LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
OCTOBER – DECEMBER 2021

Royal College of Nursing

9,037
eLibrary unique users

130,144
Total searches using library and archive search tools

18,810
Items borrowed

62,365
Full text journal articles downloaded

114,346
Website unique page views
rcn.org.uk/library

4,052
Library subject guides unique page views

2,052
Visitors to online exhibitions

2,644 public
468 member
Digital records accessed

100%
of email enquiries answered within 1 working day

100%
of webchats answered within 90 seconds

939
Enquiries

83 Literature searches undertaken

100%

Literature searches rated good or excellent

93 Number of training sessions

100%

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

97%

Attendees who rated our events good or excellent

1,567

Attendees at online events

55

Volunteer hours

1,211

Podcast listens

95%
Positive feedback received

10
actions taken forward

Top three subjects of positive feedback

- **Events**
- **Training**
- **Staff**

This was an excellent 1-1 session, I felt it catered to my specific needs, so that I feel I will be able to use Zotero. The librarian was really helpful, answered all my questions with confidence.

1:1 Zotero training attendee

This was one of the best events I have attended on the subject of race and mental health. Well done RCN on a fine, deeply moving but scientifically engaging event.

Event attendee, An Audience with David Harewood