



Royal College
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
OCTOBER - DECEMBER 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

94 Literature searches undertaken



Search

100%

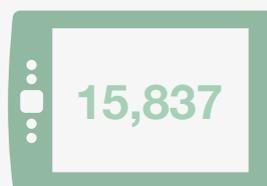
of email enquiries answered
within 1 working day

96%

of webchats answered
within 10 minutes



items borrowed



e-books accessed

60,513

Full text journal articles downloaded



Percentage of attendees who rated our events good or excellent



480

Attendees at events

Volunteer hours



Donations of note



World War One autograph book donated by Verna Philips



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



Total searches using LAS search tools



31,116

Total subject guide unique page views

Top three library subject guides

- Advanced Nursing Practice
- Mentorship
- District and Community Nursing



Amazing event. I have learned so much and I feel so motivated to get going.

Writing for Publication event attendee



I have nothing but praise and thanks for your helpful library service.

Literature Search Service evaluation



166,534

Ancestry.com unique page views