



SEPTEMBER – DECEMBER 2022

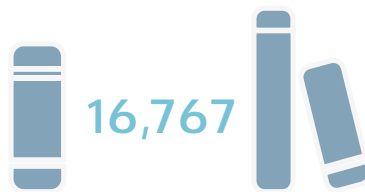


10,008

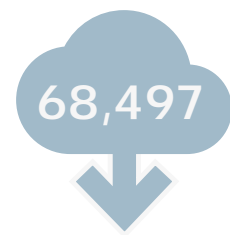
eLibrary unique users



Total searches using library and archive search tools



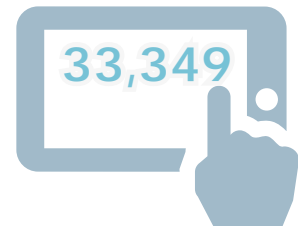
Items borrowed



Full text journal articles downloaded



Website unique page views
rcn.org.uk/library



Library subject guides unique page views



Visitors to online exhibitions



Digital records accessed

Quality checking suspended during Q4 so no data available

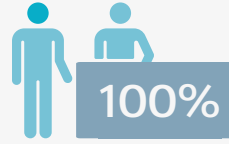
email enquiries answered within 1 working day

Quality checking suspended during Q4 so no data available

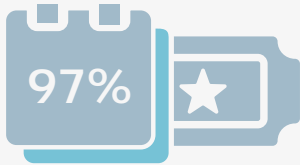
webchats answered within 90 seconds



Enquiries



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



Attendees who rated
our events good or excellent



Attendees at online events