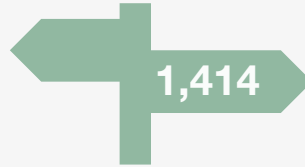


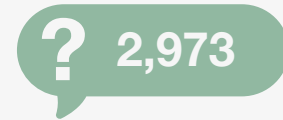


Royal College
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
APRIL - JUNE 2019



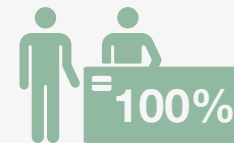
Outreach miles



Enquiries Total



Percentage of literature searches
rated good or excellent



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

112 Literature searches undertaken



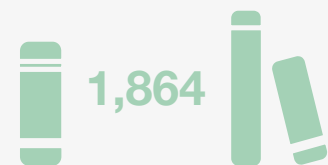
Search

100%

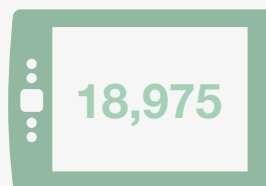
of email enquiries answered
within 1 working day

100%

of webchats answered
within 10 minutes



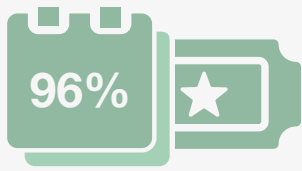
items borrowed



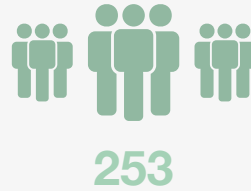
e-books accessed

120,692

Full text journal articles downloaded



Percentage of attendees who rated our events good or excellent



Attendees at events

Volunteer hours



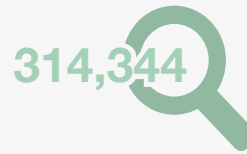
Donations of note



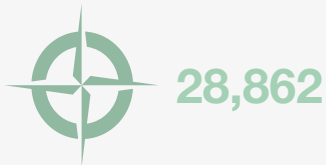
The Household Physician, a two-volume set dated 1932



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



Total searches using LAS search tools



Total subject guide unique page views

Top three library subject guides

- Advanced Nursing Practice
- Critical Appraisal
- Mentorship



Brilliant event with a perfect balance of speakers and honest, open discussion.

Event attendee



This session was very helpful for me and I am so glad my mentor recommended it.

Library Drop-In attendee



170,790

Ancestry.com unique page views