



Royal College  
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
JANUARY - MARCH 2023

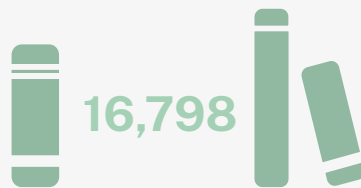


9,793

eLibrary unique users



Total searches using library  
and archive search tools



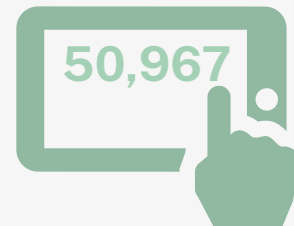
Items borrowed



Full text journal articles downloaded



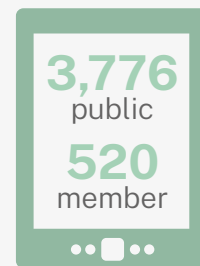
Website unique page views  
[rcn.org.uk/library](https://rcn.org.uk/library)



Library subject guides  
unique page views



Visitors to online exhibitions



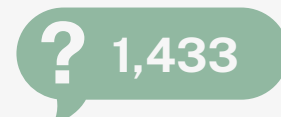
Digital records accessed

96%

of email enquiries answered  
within 1 working day

93%

of webchats answered  
within 90 seconds



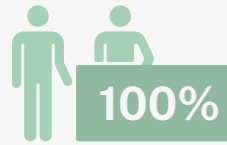
Enquiries

110 Literature searches undertaken

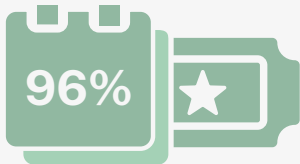


Literature searches rated good or excellent

59 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

76% Positive feedback received

6 actions taken forward



Top three subjects of positive feedback

- Events
- Training
- Services



*The one-to-one was so helpful. I now can do my search without problems. It was a very good session with lots of guidance.*

Member attending library 1:1 training



*This was one of the best lectures at the RCN for some time. Entertaining, well researched and presented in an honest way.*

Mary Seacole history of nursing lecture attendee

