



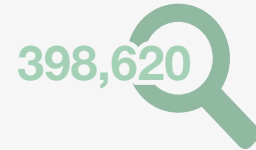
Royal College  
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT  
APRIL - JUNE 2020



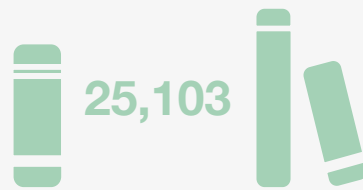
7,277

eLibrary unique users



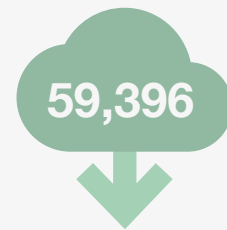
398,620

Total searches using library  
and archive search tools



25,103

Items borrowed



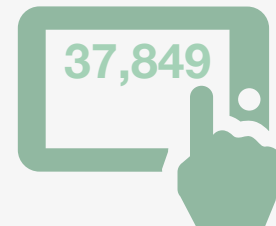
59,396

Full text journal articles downloaded



111,130

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



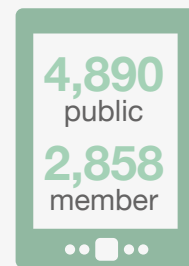
37,849

Library subject guides  
unique page views



2,238

Visitors to online exhibitions



4,890  
public

2,858  
member

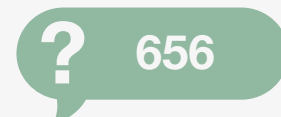
Digital records accessed

98%

of email enquiries answered  
within 1 working day

100%

of webchats answered  
within 10 minutes



656

Enquiries

75

Literature searches undertaken



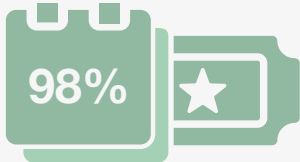
Literature searches rated good or excellent

55

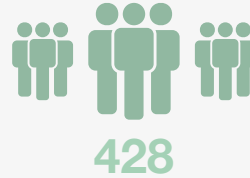
Number of training sessions



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



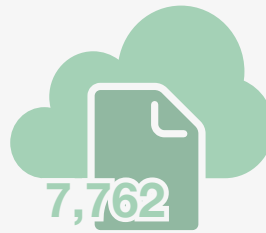
Attendees who rated our events good or excellent



Attendees at online events



Volunteer hours



Records added to digital archive

92% Positive feedback received

8

actions taken forward



Top three subjects of positive feedback

- Staff help/training
- Events
- Information Resources



All the communication from the library during these challenging times has been even more welcome than usual - thank you. It is lovely to be one of the beneficiaries of all your efforts.



All the trusts should have links to your library on their websites

