



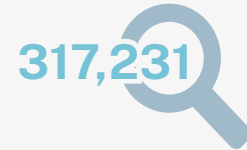
Royal College
of Nursing

LIBRARY AND ARCHIVE SERVICE QUARTERLY REPORT
APRIL - JUNE 2023



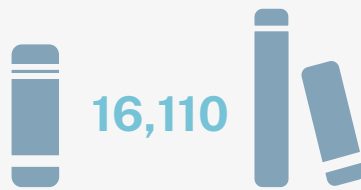
8,420

eLibrary unique users



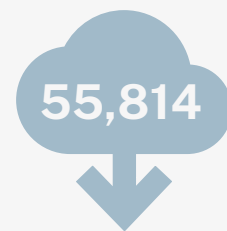
317,231

Total searches using library
and archive search tools



16,110

Items borrowed



55,814

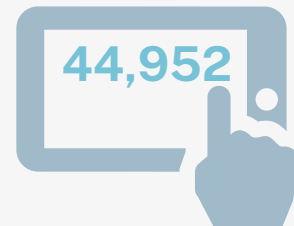
Full text journal articles downloaded



133,693

Website unique page views

rcn.org.uk/library



44,952

Library subject guides
unique page views



1,188

Visitors to online exhibitions



2,443

public

239

member

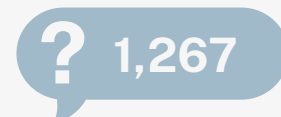
Digital records accessed

95%

email enquiries answered
within 1 working day


94%

webchats answered
within 90 seconds



1,267

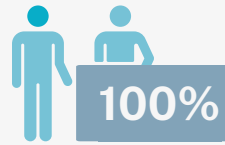
Enquiries

98 Literature searches undertaken 

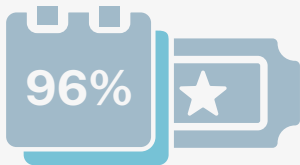


Literature searches rated good or excellent

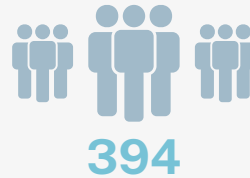
64 Number of training sessions



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



Attendees who rated our events good or excellent



Attendees at online events



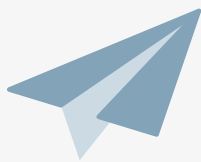
Volunteer hours



Podcast listens

91% Positive feedback received

6 actions taken forward



Top three subjects of positive feedback

- **Events**
- **Training**
- **Services**

“

Very prompt service, the references were relevant and current to my studies.

Member using literature search service

”

“

An excellent session...very informative, inclusive, and a very safe place to learn. Both tutors were extremely knowledgeable. Correct pace, and did not go over time, which respects your time. Recommended.

Member attending report writing workshop

”