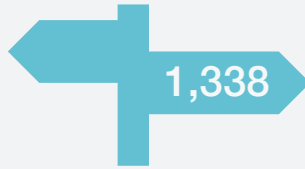


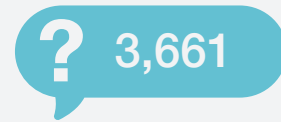


Royal College
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
JANUARY- MARCH 2018



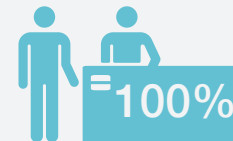
Outreach miles



Enquiries Total



Percentage of literature searches
rated good or excellent



Percentage of member training
sessions (1:1 and drop-in)
rated good or excellent

122 Literature searches undertaken

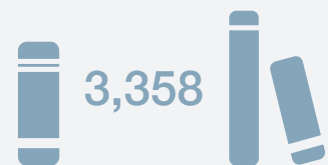
Search

100%

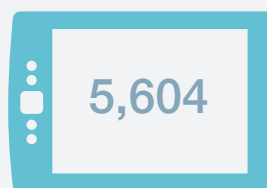
of email enquiries answered
within 1 working day

100%

of webchats answered
within 10 minutes



items borrowed

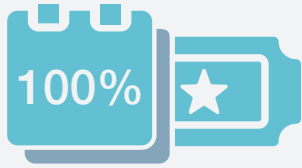


e-books accessed

55,512

Full text journal articles downloaded

Events and exhibitions



Percentage of attendees who rated our events good or excellent



600

Attendees at events

Volunteer hours
(Archives and Heritage Lottery funding)



Donations of note



A collection of nursing artefacts from the collection of June Jandron

Website



Website unique page views
www.rcn.org.uk/library



Total searches using Library search tools



26,137

Total subject guide unique page views

Top three library subject guides

- Advanced Nursing Practice
- Mentorship
- Getting started using the library

“Great speakers with excellent advice on getting published. One of the best lectures I’ve been to at the RCN.”
Getting published event attendee

“Really great; a bonus for us nurses when we are so busy.”

RCN member using the Library Search Service



73,542

Ancestry.com unique page views