



Royal College
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
SEPTEMBER - DECEMBER 2022

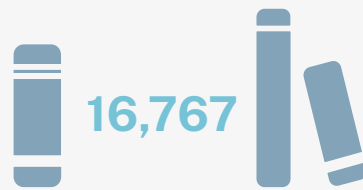


10,008

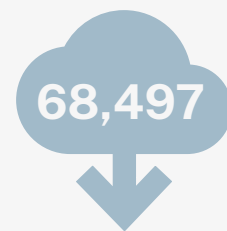
eLibrary unique users



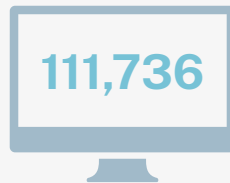
Total searches using library
and archive search tools



Items borrowed

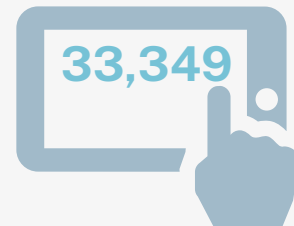


Full text journal articles downloaded



Website unique page views

rcn.org.uk/library



Library subject guides
unique page views



Visitors to online exhibitions



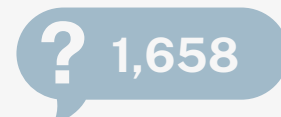
Digital records accessed

Quality checking
suspended during Q4 so
no data available

email enquiries answered
within 1 working day

Quality checking
suspended during Q4 so
no data available

webchats answered
within 90 seconds



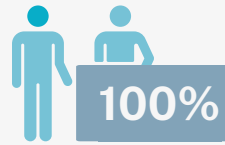
Enquiries

106 Literature searches undertaken

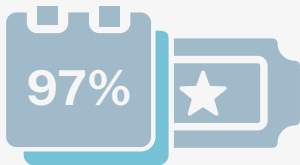


Literature searches rated good or excellent

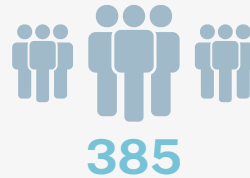
68 Number of training sessions



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



Attendees who rated our events good or excellent



Attendees at online events

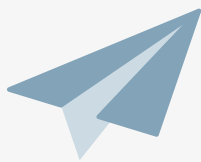


Volunteer hours



Podcast listens

87% Positive feedback received



6 actions taken forward

Top three subjects of positive feedback

- Events
- Training
- Services

“

It was a lovely way to take some time out, relax and have fun.

Member attending the time for self care and yoga online event

”

“

The librarian was brilliant at making everything clear and understandable. I have already started recommending this service to colleagues and friends!

Member attending library training

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