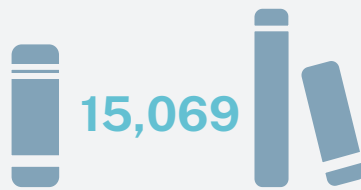
**7,981**

eLibrary unique users



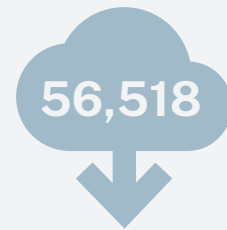
**331,187**

Total searches using library  
and archive search tools



**15,069**

Items borrowed



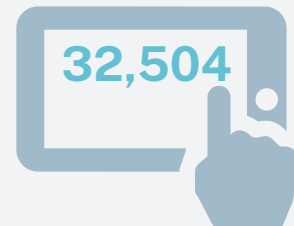
**56,518**

Full text journal articles downloaded



**101,538**

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



**32,504**

Library subject guides  
unique page views



**2,125**

Visitors to online exhibitions



**3,283**

public

**739**

member

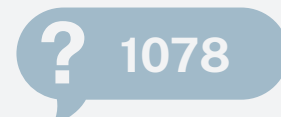
Digital records accessed

**100%**

of email enquiries answered  
within 1 working day

**100%**

of webchats answered  
within 90 seconds



**1078**

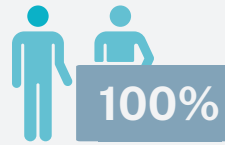
Enquiries

64 Literature searches undertaken

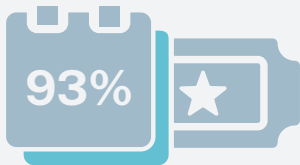


Literature searches rated good or excellent

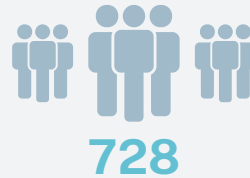
41 Number of training sessions



Member training sessions (1:1 and drop-in) rated good or excellent



Attendees who rated our events good or excellent



Attendees at online events



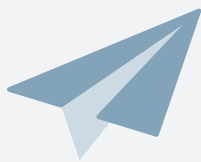
Volunteer hours



Podcast listens

83% Positive feedback received

4 actions taken forward



Top three subjects of positive feedback

- Events
- Training
- Services

“

*Because of you I've been able to succeed in my course and I'm graduating soon (PhD)! Thank you so much, all of the library staff are so lovely and helpful and I couldn't have done it without you.*

Member feedback

”

“

*This was a fantastic session - very useful, user friendly and the librarian was brilliant.*

Member attending library training

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