CIPFA \ The Chartered Institute of
Public Finance & Accountancy

Survey of Visitors to UK Archives 2014

National headline report

October 2014

Contents

Executive Summary

- Nearly half of all respondents (49%) visited the archive to undertake family history research. This is down from 2012, when 56% of respondents reported this, which suggests a change in emphasis or purpose

- Some 77% of visitors to archives were undertaking purposive research in advance of their visit. Clearly this has implications for archive services in terms of the customer journey

- Satisfaction with services remained very high, with a 98% positive satisfaction score for the overall service

- Of all the aspects evaluated by survey respondents it was opening hours that scored lowest in terms of visitors being very satisfied. In respect of ICT provision, survey respondents were least satisfied with the speed of the computers as well as the quality and usability of the online catalogue

- In addition to visiting the archive some 3,460 survey respondents were also doing something else in the area that day, this equated to 50% of all visitors and clearly demonstrates the economic benefits that archives bring

- Consistently between 2006 and 2012 the proportion of males has always exceeded that for females. However in 2014 that trend was reversed

- We have also noted a change in the age profile of our survey respondents, ie our population of visitors had aged

- Compared with 2012 there was an increase in the proportion of visitors with one or more disability or condition. Furthermore there is reason to believe that this was linked to an increase in the age in the population of those visiting the archive.

Introduction

Between Monday, 12 May and Sunday, 6 July 2014 a total of 107 record offices undertook a survey of visitors to their archives. This report features the results from 103[1] of these record offices.

Many of the results in the survey have been captured for the first time. This is due to a revision of the survey approach from a standard satisfaction survey to a more sophisticated evaluation of the typical journey a visitor makes before, during and after their visit. We have also changed a number of the rating scales and the words used to describe 'satisfaction'. For example, measurement of satisfaction with staff and the office overall is now rated out of ten. Where previously respondents chose from answers ranging from very good to very poor, some questions use a scale from very satisfied to not at all satisfied.

A significant number of the new questions used in this survey were developed as a result of a pilot survey undertaken during 2013. For example, we asked respondents to provide us with some background as to the reason they visited, ie interest or purpose. Based on this, the survey included a new tick list of reasons from the visitor's perspective.

This report provides the headline results from the 103 record offices, listed in the appendix. Other reports will follow including a benchmarking report and an analysis based on the demographic information of the survey respondents.

A number of labels are applied to describe the contents of the tables within the Survey Finding section, these along with an explanation of their meaning are:

- Column N %, the percentage of respondents, split by each row, who answered the question
- Row N %, the percentage of respondents, split by each column, who answered the question
- Unweighted Count, the actual number of individuals who answered the question
- Mean, also known as the average.

The results take into account a number of factors to ensure that the results are correctly weighted, ie to ensure the results are truly representative. An explanation of how the weightings were calculated can be found within the appendices.

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[1] Three offices undertook their survey outside of the survey window. A further office did not provide the required information in relation to visitor numbers and participation details.

Method

The survey is ostensibly that of visitors to the search-room. The point at which the questionnaire was issued included:

- at the point the visitor was settled; at the enquiry desk;
- at a point specifically set-up for the duration of the survey;
- or at the point of entry, eg the reception or foyer.

All visitors were invited to take part provided they were aged 17 or older. Unlike previous surveys, where a visitor refused to take part their gender and age group were recorded. This demographic data enabled us to determine if certain visitors preferred not to participate and therefore estimate if those who did were generally representative of all visitors. Coincidentally we did find that some visitors did not initially refuse to participate but subsequently did not complete the survey.

Archive services could choose the length of time for which their survey would run. The minimum length of time was one week, even where an office was not open all 7 days. On average we found that surveys ran for 3 weeks, however some extended their survey for up to 8 weeks, ie they took full advantage of the survey window.
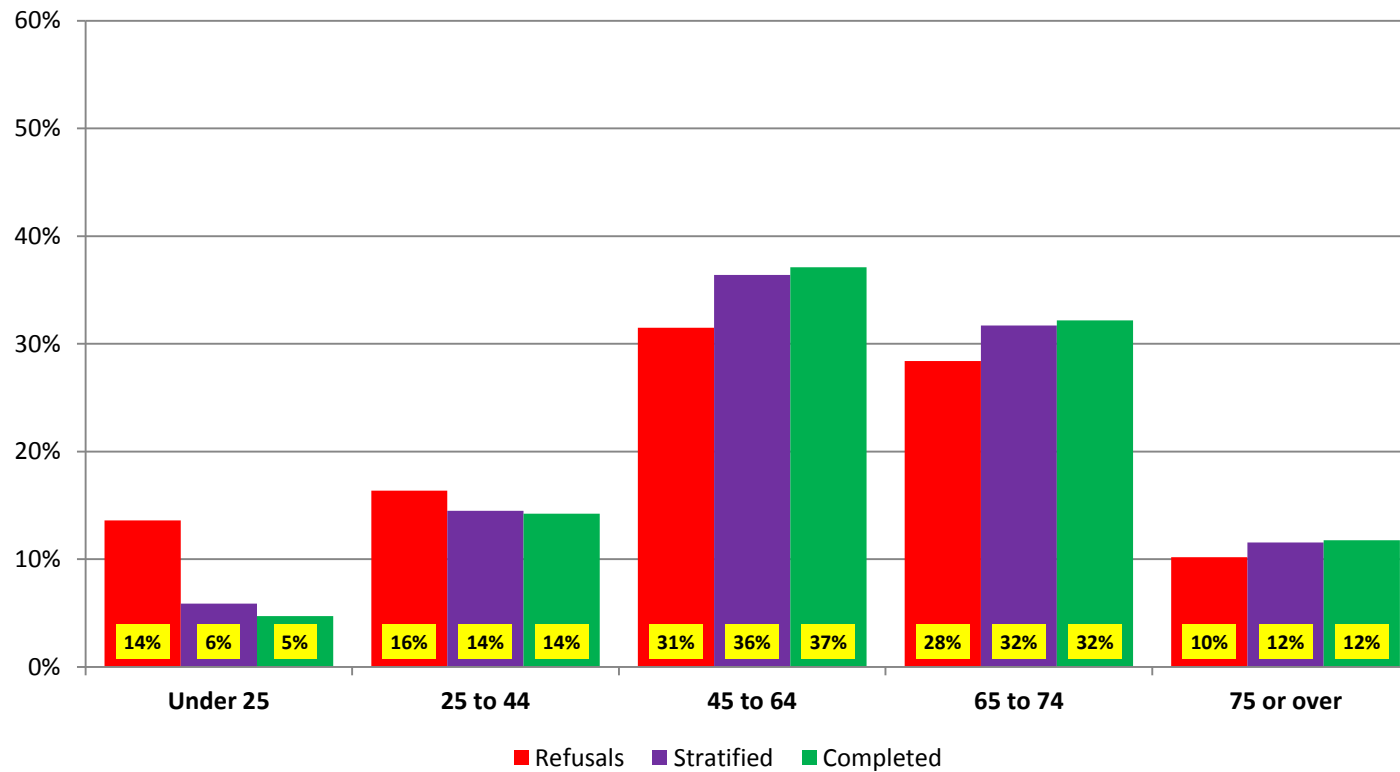
Validity and Reliability

There are a number of ways a survey can be evaluated in order to determine how reliable the responses are. A number of tests can be undertaken based on the numbers involved, typically our population (in this case visitors to UK archives) and our sample (those that took part in our survey). In this case we are attempting to demonstrate if those who took part in our survey are typical of visitors to archives generally or if we have certain types or groups of respondents who do not engage in the survey. The chart below looks at three distinct groups: those who took part in our survey (completed); those who did not take part (refusals); and all visitors to the archive (stratified). By comparing the proportions for the completed group with that for the stratified we can see if there was any such bias. In this case there was no difference, ie both figures were at 50%. However, we can see that males were slightly more likely to refuse to take part than females.

Gender profile
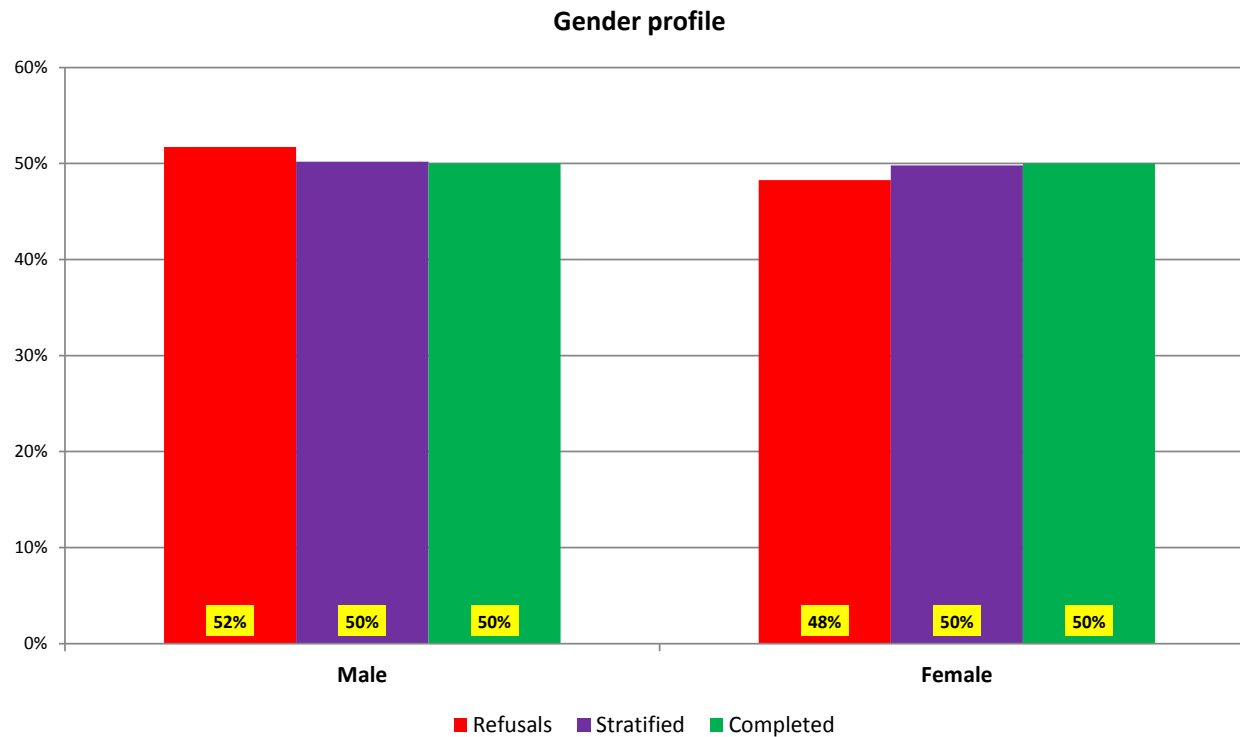
We then carried out the same evaluation but based on age. As before we have our refusals, completed and stratified groups. However, unlike with gender, we can see that for some age groups there were small differences for the following age groups: "Under 25" and "45 to 64". In the case of those aged Under 25 our stratified group was larger than our respondent group. This could be interpreted to mean that we did not have as many respondents within this age group as we would ideally have liked. Whereas for those aged 45 to 64 the proportion that took part was greater than we would actually expect, ie we had an over representation of this age group. Other aspects that can be discerned are that the level of refusal was highest amongst those aged under 25 and 25 to 44, ie they were more likely to refuse to take part than they were to respond. Consequently, by age, we need to be aware of the biases when evaluating the results.

Age group profile

	Under 25	25 to 44	45 to 64	65 to 74	75 or over
Refusals	14%	16%	31%	28%	10%
Stratified	6%	14%	36%	32%	12%
Completed	5%	14%	37%	32%	12%

■ Refusals ■ Stratified ■ Completed

According to the log sheet data provided by archives a total of 7,825 questionnaires were issued. This figure is taken to represent the population of visitors to these UK archives during the chosen survey weeks. Of these 7,825 individuals we found that 6,921 agreed to take part, equivalent to an 89% response rate which can be viewed as good. From a statistical validity perspective a population of 7,825 and a sample of 6,921 respondents means that, at the 95% confidence level, our results were subject to a likely error or ±0.4%. What does this mean? Based on a practical example of age we know that the average age of a visitor was 59.1 years old. However, taking into account the likely error, we can be 95% sure that actual average was somewhere between 58.7 and 59.5.

And finally on the topic of validity and reliability, we estimated that up to 1,000 questionnaires issued went missing, ie a respondent did not refuse to take part but then subsequently did not complete the questionnaire. Consequently some points arise:

- The 1,000 equates to 13% or around 1 in 8 of questionnaires issued so the accuracy of our stratified profile may be affected; if this group was gender or age specific (e.g. male and aged under 25) this could alter the profile of those that refused to take part in the survey.

- Consideration should be given to why surveys were not completed and what actions could be taken to reduce this issue in future surveys.

The changing nature of the services and facilities provided is probably a factor in response rates to particular questions.

With only half, or less, of all respondents answering questions regarding IT provision clarification should be sought from participating archives regarding their continued use of paper based systems. Correspondingly, just over half of those who took part in the survey answered the question related to quality of the paper catalogues. Consequently clarification should be sought to identify where archives do or do not offer this service.

As more information is being digitised and being moved online we find that the levels of response to questions regarding provision by microfilm / fiche were receiving lower levels of response, ie less than half. It is also the case that there has been a general reduction in the number of microfilm / fiche readers' available. Consequently, to validate responses to microfilm and microfiche facilities we propose to collect from archives whether they continue to offer these services.

A new question introduced for the survey was in respect of 'self-service photography'. In order to validate responses we propose asking participating archives to confirm whether they offer this.

Survey Findings

Section A: The Reason for Your Visit

1. (a) Is this your first visit to any archive?

	Column N %	Unweighted Count
Total	100%	6,773
Yes	17%	1,164
No	83%	5,609

1. (b) If No at (a) above, have you visited this archive before?

	Column N %	Unweighted Count
Total	100%	5,475
Yes	82%	4,429
No	18%	1,046

1. (c) If Yes at (b) above, are you a regular user of this archive?

	Column N %	Unweighted Count
Total	100%	4,336
Yes	69%	2,863
No	31%	1,473
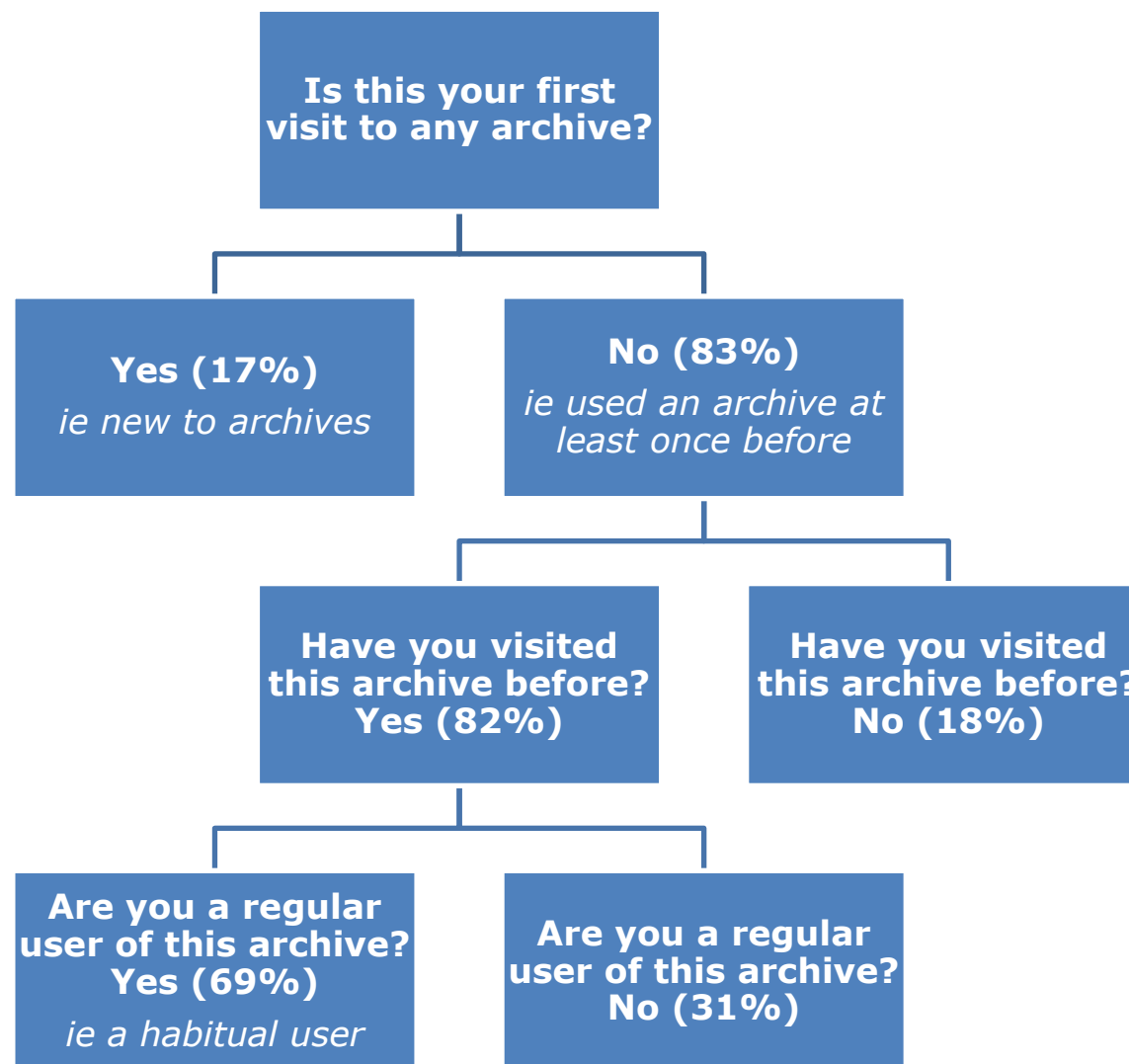
Close to 1 in 5 respondents were visiting an archive for the very first time (17%). However, more than 4 in 5 visitors (Q1b Yes 82%) had been to this archive before. Furthermore, some 69% of this group (Q1c) were habitual users.

2. (a) Why are you visiting this archive today?

	Column N %	Unweighted Count
Family history research	49%	3,255
Local history research	31%	2,071
Academic research	19%	1,367
To gather information for a talk / publication / presentation	9%	625
Architectural / building / site research	8%	586
To find information relating to my work	8%	564
Military research	7%	445
To find information for the organisation I volunteer at	6%	372
General browsing / familiarising myself with the archive	5%	287
Accompanying a friend / family member who is undertaking research	4%	243
Am in the area / here on holiday / have time	3%	180
Other	10%	613

[Table sorted in descending order by Column N % / As a multiple choice question percentages will total more than 100%]

Nearly half of all respondents visited an archive to undertake family history research. This is down from 2012 when 56% of respondents reported this.

3. What, if any, of the following did you do to prepare for your visit today?

	Column N %	Unweighted Count
Went online to check archive opening times / find directions etc.	44%	2,790
Conducted online research	42%	2,613
Researched family history resources / family tree	38%	2,383
Reviewed my research / undertook background reading	34%	2,091
Searched archive's online catalogue to find records / reserve documents	30%	1,829
Emailed / telephoned archive	27%	1,796
Visited library / museum / other organisation	16%	1,011
Visited another archive	15%	931
Asked friends / relatives for information	14%	914
Other	13%	742

[Table sorted in descending order by Column N % / As a multiple choice question percentages will total more than 100%]

Clearly a significant number of visitors were making use of the online resources to check out the archives prior to making a visit. Correspondingly they were least likely to ask a friend or relative for information.

Four of the above classifications suggest purposive research, these are:

- conducted online research;

- researched family history resources / family tree;

- reviewed my research / undertook background reading;

- searched archive's online catalogue to find records / reserve documents.

In total some 4,777 individuals did one or more of these things, this constitutes 77% of all those who answered this question. Clearly this has implications for archive services insofar as taking visitors beyond their initial enquiries.

Section B: Our Staff, Services & Facilities

4. Please mark our staff out of 10 for the following aspects;
where 10 is the highest and 1 is the lowest score

Availability of staff

	Column N %	Unweighted Count	Mean
1	0%	4	
2	0%	4	
3	0%	3	
4	0%	4	
5	1%	31	
6	1%	36	
7	2%	100	
8	9%	502	
9	14%	851	
10	74%	5,017	
Average score			9.6

[Percentages total more than 100% due to rounding]

Staff were clearly seen as being highly available with an average score of 9.6 out of 10. The most popular or modal score was 10 and some 74% of respondents to this question stated this.

4. Please mark our staff out of 10 for the following aspects;

where 10 is the highest and 1 is the lowest score

Attitude of staff

	Column N %	Unweighted Count	Mean
1	0%	2	
2	0%	3	
4	0%	1	
5	0%	10	
6	0%	20	
7	1%	54	
8	5%	296	
9	12%	713	
10	82%	5,443	
Average score			9.7

Respondents rated the attitude of the staff higher than that of availability of the staff with an overall average of 9.7, compared to 9.6. Again 10 was the most popular score and for this question some 82% wrote this down.

4. Please mark our staff out of 10 for the following aspects;

where 10 is the highest and 1 is the lowest score

Quality and appropriateness of the staff's advice

	Column N %	Unweighted Count	Mean
1	0%	1	
2	0%	1	
3	0%	2	
4	0%	2	
5	0%	13	
6	0%	22	
7	1%	71	
8	6%	331	
9	12%	719	
10	80%	5,173	
Average score			9.7

[Percentages total less than 100% due to rounding]

As with the attitude of the staff the average score for quality and appropriateness of the staff's advice was also 9.7. However, only 80% of respondents to this question graded it as 10 out of 10.

5. How satisfied are you with the following:

Opening hours

	Column N %	Unweighted Count
Very satisfied	61%	4,082
Satisfied	28%	1,844
Neither satisfied nor dissatisfied	5%	354
Not very satisfied	4%	254
Not at all satisfied	1%	51

[Percentages total less than 100% due to rounding]

Compared to 2012 satisfaction with opening hours has increased, albeit that the rating scale has been modified from very poor / very good to not at all satisfied / very satisfied. Whereas in 2012 only 39% rated it as very good we found that in 2014 61% rated it as very satisfied.

5. How satisfied are you with the following:

Ease with which you found us

	Column N %	Unweighted Count
Very satisfied	79%	5,176
Satisfied	16%	1,018
Neither satisfied nor dissatisfied	3%	197
Not very satisfied	2%	112
Not at all satisfied	1%	22

[Percentages total more than 100% due to rounding]

Clearly only a small proportion of visitors had any issues finding the archive, just 6% were not satisfied.

5. How satisfied are you with the following:

Appearance / upkeep of the building

	Column N %	Unweighted Count
Very satisfied	75%	4,981
Satisfied	19%	1,274
Neither satisfied nor dissatisfied	5%	318
Not very satisfied	1%	69
Not at all satisfied	0%	17

Similarly, there were few complaints about the appearance / upkeep of the building with some 94% either very satisfied or satisfied.

5. How satisfied are you with the following:

Physical access to and in the building

	Column N %	Unweighted Count
Very satisfied	79%	5,261
Satisfied	16%	1,103
Neither satisfied nor dissatisfied	3%	215
Not very satisfied	1%	81
Not at all satisfied	1%	21

Generally, physical access to and in the building does not appear to be an issue.

5. How satisfied are you with the following:

Lockers / toilets / rest or refreshment area

	Column N %	Unweighted Count
Very satisfied	69%	4,107
Satisfied	22%	1,315
Neither satisfied nor dissatisfied	6%	350
Not very satisfied	3%	150
Not at all satisfied	1%	53

[Percentages total more than 100% due to rounding]

Some 91% were either very satisfied or satisfied about the provision of general amenities. Interestingly, respondents were more than 3 times as likely to tick very satisfied compared to just satisfied.

5. How satisfied are you with the following:

Welcome / reception

	Column N %	Unweighted Count
Very satisfied	85%	5,632
Satisfied	12%	826
Neither satisfied nor dissatisfied	3%	168
Not very satisfied	0%	22
Not at all satisfied	0%	5

From a purely positive perspective some 97% were very satisfied or satisfied with the welcome they received. Effectively 0% (rounded to a whole figure) were not very satisfied or not at all satisfied.

Comparison of factors for Q5

Aspect	Very satisfied
Welcome / reception	85%
Ease with which you found us	79%
Physical access to and in the building	79%
Appearance / upkeep of the building	75%
Lockers / toilets / rest or refreshment area	69%
Opening hours	61%

[Table sorted in descending order by Very satisfied]

In relation to the services provided the welcome / reception received the highest very satisfied score whilst the opening hours received the lowest.

6. Please rate the following services used during your visit to this archive

Availability of our computers

	Column N %	Unweighted Count
Very good	78%	2,673
Good	18%	642
Neither good nor poor	3%	110
Poor	1%	45
Very poor	0%	11

Most respondents rated this aspect of service as either very good or good. Albeit of the 7,072 respondents to the survey in total only 3,481 answered this question (49%), ie just under half.

6. Please rate the following services used during your visit to this archive

Speed of our computers

	Column N %	Unweighted Count
Very good	48%	1,510
Good	35%	1,065
Neither good nor poor	11%	328
Poor	5%	144
Very poor	2%	47

[Percentages total more than 100% due to rounding]

Although some 83% scored the speed of the computers as being very good or good we found that correspondingly some 17% did not rate them so highly.

Again it is noticeable that only a minority of respondents answered this question (44%).

6. Please rate the following services used during your visit to this archive

Usability of our online catalogue

	Column N %	Unweighted Count
Very good	47%	1,371
Good	37%	1,042
Neither good nor poor	10%	293
Poor	4%	119
Very poor	1%	41

[Percentages total less than 100% due to rounding]

Most respondents to this question indicated that they considered the usability of the online catalogue as being very good or good (84%). Given that just 41% of all respondents to the survey replied to this question caution should be exercised when relying on the result.

Interestingly we found that the usability of the online catalogue was rated more highly by new users[2] to archive services (62% very good) compared to more habitual users (43% very good).

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[2] Those who answered yes to Q1a Is this your first visit to any archive?

6. Please rate the following services used during your visit to this archive

Quality of our online catalogue

	Column N %	Unweighted Count
Very good	48%	1,380
Good	38%	1,077
Neither good nor poor	10%	281
Poor	3%	77
Very poor	1%	33

For the majority of respondents to this question the quality of the online catalogue was viewed as either very good or good. Albeit that some 14% marked it as either: neither good nor poor; poor; or very poor. However, with around 60% of respondents **not** answering this question the reliability of the response is questionable.

6. Please rate the following services used during your visit to this archive

Quality of our other online resources

	Column N %	Unweighted Count
Very good	52%	1,210
Good	36%	833
Neither good nor poor	9%	210
Poor	2%	51
Very poor	1%	21

Some 88% told us that the quality of the other online resources in the archive they visited was either very good or good. But, with only 33% of respondents answering this question caution must be exercised in relation to reliability.

6. Please rate the following services used during your visit to this archive

Access to other online resources

	Column N %	Unweighted Count
Very good	53%	1,156
Good	33%	728
Neither good nor poor	10%	223
Poor	3%	51
Very poor	1%	19

Inasmuch as there were few issues around the quality of the other online resources it would appear that there were no issues around access to them. However, caveats do apply, in relation to reliability, given that only 31% of all respondents to the survey answered this question.

Comparison of factors for Q6

Aspect	Very good
Availability of our computers	78%
Quality of our other online resources	52%
Access to other online resources	53%
Speed of our computers	48%
Quality of our online catalogue	48%
Usability of our online catalogue	47%

[Table sorted in descending order by Very good]

Overall, in relation to IT facilities, the availability of computers in the visited archives received the highest "very good" score. Whilst the usability of online catalogues, by comparison, obtained the lowest "very good" score. Generally, for this section, caution should be taken when relying on the results given the low proportions of respondents who answered the question.

7(a) Please rate how satisfied you are with the following services

Availability of seating

	Column N %	Unweighted Count
Very satisfied	83%	5,454
Satisfied	15%	978
Neither satisfied nor dissatisfied	2%	93
Not very satisfied	0%	38
Not at all satisfied	0%	7

Clearly there were few if any complaints or concerns in respect of the availability of the seating.

7(a) Please rate how satisfied you are with the following services

Quality of our paper catalogues

	Column N %	Unweighted Count
Very satisfied	65%	2,529
Satisfied	28%	1,025
Neither satisfied nor dissatisfied	6%	204
Not very satisfied	1%	35
Not at all satisfied	0%	10

A combined satisfaction score, very satisfied + satisfied, of 93% was achieved for the quality of paper catalogues in the visited archives. However it should be noted that only 53% of all respondents answered this question.

7(a) Please rate how satisfied you are with the following services

Quality of our other paper resources

	Column N %	Unweighted Count
Very satisfied	65%	2,214
Satisfied	29%	928
Neither satisfied nor dissatisfied	6%	181
Not very satisfied	0%	8
Not at all satisfied	0%	8

As with the quality of the paper catalogues that for the other paper resources was also rated highly, ie 94% ticked either very satisfied or satisfied.

7(a) Please rate how satisfied you are with the following services

Document ordering system

	Column N %	Unweighted Count
Very satisfied	71%	3,093
Satisfied	24%	985
Neither satisfied nor dissatisfied	4%	170
Not very satisfied	2%	59
Not at all satisfied	0%	12

[Percentages total more than 100% due to rounding]

The document ordering system also came in for high praise as some 95% stated that they were either very satisfied or satisfied. Interestingly some 61% of all survey respondents answered this, which implies that some 39% were not using original documents but accessing microfilm / fiche or online resources, or local studies material.

7(a) Please rate how satisfied you are with the following services

Document delivery system

	Column N %	Unweighted Count
Very satisfied	75%	3,175
Satisfied	20%	839
Neither satisfied nor dissatisfied	3%	144
Not very satisfied	1%	49
Not at all satisfied	0%	12

[Percentages total less than 100% due to rounding]

Like the document ordering system respondents were generally positive about the document delivery system, with some 95% ticking either very satisfied or satisfied. Some 60% of all survey respondents answered this question which roughly equals the proportion who responded to the document ordering system question.

7(a) Please rate how satisfied you are with the following services

Microfilm and microfiche facilities

	Column N %	Unweighted Count
Very satisfied	62%	1,923
Satisfied	27%	799
Neither satisfied nor dissatisfied	7%	192
Not very satisfied	3%	93
Not at all satisfied	1%	35

Some 43% of all respondents answered this question so some care needs to be exercised when relying on the results. However, respondents to this question were far more inclined to rate it positively (89%) than not (11%).

7(a) Please rate how satisfied you are with the following services

Our copy services

	Column N %	Unweighted Count
Very satisfied	66%	1,909
Satisfied	24%	673
Neither satisfied nor dissatisfied	6%	169
Not very satisfied	3%	69
Not at all satisfied	1%	35

As with microfilm / microfiche facilities respondents were generally very positive with similar proportions either positive about this (90%) or not (10%).

However, a similar caveat applies to reliability given that only 40% answered this question.

7(a) Please rate how satisfied you are with the following services

Self-service photography

	Column N %	Unweighted Count
Very satisfied	66%	1,258
Satisfied	20%	349
Neither satisfied nor dissatisfied	8%	146
Not very satisfied	3%	52
Not at all satisfied	3%	55

And finally in this section, and with just 26% of all respondents answering this question, the results were generally positive with some 86% being either very satisfied or satisfied with self-service photography.

Comparison of factors for Q7a

Aspect	Very satisfied
Availability of seating	83%
Document delivery system	75%
Document ordering system	71%
Our copy services	66%
Self-service photography	66%
Quality of our paper catalogues	65%
Quality of our other paper resources	65%
Microfilm and microfiche facilities	62%

[Table sorted in descending order by Very satisfied]

From a general perspective on issues about facilities within the archive the availability of seating received the highest very satisfied score whilst the microfilm and microfiche facilities obtained the lowest very satisfied score.

7(b) Regarding Welsh language provision, how satisfied are you with the following services?

Verbal communication

	Column N %	Unweighted Count
Very satisfied	86%	180
Satisfied	7%	16
Neither satisfied nor dissatisfied	6%	12
Not very satisfied	1%	4

Printed catalogues or resources

	Column N %	Unweighted Count
Very satisfied	70%	109
Satisfied	18%	30
Neither satisfied nor dissatisfied	11%	16
Not very satisfied	1%	1
Not at all satisfied	1%	1

[Percentages total more than 100% due to rounding]

Online catalogue or resources

	Column N %	Unweighted Count
Very satisfied	75%	91
Satisfied	13%	21
Neither satisfied nor dissatisfied	9%	12
Not very satisfied	1%	1
Not at all satisfied	2%	1

Questions in this section were only intended to be answered by visitors to Welsh archives. Where respondents ignored this instruction their responses were removed from the dataset.

Of the 828 responses received from visitors to Welsh archives we found that the proportions of respondents who answered these questions were relatively low, as follows: Verbal communication (25%); Printed catalogues or resources (19%); Online catalogue or resources (15%). Consequently caution must be exercised when relying on these results. However, of those who did respond to these questions it is clear that satisfaction around these issues was high.

It is worth noting that according to the 2011 Census some 19% of the population of Wales are Welsh speakers. This may go some way to explain why the response rate to these questions was at the levels shown.

8. Please mark the archive overall out of 10; where 10 is the highest and 1 is the lowest score

Overall, how do you rate this archive?

	Column N %	Unweighted Count	Mean
1	0%	5	
2	0%	3	
3	0%	3	
4	0%	2	
5	1%	30	
6	1%	36	
7	3%	169	
8	15%	874	
9	30%	1,772	
10	50%	3,126	
Average score			9.2

In previous surveys respondents were requested to select from a range of possible responses from very good to very poor. For 2014 we adopted a rating out of ten approach. With an average (mean) score of 9.2 out of ten clearly our survey respondents were pleased with what was provided, although there remains scope for some improvement. In total some 98% of respondents to this question scored this aspect at 7 or higher, ie a positive score. In the 2012 survey some 96% ticked either the very good or good option. One could therefore suggest that the overall score has improved, albeit that this might be dependant on a changed method for assessing overall satisfaction. However, if one used the average score as being a better representation or satisfaction then 9.2 out of 10 equates to 92% which would mean that overall satisfaction has decreased. Interestingly we find that respondents were as likely to score overall satisfaction as 10 as all other scores combined together. Finally, as some 6,020 respondents answered this question (85%) the reliability is generally high, however it should be noted that some 1,059 did not answer the question and one may question why?

Section C: Your Visit

9. What was your primary method of travel to this area / archive today?

	Column N %	Unweighted Count
Private transport	56%	3,662
Public transport	30%	2,013
On foot	12%	823
Bicycle	2%	110
Other	1%	47

[Table sorted in descending order by Column N % / Percentages total more than 100% due to rounding]

Although not directly comparable to the question asked in 2012 results for some options remained identical, ie on foot (12%). However, a preference remained for visitors to archives to travel by independent means, ie private transport.

10. What else are you doing in the area today, in addition to visiting this archive?

	Column N %	Unweighted Count
Nothing else	49%	3,174
Eating out	17%	1,151
Visiting other places of interest	15%	1,027
Paying for overnight accommodation	9%	634
Using local transport	9%	567
Returning to work	6%	467
Staying with relatives / friends	5%	331
Meeting with a society / group	3%	233
Attending conference / event	2%	125
Other	15%	1,045

Table sorted in descending order by Column N % / As a multiple choice question percentages will total more than 100%]

Close to half of all visitors to archives were incorporating something else with their visit. Most typically this was eating out (17%) or visiting another place of interest (15%).

11. Approximately how many hours have you spent at this archive today?

	No. of hours
Minimum	1.0
Maximum	65.0[3]
Mean	3.2
Percentile 05	1.0
Percentile 25	2.0
Median	3.0
Percentile 75	4.0
Percentile 95	7.0
Unweighted Count	6,323

More than 9 in 10 respondents answered this question, however it would appear that some misunderstood the question. The average (mean) time spent at an archive was 3.2 hours and given the level of response we can be fairly sure this was reflective, ie we are 95% certain that this average ranged somewhere between 3.2 and 3.3 hours.

However, based on the figures in the table above, we can be fairly certain that the vast majority of people spent somewhere between 1 hour (minimum) and 7 hours (percentile 95) in the archive. With the presumption that 7 hours is equal to a full day.

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[3] It is not possible for someone to spend 65 hours in an archive in a single day. Either this was the number of minutes or the aggregated time over a period of days

Section D: Outcomes

13. What benefits have you experienced from using archives? Please indicate whether you agree or disagree with the following statements:

	Agree		Disagree	
	Row N %	Unweighted Count	Row N %	Unweighted Count
I enjoyed myself	99%	5,721	1%	48
I improved my knowledge in an area of interest	99%	5,608	1%	50
I am inspired to find out more	99%	5,295	1%	43
I have a greater understanding of my community, its history and people	97%	3,466	3%	115
I developed new skills or improved existing skills (in research, use of ICT, etc.)	86%	1,954	14%	309

[Table sorted in descending order by % Agree]

Clearly respondents agreed strongly that the benefits experienced when using an archive included: improving knowledge, enjoying themselves, and being inspired to find out more. This was also predominantly the case in respect of having a greater understanding of their community etc. However we found that for this question only 51% of respondents answered it, whereas for the preceding three response rates were at or exceeded 75%. In respect of developing new skills although most agreed this was a benefit experienced from using archives, it was by comparison not so marked; furthermore only 32% of all survey respondents answered this question. The graph to the right shows that as the age of respondents increased so the likelihood of answering this set of questions decreased. It could be that older visitors struggled with questions of this type but this is purely conjecture on our part.


Respondents to Q13

Legend:
- I improved my knowledge in an area of interest
- I developed new skills or improved existing skills (in research, use of ICT, etc.)
- I have a greater understanding of my community, its history and people
- I enjoyed myself
- I am inspired to find out more
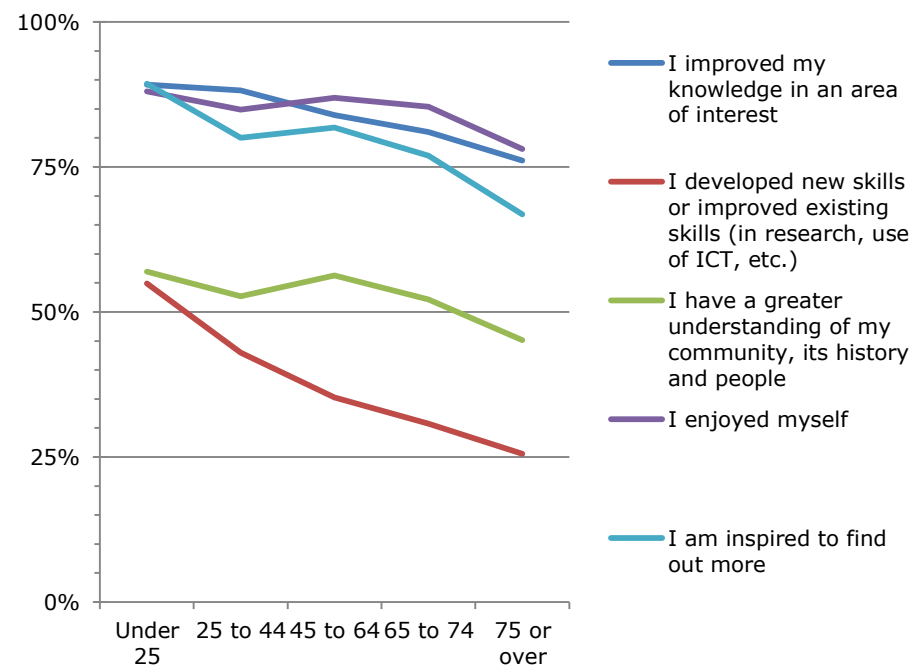
Section E: About You

15. Your gender?

	Column N %	Unweighted Count
Male	49%	3,328
Female	51%	3,328

Comparing results over time there have been fluctuations, as follows:

	Male	Female
2014	49%	51%
2012	53%	47%
2011	52%	48%
2009	53%	47%
2007	51%	49%
2006	52%	48%
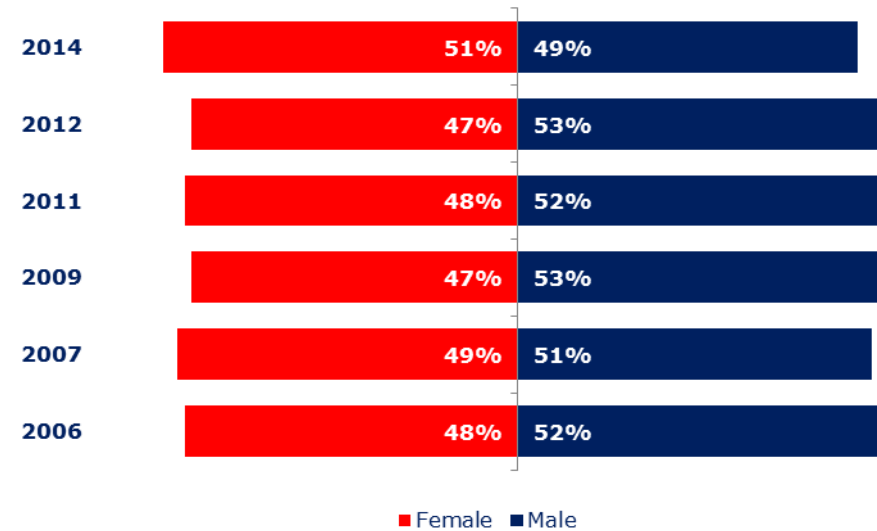
2014 is the first time that the proportion of females has exceeded that for males. However, it is evident on viewing the table that the number of males and females matched and so it would be logical to assume that the percentage split was 50 / 50. This apparent anomaly is an effect of weighting method applied.

The weighted counts were females 3,461 and males 3,329, hence the 51 / 49 split as shown in the table.

16. Your age?

	Column N %	Unweighted Count
Under 25	4%	274
25 to 44	13%	858
45 to 64	38%	2,240
65 to 74	33%	1,942
75 or over	12%	710

16. Your age BY Gender?

	Total	Male	Female
Mean	59	61	57
Percentile 25	52	55	48
Median	63	64	62
Percentile 75	70	71	68
Unweighted Count	6,656	3,328	3,328

The single largest overall group was those aged 45 to 64, it is also apparent that we had more visitors at the upper range of the age scales, ie 65 or over (45%) rather than at 44 or younger (17%). This is reinforced by the fact that the average age of a visitor to an archive was 59, which obviously falls within the largest group of 45 to 64. Interestingly we find that the average (mean) age for males (61) was higher than that for females (57). The figures illustrated above can be viewed as being highly reliable given that some 6,136 respondents answered the question, equivalent to some 87% of all respondents. This level of reliability also extends to the breakdown by gender, as follows:

	Average	Lowest possible age	Highest possible age
Total	59	59	60
Male	61	60	61
Female	57	57	58

By comparison with the 2012 survey we found that the age profile had altered, as follows:

	2014	2012	Difference
Under 25	4%	5%	-1%
25 to 44	13%	13%	No change
45 to 64	38%	40%	-2%
65 to 74	33%	31%	+2%
75 or over	12%	10%	+2%

17. (a) If you are a UK resident, what is your postcode?
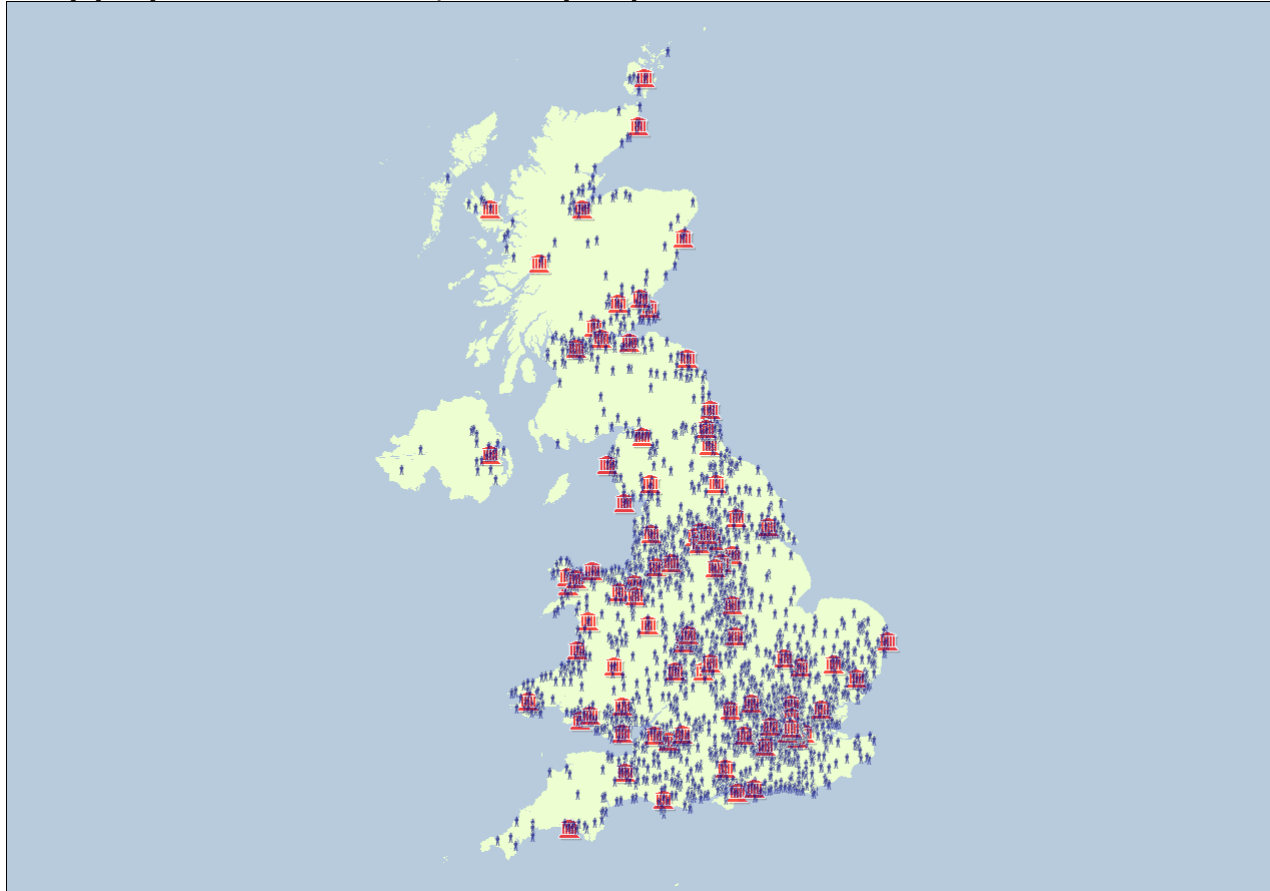
Of our 7,072 respondents some 5,248 provided us with a valid postcode, equivalent to 74% of our total response base. These postcodes, excluding those from Jersey, have been mapped along with the locations of the archives that hosted the surveys. It can be clearly discerned that the geographical spread of both respondents and archives was thorough, ie spans the majority of the UK. However it is also clear that there was a greater density of visitors in some areas compared to others.

17. (a) If you are a UK resident, what is your postcode?

(Statistics[4])

	Km
5th percentile	0.9
25th percentile	4.3
50th percentile (median)	14.2
75th percentile	48.4
95th percentile	296.1
Mean (average)	55.5

We found that on average the distance travelled was 55.5km, albeit that some three-quarters of all visitors (75th percentile) travelled less than 48.4km. Clearly the average was affected by those who travelled much further, ie to Jersey or Orkney.

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[4] A percentile represents a given proportion of our sample or survey respondents. So, if we lined up all those who answered this question in order by distance, with those closest at the front of the queue then the 5th percentile would be the 5% who travelled the least distance or, with 5,248 responses the first 262 people.

17. (b) If not a UK resident, what is your country of residence?

(Region)

	Column N %	Unweighted Count
Americas	54%	301
Oceania	28%	156
Europe	14%	81
Asia	3%	17
Africa	1%	4

[Table sorted in descending order by Column N %]

In total some 559 visitors came from abroad, or outside of the UK, equivalent to 8% of all visitors. The largest single group comprised of those from the Americas. Overleaf is a list of visitors by their country of residence.

17. (b) If not a UK resident, what is your country of residence?

	Column N %	Unweighted Count
United States of America	39%	217
Australia	23%	128
Canada	14%	77
New Zealand	5%	28
Ireland	3%	19
Jersey	3%	15
Germany	3%	15
France	2%	10
Italy	1%	5
Latvia	1%	4
Japan	1%	4
Bhutan	1%	3
Hong Kong	1%	3
Netherlands	0%	3
Trinidad and Tobago	0%	3
Argentina	0%	3
Czech Republic	0%	2
India	0%	2

	Column N %	Unweighted Count
China	0%	2
Guernsey	0%	2
Isle of Man	0%	2
South Africa	0%	2
Nigeria	0%	2
Israel	0%	1
Poland	0%	1
Turkey	0%	1
Finland	0%	1
Peru	0%	1
Switzerland	0%	1
Gibraltar	0%	1
Portugal	0%	1
Brazil	0%	1
Malaysia	0%	1
Mauritius	0%	1

[Table sorted in descending order by Column N %]

18. What is your ethnic group?

	Column N %	Unweighted Count
White	97%	6,191
Mixed	1%	65
Other	1%	62
Asian	1%	50
Black	0%	18

[Table sorted in descending order by Column N %]

The ethnic profile of visitors to UK archives has not changed since 2012.

19. Please indicate if you have a disability or condition in any of the following areas:

	Column N %	Unweighted Count
None / not applicable	83%	4,829
Mobility, e.g. walking short distances or climbing stairs	9%	487
Hearing, e.g. deafness or partial hearing	6%	361
Vision / eyesight, e.g. blindness or partial sight	2%	131
Memory	1%	87
Mental health	1%	81
Learning / understanding / concentrating	1%	69
Dexterity, e.g. using a keyboard	1%	64
Other	2%	97

[Table sorted in descending order by Column N % / As a multiple choice question percentages will total more than 100%]

Compared to 2012 there was a slight decrease in those who stated that they did not have any disability or condition, ie 83% in 2014 compared to 86% in 2012. The changes for each individual classification is given below:

	2014	2012	Difference
Mobility	9%	7%	+2%
Hearing	6%	4%	+2%
Vision / eyesight[5]	2%	2%	No change
Memory	1%	Not listed	..
Mental health	1%	1%	No change
Learning / understanding / concentrating[6]	1%	1%	No change
Dexterity	1%	2%	-1%

[Table sorted in descending order by 2014]

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[5] In 2012 was listed at just Eyesight
[6] In 2012 was listed as just Learning difficulty

There is evidence to suggest that the decrease in those ticking none / not applicable and the increase in disabilities / conditions was linked to an increase in the age of those visiting the archives. As shown in the table below as age increases so the proportions of those with one or more disability or condition increases, this is particularly true for those aged 75 or over. There is also a notable difference amongst those aged 65 to 74 compared with younger age groups.

19. Please indicate if you have a disability or condition (aggregated data):

	None / not applicable		One or more disability / condition	
	Row N %	Unweighted Count	Row N %	Unweighted Count
Under 25	88%	224	12%	27
25 to 44	91%	709	9%	63
45 to 64	88%	1716	12%	234
65 to 74	81%	1369	19%	318
75 or over	60%	376	40%	222

Appendices

Weighting

To ensure that our results are representative we had to check that the contribution made by each Record Office was proportional. To do this we:

1. Calculated the number of days that a Record Office chose to run its survey for, this ranged from a minimum of 4 days to a maximum of 56 days

2. Calculated for each Record Office the total number of questionnaires issued, regardless of whether the visitor agreed to take part or not

3. Calculated, based on the number issued and the number of days the survey ran for, the number of visits per day per Record Office and then in total

4. Then were able for each office, based on the number of visits per day, to calculate what percentage of the total they were responsible for. This basically meant that the larger busier offices were at the top of the list and the smaller more specialised services were at the bottom of the list

5. For each office we then calculated what proportion of all questionnaires each one managed to get completed

6. We finally divided the figure obtained at step 4 by the figure at step 5 to give us our weighting. What we generally found that results for the larger offices was boosted as they tended to survey for a shorter length in time whereas results for the smaller offices was reduced as they tended to extend their surveys for as long as possible.

We then applied these weightings to our dataset. An example of the consequence of weighting can be found on page 44 of this report for Q15 Gender. A full list of the participating offices can be found overleaf together with the weightings applied in each case.

Archive (ordered alphabetically)	No. of days surveyed	No. of questionnaires issued	Visits per day	% of all visits	No. of questionnaires completed	% of all completed	Weighting
Anglesey Archives / Archifau Ynys Mon	34	63	1.9	0.4%	63	0.9%	39%
Bangor University, Archives and Special Collections	19	24	1.3	0.2%	21	0.3%	79%
Bank of England Archive	54	60	1.1	0.2%	31	0.4%	47%
Bath Record Office	32	115	3.6	0.7%	103	1.5%	46%
Berkshire Record Office	18	127	7.1	1.3%	100	1.4%	93%
Berwick-upon-Tweed Record Office	23	46	2.0	0.4%	46	0.7%	57%
Bexley Local Studies and Archive Centre	35	203	5.8	1.1%	48	0.7%	159%
Borthwick Institute for Archives: University of York	47	77	1.6	0.3%	75	1.1%	29%
Bristol Record Office	12	137	11.4	2.2%	106	1.5%	142%
British Postal Museum and Archive: The Royal Mail Archive	26	28	1.1	0.2%	27	0.4%	53%
Bromley Local Studies & Archives	34	93	2.7	0.5%	86	1.2%	42%
Cambridgeshire Archives	26	62	2.4	0.5%	56	0.8%	56%
Centre for Buckinghamshire Studies	25	174	7.0	1.3%	126	1.8%	73%
Ceredigion Archives	28	40	1.4	0.3%	37	0.5%	51%
Cheshire Archives and Local Studies	14	113	8.1	1.5%	95	1.4%	112%
City of Westminster Archives Centre	12	110	9.2	1.7%	58	0.8%	209%
Conwy Archive Service	19	40	2.1	0.4%	38	0.5%	73%
Cumbria Archive and Local Studies Centre, Barrow	11	69	6.3	1.2%	46	0.7%	180%
Cumbria Archive and Local Studies Centre, Whitehaven	12	60	5.0	1.0%	38	0.5%	174%
Cumbria Archive Centre, Carlisle	12	60	5.0	1.0%	54	0.8%	122%
Cumbria Archive Centre, Kendal	11	40	3.6	0.7%	54	0.8%	89%
Denbighshire Record Office	26	60	2.3	0.4%	58	0.8%	53%
Doncaster Archives Department	19	38	2.0	0.4%	34	0.5%	78%
Dorset History Centre	26	103	4.0	0.8%	88	1.3%	59%
Dudley Archives and Local History Service	14	87	6.2	1.2%	80	1.2%	103%
Dundee University Archive, Records Management and Museum Services	19	16	0.8	0.2%	15	0.2%	74%
Durham University Library, Special Collections	12	51	4.3	0.8%	49	0.7%	114%
East Riding of Yorkshire Archives and Local Studies Service	27	120	4.4	0.8%	175	2.5%	34%
East Sussex Record Office	10	140	14.0	2.7%	110	1.6%	168%
Edinburgh University Library, Special Collections	54	20	0.4	0.1%	20	0.3%	24%
Enfield Local Studies Library and Archive	5	48	9.6	1.8%	45	0.7%	282%
Essex Record Office	13	162	12.5	2.4%	119	1.7%	138%
Falkirk Archives	19	40	2.1	0.4%	39	0.6%	71%
Flintshire Record Office	26	72	2.8	0.5%	70	1.0%	52%
Glamorgan Archives (formerly Glamorgan Record Office)	26	100	3.8	0.7%	92	1.3%	55%

Archive (ordered alphabetically)	No. of days surveyed	No. of questionnaires issued	Visits per day	% of all visits	No. of questionnaires completed	% of all completed	Weighting
Glasgow City Archives	34	134	3.9	0.8%	118	1.7%	44%
Gwent Archives	12	57	4.8	0.9%	47	0.7%	133%
Gwynedd Archives, Caernarfon Record Office	19	45	2.4	0.5%	45	0.7%	69%
Gwynedd Archives, Meirionnydd Record Office	19	19	1.0	0.2%	19	0.3%	69%
Hampshire Archives and Local Studies	12	188	15.7	3.0%	140	2.0%	148%
Hertfordshire Archives and Local Studies	13	133	10.2	2.0%	103	1.5%	131%
Highland Archives: Caithness Archive Centre	26	64	2.5	0.5%	19	0.3%	171%
Highland Archives: Lochaber Archive Centre	28	42	1.5	0.3%	21	0.3%	94%
Highland Archives: Skye and Lochalsh Archive Centre	27	32	1.2	0.2%	26	0.4%	60%
Highland Council Archives	26	106	4.1	0.8%	106	1.5%	51%
Hillingdon Local Studies, Archives and Museums Service	35	16	0.5	0.1%	16	0.2%	38%
Huntingdonshire Archives	26	79	3.0	0.6%	69	1.0%	58%
Institution of Civil Engineers	54	20	0.4	0.1%	20	0.3%	24%
Jersey Archive	12	67	5.6	1.1%	57	0.8%	129%
Lancashire Archives	26	173	6.7	1.3%	141	2.0%	62%
Leicestershire, Leicester and Rutland, Record Office for	13	182	14.0	2.7%	147	2.1%	126%
London Metropolitan Archives: City of London	11	215	19.5	3.7%	197	2.8%	131%
London University: King's College Archives	26	46	1.8	0.3%	43	0.6%	54%
Museum of English Rural Life	15	50	3.3	0.6%	46	0.7%	96%
National Library of Scotland, Manuscript Collections	21	90	4.3	0.8%	67	1.0%	84%
National Library of Wales: Department of Collection Services	13	131	10.1	1.9%	82	1.2%	162%
National Maritime Museum: The Caird Library, Manuscripts Section	13	81	6.2	1.2%	68	1.0%	121%
National Records of Scotland (formerly National Archives of Scotland)	16	121	7.6	1.4%	92	1.3%	108%
Neath Antiquarian Society	11	22	2.0	0.4%	20	0.3%	132%
North Yorkshire County Record Office	25	134	5.4	1.0%	93	1.3%	76%
Northumberland Archives	19	81	4.3	0.8%	69	1.0%	82%
Nottingham University Library, Department of Manuscripts and Special Collections	33	73	2.2	0.4%	63	0.9%	46%
Nottinghamshire Archives	18	154	8.6	1.6%	121	1.7%	93%
Orkney Archive	13	49	3.8	0.7%	33	0.5%	151%
Oxfordshire History Centre	19	149	7.8	1.5%	105	1.5%	99%
Parliamentary Archives	36	78	2.2	0.4%	67	1.0%	43%
Pembrokeshire Record Office	32	99	3.1	0.6%	81	1.2%	50%
Perth and Kinross Council Archive	40	53	1.3	0.3%	32	0.5%	55%
Plymouth and West Devon Record Office	4	28	7.0	1.3%	27	0.4%	342%

Archive (ordered alphabetically)	No. of days surveyed	No. of questionnaires issued	Visits per day	% of all visits	No. of questionnaires completed	% of all completed	Weighting
Portsmouth Museums and Records Service	25	46	1.8	0.4%	34	0.5%	71%
Powys County Archives Office	33	51	1.5	0.3%	51	0.7%	40%
Public Record Office of Northern Ireland	12	224	18.7	3.6%	99	1.4%	249%
Rotherham Archives and Local Studies	34	107	3.1	0.6%	85	1.2%	49%
Shakespeare Centre Library and Archive	18	53	2.9	0.6%	41	0.6%	95%
Sheffield Archives	27	125	4.6	0.9%	102	1.5%	60%
Shropshire Archives	4	35	8.8	1.7%	29	0.4%	398%
Somerset Heritage Centre	13	193	14.8	2.8%	148	2.1%	132%
Southwark Local History Library and Archive	13	79	6.1	1.2%	62	0.9%	129%
St Andrews University Library	33	50	1.5	0.3%	41	0.6%	49%
Stirling Council Archive Service	56	37	0.7	0.1%	36	0.5%	24%
Suffolk Record Office, Bury St Edmunds Branch	20	87	4.4	0.8%	79	1.1%	73%
Suffolk Record Office, Ipswich Branch	20	122	6.1	1.2%	96	1.4%	84%
Suffolk Record Office, Lowestoft Branch	20	87	4.4	0.8%	75	1.1%	77%
Surrey History Centre	12	79	6.6	1.3%	66	1.0%	132%
Swansea University Archives	33	17	0.5	0.1%	17	0.2%	40%
Tower Hamlets Local History Library and Archives	26	222	8.5	1.6%	177	2.6%	64%
Trafford Local Studies	27	105	3.9	0.7%	83	1.2%	62%
Tyne and Wear Archives	25	181	7.2	1.4%	144	2.1%	66%
Walsall Local History Centre	9	52	5.8	1.1%	49	0.7%	156%
Wandsworth Heritage Service	48	70	1.5	0.3%	58	0.8%	33%
Warrington Library, Museum and Archives Service	13	40	3.1	0.6%	37	0.5%	110%
Warwickshire County Record Office	12	104	8.7	1.7%	85	1.2%	135%
West Glamorgan Archive Service	11	65	5.9	1.1%	53	0.8%	147%
West Sussex Record Office	6	100	16.7	3.2%	92	1.3%	239%
West Yorkshire Archive Service, Bradford	19	32	1.7	0.3%	32	0.5%	69%
West Yorkshire Archive Service, Calderdale	26	41	1.6	0.3%	31	0.4%	67%
West Yorkshire Archive Service, Kirklees	26	23	0.9	0.2%	20	0.3%	58%
West Yorkshire Archive Service, Leeds	12	33	2.8	0.5%	33	0.5%	110%
West Yorkshire Archive Service, Wakefield	6	58	9.7	1.8%	30	0.4%	425%
Wiltshire and Swindon History Centre	20	260	13.0	2.5%	121	1.7%	142%
Worcestershire Record Office, County Hall Branch	12	102	8.5	1.6%	79	1.1%	142%
Wrexham Archives and Local Studies Service	19	41	2.2	0.4%	34	0.5%	84%

Standard Questionnaire

Archives & Records Association
UK & Ireland

Public Services Quality Group

<<name_of_archive>>

You have been invited to take part in this survey of users of archive services.

- We estimate that it should take you approximately ten to fifteen minutes to complete this survey

- You only need to answer those questions that apply to you

- You should only take part if you are over 16 years of age

- There are instructions on how to answer provided with each question. Most ask you to put an X in a box or to provide a mark out of ten, **where 10 is the highest and 1 is the lowest score**, like this:

  8 out of 10

- We promise that the information you provide will be kept anonymous and you will not be identified in any way

- If you have any questions about this survey or require any assistance in completing it do ask a member of staff for help

- Once you have finished the survey, either return the questionnaire to a member of staff or place it in the box provided.

Thank you for your help.

ARCHON CODE   REF NO

SECTION A: THE REASON FOR YOUR VISIT

1. **(a) Is this your first visit to _any_ archive?** [Please mark X in one box]

    Yes ☐   No ☐

    (b) If No at (a) above, have you visited this archive before?

    Yes ☐   No ☐

    (c) If Yes at (b) above, are you a regular user of this archive?

    Yes ☐   No ☐

2. **(a) Why are you visiting this archive today?**
    [Please mark X in all boxes that apply]

Academic research	☐
Architectural / building / site research	☐
Family history research	☐
Military research	☐
Local history research	☐
General browsing / familiarising myself with the archive	☐
Accompanying a friend / family member who is undertaking research	☐
To find information relating to my work	☐
To gather information for a talk / publication / presentation	☐
To find information for the organisation I volunteer at	☐
Am in the area / here on holiday / have time	☐

    Other, please specify:

    (b) Please tell us more information about your research interest or the purpose of your visit

3. **What, if any, of the following did you do to prepare for your visit today?**
[Please mark X in all boxes that apply]

Went online to check archive opening times / find directions etc.	☐
Researched family history resources / family tree	☐
Asked friends / relatives for information	☐
Emailed / telephoned archive	☐
Conducted online research	☐
Searched archive's online catalogue to find records / reserve documents	☐
Reviewed my research / undertook background reading	☐
Visited library / museum / other organisation	☐
Visited another archive	☐

Other, please specify:

[ ]

SECTION B: OUR STAFF, SERVICES & FACILITIES

4. **Please mark our staff out of 10 for the following aspects; where 10 is the highest and 1 is the lowest score**
If you did not have any contact with the archive staff, please leave this section blank.

Availability of staff [ ] out of 10

Attitude of staff [ ] out of 10

Quality and appropriateness of the staff's advice [ ] out of 10

ARCHON CODE [ ][ ][ ][ ]   REF NO [ ][ ][ ][ ]

5. **How satisfied are you with the following:**
If you did not use a service, please select the "Don't know / not applicable" option or leave blank
[Please mark X in one box in each row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Not very satisfied	Not at all satisfied	Don't know / not applicable
Opening hours	☐	☐	☐	☐	☐	☐
Ease with which you found us	☐	☐	☐	☐	☐	☐
Appearance / upkeep of the building	☐	☐	☐	☐	☐	☐
Physical access to and in the building	☐	☐	☐	☐	☐	☐
Lockers / toilets / rest or refreshment area	☐	☐	☐	☐	☐	☐
Welcome / reception	☐	☐	☐	☐	☐	☐

6. **Please rate the following services used during your visit to this archive**
If you did not use a service, please select the "Don't know / not applicable" option or leave blank
[Please mark X in one box in each row]

	Very good	Fairly good	Neither good nor poor	Poor	Very poor	Don't know / not applicable
Availability of our computers	☐	☐	☐	☐	☐	☐
Speed of our computers	☐	☐	☐	☐	☐	☐
Usability of our online catalogue	☐	☐	☐	☐	☐	☐
Quality of our online catalogue	☐	☐	☐	☐	☐	☐
Quality of our other online resources	☐	☐	☐	☐	☐	☐
Access to other online resources	☐	☐	☐	☐	☐	☐

7 **(a) Please rate how satisfied you are with the following services.**

If you did not use a service, please select the "Don't know / not applicable" option or leave blank

[Please mark X in one box in each row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Not very satisfied	Not at all satisfied	Don't know / not applicable
Availability of seating	☐	☐	☐	☐	☐	☐
Quality of our paper catalogues	☐	☐	☐	☐	☐	☐
Quality of our other paper resources	☐	☐	☐	☐	☐	☐
Document ordering system	☐	☐	☐	☐	☐	☐
Document delivery system	☐	☐	☐	☐	☐	☐
Microfilm and microfiche facilities	☐	☐	☐	☐	☐	☐
Our copy services	☐	☐	☐	☐	☐	☐
Self-service photography	☐	☐	☐	☐	☐	☐

(b) Regarding Welsh language provision, how satisfied are you with the following services? (For users of Welsh archives only)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Not very satisfied	Not at all satisfied	Don't know / not applicable
Verbal communication	☐	☐	☐	☐	☐	☐
Printed catalogues or resources	☐	☐	☐	☐	☐	☐
Online catalogue or resources	☐	☐	☐	☐	☐	☐

8. **Please mark the archive overall out of 10; where 10 is the highest and 1 is the lowest score**

Overall, how do you rate this archive? [____] out of 10

SECTION C: YOUR VISIT

9. **What was your primary method of travel to this area / archive today?** [Please mark X in one box]

Private transport, e.g. car, motorbike ☐

Public transport, e.g. bus, train, metro / tram ☐

On foot ☐

Bicycle ☐

Other, please specify:
[_____]

10. **What else are you doing in the area today, in addition to visiting this archive?** [Please mark X in all boxes that apply]

Nothing else ☐

Staying with relatives / friends ☐

Paying for overnight accommodation ☐

Eating out ☐

Attending conference / event ☐

Meeting with a society / group, e.g. in relation to my research topic ☐

Visiting other places of interest ☐

Using local transport ☐

Returning to work ☐

Other, please specify:
[_____]

11. **Approximately how many hours have you spent at this archive today?** [Please write in to the nearest whole hour, e.g. 4] [____]

12. Please write below if you wish to add anything about your experience at this archive today:

[ ]

SECTION D: OUTCOMES

13. What benefits have you experienced from using archives? Please indicate whether you agree or disagree with the following statements:
[Please mark X in one box in each row]

	Agree	Disagree	Not applicable
I improved my knowledge in an area of interest	☐	☐	☐
I developed new skills or improved existing skills (in research, use of ICT, etc.)	☐	☐	☐
I have a greater understanding of my community, its history and people	☐	☐	☐
I enjoyed myself	☐	☐	☐
I am inspired to find out more	☐	☐	☐

14. If you are using archives on behalf of an organisation (school / business / voluntary body) what will be the benefits?

[ ]

SECTION E: ABOUT YOU

15. Your gender?
[Please mark X in one box]

Male ☐

Female ☐

Prefer not to say ☐

16. Your age?
[Please write in, e.g. 53]

[ ]

Prefer not to say ☐

17. (a) If you are a UK resident, what is your postcode?

[Please write in]

[ ][ ][ ][ ][ ][ ][ ][ ]

(b) If not a UK resident, what is your country of residence?

[Please write in]

[ ]

Staff please add country code: [ ]

(c) Prefer not to say ☐

18. What is your ethnic group?
[Please mark X in one box]

Asian ☐

Black ☐

Mixed ☐

White ☐

Any Other, please state:
[ ]

Prefer not to say ☐

19. Please indicate if you have a disability or condition in any of the following areas:
[Please mark X in all that apply]

None / not applicable ☐

Mobility, e.g. walking short distances or climbing stairs ☐

Hearing, e.g. deafness or partial hearing ☐

Vision / eyesight, e.g. blindness or partial sight ☐

Dexterity, e.g. using a keyboard ☐

Learning / understanding / concentrating ☐

Mental health ☐

Memory ☐

Other, please state:
[ ]

Prefer not to say ☐

Thank you for taking part in this survey, your response is much appreciated