



Royal College  
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
OCTOBER - DECEMBER 2021

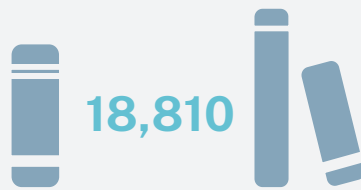


9,037

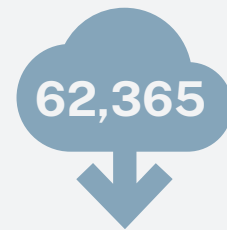
eLibrary unique users



Total searches using library  
and archive search tools



Items borrowed



Full text journal articles downloaded



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



Library subject guides  
unique page views



Visitors to online exhibitions



Digital records accessed

100%


of email enquiries answered  
within 1 working day

100%

of webchats answered  
within 90 seconds



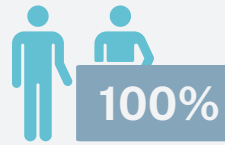
Enquiries

83 Literature searches undertaken 

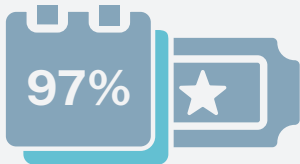


Literature searches rated good or excellent

93 Number of training sessions



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



Attendees who rated our events good or excellent



1,567

Attendees at online events



Volunteer hours



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*

