

## Distance Enquiry Services Survey 2017

**A survey of distance users of enquiry services of archives in  
England, Scotland and Wales**



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## Executive Summary

- The survey ran from Monday 4<sup>th</sup> September until Sunday 26<sup>th</sup> November 2017. 51 record offices participated in the survey, a small decrease from the 55 who participated in 2015. The survey received 2,002 responses, a decrease from 2,357 in 2015 and 2,221 in 2013
- In 2017 some 84% of respondents came from Europe – the majority of which were resident in the UK
- As with 2015 and 2013 the main reason for respondents contacting the record office remotely, ie by email, letter or other electronic method, was because they lived too far away to visit the archive
- The main purpose for contacting the record office was for family history research, although this has decreased from 58% in 2013 to 52% in 2017
- The overall levels of satisfaction have remained constant over the last three survey cycles, as follows: 75% in 2013; 76% in 2015; and 77% in 2017 (% ticking very good)
- 51% of respondents were female – this was the first time a larger proportion of females, compared to males, responded to the survey
- As in 2015, 68% of respondents in 2017 were contacting the record office for the first time
- 47% of respondents were aged 65 and over.

## Introduction

This is the fourth distance user survey since its inception in 2012. While the first survey was run using Adobe forms, the 2013, 2015 and 2017 surveys were conducted using an online survey platform. The main advantages of this process are that technical issues and survey administration are reduced; for example, distributing survey invitations has become less resource intensive, while an increased use of survey logic allows participants to skip inapplicable questions.

The same question set as 2013 and 2015 was used for this survey to provide consistency. Questions related to:

- How the respondent found out about the distance enquiry service;
- The main reason for contacting the record office;
- Reasons for using an electronic method;
- Reviews of different aspects of the record office service, including quality of content, clarity and promptness of response, charges for goods or service, the website and availability of bilingual information (Wales only);
- How long respondents have been contacting the record office remotely;
- Demographic questions, including age, gender and region.

The survey ran from Monday 4th September until Sunday 26th November 2017. This window was extended compared to the last survey to increase flexibility as to when the survey could take place, and to allow enough time for record offices to achieve higher response rates.

51 record offices participated in the survey, down from 55 in 2015, and the survey received 2,002 responses, also a decrease from 2,357 in 2015.

## Method

In technical terms the survey is best described as being of a cross-sectional design, taking place at a particular point in time. The audience for the survey is any individual who receives a service from / has an enquiry answered by an archive during the survey window.

Where an individual makes more than one enquiry during the survey window then they were repeatedly canvassed.

For the most part these invitations to participate were issued by email with a link to the survey embedded within. In some cases the response from the archives were in writing and they were sent a paper form to complete and return. On receipt of the completed form archive staff would then submit the response online.

The survey was designed and then hosted to run as a single survey, ie all responses were held in a single database. Each archive was given a unique link so that the system could see on whose behalf the respondent was answering. This was reinforced by the system including the name of the archive at appropriate times. Should an archive issue a broken link, such that their unique identifier was missing, then the respondent was informed to re-contact the archive that sent them the link. This unique identifier also enabled the software to guide the respondent through pertinent options. For example, respondents to Welsh archives were asked:

- Whether they wished to respond in English or Welsh
- An extra question related to the availability of bilingual information.

Further 'routing' was used dependent upon the respondent's answer to which continent / region they lived in and then which country. Such that only those who were residents of Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or the United Kingdom of Great Britain and Northern Ireland were asked questions related to their postcode, ethnic group, disabilities / conditions, and employment status.

A number of questions were constructed to display randomly, with the exception of the 'other' option. In this way each of the options within a question had the opportunity of being listed first. For example "How did you find out about our distance enquiry service?" This helped ensure that there was no potential bias in the answers provided.

## General

	Time to answer (hrs:mins:secs)		
	2017	2015	2013
Mean / Average	0:06:01	0:06:06	00:06:25
Minimum	0:00:37	0:01:16	00:00:26
Maximum	7:25:00	8:28:23	05:51:17
Percentile 25	0:03:05	0:03:09	00:03:09
Median / Percentile 50	0:04:14	0:04:16	00:04:25
Percentile 75	0:06:01	0:06:04	00:06:23
Percentile 95	0:13:21	0:13:28	00:13:40
No. of cases	2,002	2,357	2,221

		Count		
		2017	2015	2013
<b>Country</b>	England	1,486	2,011	1,532
	Wales	351	269	578
	Scotland	165	77	72
<b>Type</b>	Local	1,724	2,076	1,622
	National	190	135	507
	University	88	146	92

In 2015 the average time taken to complete the survey was 19 seconds quicker than 2013. This year it was 5 seconds quicker than in 2015 and 24 seconds quicker than 2013. The guidance provided to respondents suggests that the survey should take no more than 5-10 minutes to complete, and the majority of participants completed the survey within this timeframe.

There were fewer participants that chose to complete the survey in Welsh in 2017 and 2015 compared with 2013; this coincides with a drop in the number of participants responding to a survey from a Welsh record office.

Chosen language			
	Column % (count)		
	2017	2015	2013
English	99% (1,978)	99% (2,337)	97% (2,155)
Welsh	1% (24)	1% (20)	3% (66)

## How did you find out about our distance enquiry service?

	Column % (Count)		
	2017	2015	2013
The archive's website	58% (1,152)	57% (1,336)	62% (1,342)
Other	19% (374)	17% (409)	16% (349)
A library / museum	10% (201)	11% (263)	8% (179)
Word of mouth, including friends or family	7% (140)	8% (199)	8% (167)
Through the course of my employment	6% (110)	5% (125)	5% (89)
A family history society	5% (92)	5% (122)	6% (132)
Through the course of my education / training	4% (88)	4% (92)	5% (110)
A magazine / newspaper / other publication	2% (48)	2% (42)	1% (28)
Through a social media site	1% (22)	2% (40)	1% (29)
Leaflets / posters	1% (15)	1% (17)	1% (21)
Total	100% (1,991)	100% (2,351)	100% (2,170)
Base / Survey response rate	99% (2,002)	100% (2,357)	98% (2,221)

Similarly to 2013, in 2015 and 2017 more than half of respondents found out about the distance enquiry service via the archive's website. In 2017 a slightly higher proportion found out through 'Other' means.

## What was your main reason for contacting the record office at this time?

	Column % (Count)		
	2017	2015	2013
Family history research	52% (1,025)	51% (1,191)	58% (1,251)
Other	13% (257)	13% (294)	10% (212)
Work in connection with your employment	11% (211)	12% (279)	9% (204)
Formal education as student / researcher	10% (207)	11% (251)	10% (210)
Personal leisure / recreation	10% (202)	10% (246)	9% (203)
Non-leisure personal or family business	3% (67)	3% (75)	3% (70)
Formal education as a teacher	1% (13)	1% (14)	1% (19)
Total	100% (1,982)	100% (2,350)	100% (2,169)
Base / Survey response rate	99% (2,002)	100% (2,357)	98% (2,221)

Overall the most common reason for contacting the office was for family history research, but this has decreased since 2013. In 2015 and 2017, more respondents have selected 'Other' and 'Work in connection with your employment' as a reason for contacting the record office.



What were your main reasons for using email, letter or other electronic method, e.g. via the web, to contact the Record Office rather than making a personal visit?

	Column % (Count)		
	2017	2015	2013
Live too far away to visit	45% (904)	47% (1,095)	51% (1,107)
See if archive has relevant information	34% (678)	37% (860)	37% (805)
Email / phone / letter / other electronic method more convenient	30% (603)	31% (740)	32% (695)
In advance of a personal visit	19% (379)	23% (538)	20% (428)
Used the archives website but needed further help or advice	17% (345)	16% (376)	17% (378)
Saved on travel costs	12% (241)	13% (317)	15% (330)
Need advice on services available	11% (210)	12% (288)	11% (249)
Don't have time to visit	6% (121)	7% (159)	7% (148)
Cannot visit during your opening hours	5% (106)	5% (115)	5% (112)
Follow-up to personal visit	5% (97)	4% (105)	4% (97)
Other	3% (68)	3% (76)	3% (70)
Total	100% (1,992)	100% (2,352)	100% (2,177)
Base / Survey response rate	100% (2,002)	100% (2,357)	98% (2,221)

The main reasons for contacting the record office remotely were similar in 2017 and 2015 to 2013; the participant lived too far away to visit; they were enquiring about whether they could find relevant information; and it was more convenient than a physical visit.

How good do you think the following aspects of the distance enquiry service are at the Record Office?

Overall	Column % (Count)		
	2017	2015	2013
Very good	77% (1,482)	76% (1,737)	75% (1,583)
Good	18% (357)	19% (434)	19% (401)
Adequate	3% (67)	3% (69)	4% (84)
Poor	1% (15)	1% (23)	1% (21)
Very poor	1% (10)	0% (0)	1% (21)
Total	100% (1,931)	100% (2,285)	100% (2,111)
Base / Survey response rate	96% (2,002)	97% (2,357)	95% (2,221)

It would appear that year on year the proportions of respondents stating that **overall** the service is very good has increased by one percent.

Quality of content	Column % (Count)		
	2017	2015	2013
Very good	73% (1,386)	71% (1,610)	70% (1,464)
Good	22% (411)	23% (522)	23% (481)
Adequate	4% (78)	4% (91)	5% (105)
Poor	1% (20)	1% (23)	2% (42)
Very poor	1% (12)	0% (0)	1% (21)
Total	100% (1,907)	100% (2,268)	100% (2,091)
Base / Survey response rate	95% (2,002)	96% (2,357)	94% (2,221)

Since 2013 there has been a marked increase in the proportion of respondents who report that the **quality of content** is very good.

Clarity of response	Column % (Count)		
	2017	2015	2013
Very good	81% (1,560)	79% (1,806)	78% (1,633)
Good	15% (299)	16% (366)	17% (356)
Adequate	3% (51)	3% (69)	3% (63)
Poor	1% (13)	1% (23)	1% (21)
Very poor	1% (11)	0% (0)	1% (21)
Total	100% (1,934)	100% (2,286)	100% (2,094)
Base / Survey response rate	97% (2,002)	97% (2,357)	94% (2,221)

As with the quality of content so for the **clarity of response**, ie an increase in the proportions stating that this aspect of services is very good.

Promptness of response	Column % (Count)		
	2017	2015	2013
Very good	75% (1,459)	75% (1,719)	73% (1,536)
Good	19% (368)	18% (413)	20% (421)
Adequate	5% (92)	5% (115)	6% (126)
Poor	1% (20)	1% (23)	1% (21)
Very poor	1% (13)	1% (23)	1% (21)
Total	100% (1,952)	100% (2,292)	100% (2,104)
Base / Survey response rate	98% (2,002)	97% (2,357)	95% (2,221)

Feedback regarding the **promptness of response** has remained generally consistent over time.

Charges for goods or services	Column % (Count)		
	2017	2015	2013
Very good	57% (892)	55% (1,025)	54% (904)
Good	25% (390)	26% (485)	27% (452)
Adequate	15% (237)	16% (298)	15% (251)
Poor	2% (24)	2% (37)	2% (33)
Very poor	1% (14)	1% (19)	1% (17)
Total	100% (1,557)	100% (1,864)	100% (1,674)
Base / Survey response rate	78% (2,002)	79% (2,357)	75% (2,221)

Respondents are more likely to state that compared to both 2015 and 2013 **charges for goods and services** is very good.

Ease of navigation to our website	Column % (Count)		
	2017	2015	2013
Very good	48% (871)	46% (994)	46% (918)
Good	37% (669)	38% (821)	37% (738)
Adequate	13% (229)	14% (303)	14% (279)
Poor	2% (43)	2% (43)	2% (40)
Very poor	1% (14)	0% (0)	1% (20)
Total	100% (1,826)	100% (2,161)	100% (1,995)
Base / Survey response rate	91% (2,002)	92% (2,357)	90% (2,221)

Compared to both 2015 and 2013 survey respondents the proportion of those reporting that the **ease of navigation to the website** is very good has increased.

Our website	Column % (Count)		
	2017	2015	2013
Very good	47% (846)	45% (962)	47% (932)
Good	39% (702)	40% (855)	38% (754)
Adequate	12% (214)	13% (278)	13% (258)
Poor	2% (34)	2% (43)	2% (40)
Very poor	1% (15)	0% (0)	0% (0)
Total	100% (1,811)	100% (2,137)	100% (1,984)
Base / Survey response rate	90% (2,002)	91% (2,357)	89% (2,221)

Feedback regarding **our website** has remained consistent over time.

Availability of bilingual information <i>(only asked of respondents to Welsh archives)</i>	Column % (Count)		
	2017	2015	2013
Very good	65% (193)	58% (135)	62% (284)
Good	28% (84)	30% (70)	27% (124)
Adequate	6% (17)	12% (28)	10% (46)
Poor	0% (0)	0% (0)	0% (0)
Very poor	0% (1)	0% (0)	1% (5)
Total	100% (295)	100% (233)	100% (458)
Base / Survey response rate	84% (351)	87% (269)	79% (578)

Since 2013 and 2015 the proportions of those who state that the **availability of bilingual information** is very good has increased.

For how long have you been contacting the Record Office by email, letter or other electronic method, e.g. via the web?

	Column % (Count)		
	2017	2015	2013
This was the first time	68% (1,350)	68% (1,685)	65% (1,419)
For less than a year	9% (170)	10% (237)	10% (221)
One to four years	12% (238)	13% (333)	13% (285)
Five to ten years	7% (140)	5% (140)	7% (157)
More than ten years	5% (91)	4% (101)	4% (92)
Total	100% (1,989)	100% (2,352)	100% (2,174)
Base / Survey response rate	99% (2,002)	100% (2,357)	98% (2,221)

In 2015 and 2017, slightly more respondents said they were contacting the record office for the first time (both 68% compared with 65% in 2013).

## Your Gender

	Column % (Count)		
	2017	2015	2013
Male	49% (973)	53% (1,254)	52% (1,113)
Female	51% (1,002)	47% (1,101)	48% (1,045)
Total	100% (1,975)	100% (2,355)	100% (2,158)
Base / Survey response rate	99% (2,002)	100% (2,357)	97% (2,221)

The respondents' gender profile was almost identical in 2015 and 2013, albeit with a higher percentage of males responding than females. However, in 2017 the trend was reversed and there was a higher percentage of females responding than males.

## Your age, at your last birthday

	Column % (Count)		
	2017	2015	2013
16 to 24	3% (54)	3% (74)	3% (66)
25 to 34	6% (113)	6% (153)	6% (125)
35 to 44	7% (127)	7% (170)	6% (129)
45 to 54	12% (228)	13% (302)	15% (304)
55 to 64	25% (476)	25% (581)	28% (578)
65 to 74	33% (619)	33% (767)	32% (661)
75 to 84	12% (231)	11% (257)	10% (201)
85 or over	2% (33)	2% (52)	1% (21)
Total	100% (1,881)	100% (2,356)	100% (2,085)
Base / Survey response rate	94% (2,002)	100% (2,357)	94% (2,221)

The age profile of respondents from the past three years were similar, albeit that the proportions of those aged 65 or over has increased over time. In 2013 it was 43%; in 2015 it was 46%; and in 2017 it was 47%.

Interestingly the age profile differs to that of the 2016 visitors' survey, see below:

	Column %	
	2017	2016 visitors
Under 25	3%	8%
25 to 44	13%	13%
45 to 64	37%	33%
65 or over	47%	46%
Base Count	1,881	6,780

The visitors surveys shows a higher proportion of those aged under 25 compared to the distance survey and whilst results for those aged 25 to 44 and 65 or over are more or less identical the proportions of those aged 45 to 64 is smaller for the visitor survey.



## Your age, at your last birthday BY gender

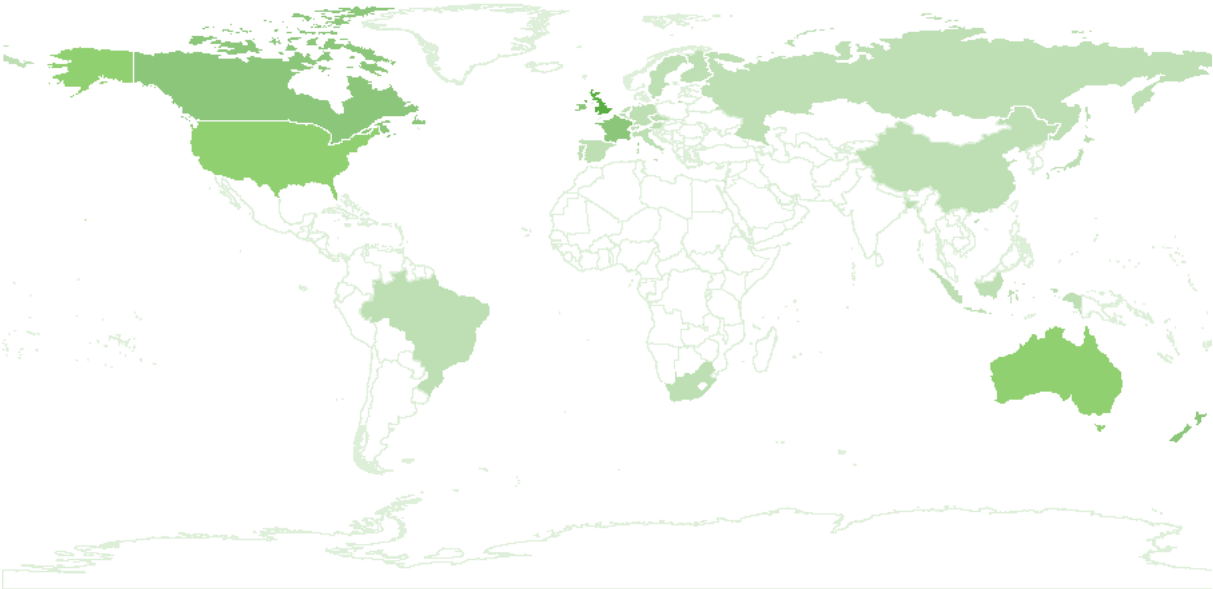
	Male			Female		
	Column % (Count)			Column % (Count)		
	2017	2015	2013	2017	2015	2013
16 to 24	2% (23)	2% (30)	3% (27)	3% (31)	4% (44)	4% (39)
25 to 34	5% (50)	5% (62)	5% (54)	7% (63)	8% (91)	7% (70)
35 to 44	7% (63)	6% (78)	5% (50)	7% (64)	8% (92)	8% (77)
45 to 54	10% (95)	12% (147)	13% (141)	14% (133)	14% (153)	16% (162)
55 to 64	23% (219)	23% (286)	25% (272)	27% (255)	27% (295)	30% (303)
65 to 74	35% (331)	35% (435)	35% (375)	30% (284)	30% (332)	29% (285)
75 to 84	15% (143)	14% (171)	13% (139)	9% (88)	8% (85)	6% (62)
85 or over	2% (19)	4% (45)	2% (19)	2% (14)	1% (6)	0% (2)
Total	100% (943)	100% (1,254)	100% (1,077)	100% (932)	100% (1,100)	100% (1,000)
Base / survey response rate	97% (973)	100% (1,254)	97% (1,113)	93% (1,002)	100% (1,101)	96% (1,045)
Average age	59.9	61.1	59.4	54.6	52.4	54.4
Over 65 (%)	52%	53%	50%	41%	39%	35%

Historically male respondents are, on average, older than their female counterparts. We also find that the proportion of respondents age 65 or over is higher for males than females. Interestingly for females this proportion, of those aged 65 or over, has grown incrementally over time whilst for males it has changed little.

Please tell us which continent / region you live in

	Column % (Count)		
	2017	2015	2013
Africa	0% (2)	0% (9)	0% (9)
Americas	8% (159)	7% (173)	7% (158)
Asia	1% (140)	1% (129)	1% (19)
Europe	84% (1,646)	86% (2,015)	84% (1,805)
Oceania	7% (140)	6% (129)	8% (162)
Total	100% (2,087)	100% (2,455)	100% (2,153)
Base / Survey response rate	98% (2,002)	99% (2,357)	97% (2,221)

In 2017 we see that there are slightly smaller proportions of respondents from within Europe and larger proportions in the Americas and Oceania compared to 2015. Whereas compared to 2013 the profile is reasonably similar. The map below illustrates the responses by country as do the tables that follow overleaf.



Please tell us which continent / region you live in: Africa

	Column % (Count)		
	2017	2015	2013
Egypt			13% (1)
Kenya		11% (1)	
Saint Helena		11% (1)	
Sierra Leone			13% (1)
South Africa	100% (2)	78% (7)	63% (5)
Tunisia			13% (1)
Total	100% (2)	100% (9)	100% (8)
Base / Survey response rate	100% (2)	100% (9)	89% (9)

Overall, across the past 3 years in which this survey was run, the majority of respondents using the distance service from Africa lived specifically in South Africa. In 2017 a much lower number of respondents lived in Africa than in 2015 and 2013.

Please tell us which continent / region you live in? Americas

	Column % (Count)		
	2017	2015	2013
Argentina			1% (1)
Brazil	1% (1)	1% (2)	
Canada	37% (58)	30% (52)	39% (62)
Colombia			1% (1)
Jamaica		1% (1)	
Panama		1% (1)	
Trinidad and Tobago			1% (1)
United States of America	63% (99)	66% (114)	58% (91)
United States Virgin Islands		1% (1)	1% (1)
Venezuela (Bolivarian Republic of)		1% (1)	
Total	100% (158)	100% (172)	100% (158)
Base / Survey response rate	99% (159)	99% (173)	100% (158)

As with in 2013, in 2015 and 2017 the most frequent American region by some distance was the United States of America, followed by Canada.

Please tell us which continent / region you live in? Asia

	Column % (Count)		
	2017	2015	2013
Afghanistan			5% (1)
Bangladesh	10% (1)		11% (2)
China	20% (2)	8% (1)	11% (2)
China, Hong Kong (SAR)			11% (2)
India			26% (5)
Indonesia	10% (1)	8% (1)	
Iran (Islamic Republic of)			5% (1)
Israel	20% (2)	8% (1)	
Japan	30% (3)	25% (3)	5% (1)
Lebanon		8% (1)	
Malaysia			11% (2)
Qatar	10% (1)		
Saudi Arabia		8% (1)	
Thailand		8% (1)	11% (2)
Turkey		8% (1)	5% (1)
United Arab Emirates		17% (2)	
Total	100% (10)	100% (12)	100% (19)
Base / Survey response rate	100% (10)	92% (13)	100% (19)

## Please tell us which continent / region you live in? Europe

	Column % (Count)		
	2017	2015	2013
Albania			
Austria	0% (3)		
Belgium	0% (1)	0% (4)	0% (3)
Channel Islands	0% (2)		
Czech Republic	0% (1)		
Denmark		0% (3)	0% (1)
Finland	0% (1)	0% (2)	
France	1% (10)	1% (19)	1% (22)
Germany	0% (7)	1% (16)	0% (8)
Gibraltar		0% (1)	
Greece		0% (4)	0% (3)
Hungary		0% (1)	
Ireland	1% (14)	1% (16)	1% (25)
Isle of Man			
Italy	0% (5)	0% (3)	0% (3)
Jersey	0% (4)	0% (2)	
Luxembourg		0% (2)	
Netherlands	0% (5)	0% (4)	0% (5)
Norway		0% (4)	
Malta	0% (1)		
Poland		0% (1)	0% (2)
Portugal	0% (2)	0% (2)	0% (1)
Romania		0% (1)	0% (1)
Russian Federation	0% (2)	0% (4)	0% (3)
Slovakia			0% (1)
Spain	0% (2)	1% (11)	1% (12)
Sweden	0% (5)	0% (2)	0% (5)
Switzerland	0% (2)	0% (4)	0% (3)
United Kingdom	96% (1,563)	95% (1,897)	94% (1,691)
Total	100% (1,630)	100% (2,005)	100% (1,790)
Base / Survey response rate	99% (1,646)	100% (2,015)	99% (1,805)

Across 2013, 2015 and 2017, the majority of respondents were making an enquiry from the United Kingdom. In 2013 and 2015 there were the same top five locations. In 2017 Sweden had replaced Spain in the top five.

Please tell us which continent / region you live in? Oceania

	Column % (Count)		
	2017	2015	2013
Australia	85% (119)	78% (101)	86% (138)
Kiribati			1% (1)
New Zealand	14% (20)	22% (28)	14% (22)
Norfolk Island	1% (1)		
Total	100% (140)	100% (129)	100% (161)
Base / Survey response rate	100% (140)	100% (129)	99% (162)

Across 2013, 2015 and 2017 Australia and New Zealand have remained the most frequent location of distance users from Oceania.

## What is your ethnic group?

	Column %		
	2017	2015	2013
White	97% (1,455)	97% (1,812)	98% (1,603)
Other	1% (22)	1% (25)	1% (18)
Mixed	1% (10)	0% (9)	1% (13)
Asian	0% (6)	0% (9)	0% (3)
Black	0% (3)	0% (7)	0% (2)
Total	100% (1,496)	100% (1,862)	100% (1,639)
Base / Survey response rate	95% (1,569)	98% (1,902)	97% (1,692)

*Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland*

The ethnic group percentages were almost identical in 2017 and 2015 as it was in 2013, with the majority of participants stating that they were White.



Please indicate if you consider yourself to have any of the following disabilities / conditions:

	Column %			2016 Visitors'
	2017	2015	2013	
None / not applicable	79% (1,159)	79% (1,499)	81% (1,299)	83%
Mobility	8% (123)	8% (151)	9% (141)	8%
Hearing	6% (89)	6% (112)	6% (99)	7%
Mental health problem	4% (62)	3% (48)	4% (60)	2%
Other	3% (46)	2% (37)	2% (34)	2%
Dexterity	2% (33)	2% (34)	2% (26)	2%
Eyesight	1% (21)	1% (25)	1% (22)	2%
Learning disability	1% (17)	1% (20)	1% (16)	1%
Total	100% (1,460)	100% (1,824)	100% (1,605)	6,493
Base / Survey response rate	93% (1,569)	96% (1,902)	95% (1,692)	

*Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland*

In 2017 and 2015, a slightly lower percentage of respondents said they had no disabilities or conditions than in 2013.

## Are you currently:

	Column %			Census 2011
	2017	2015	2013	
Retired (whether receiving a pension or not)?	49% (741)	52% (959)	52% (854)	14%
Employed or self-employed, full or part-time?	38% (574)	38% (708)	36% (589)	62%
A student?	5% (78)	5% (90)	5% (84)	6%
Other	2% (34)	1% (26)	2% (39)	2%
Looking after the home or family?	2% (32)	1% (24)	2% (25)	4%
Unemployed?	2% (27)	1% (22)	1% (22)	4%
Long-term sick or disabled?	1% (19)	1% (19)	1% (19)	4%
On a government sponsored training scheme?	0% (1)	0% (1)	0% (1)	3%
Total	100% (1,506)	100% (1,849)	100% (1,692)	
Base / Survey response rate	96% (1,569)	97% (1,902)	100% (1,692)	

*Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland*

A slightly higher percentage of respondents said that they were employed in 2017 and 2015 than in 2013. The percentage of retired respondents was identical (52%) in 2015 and 2013, but in 2017 had decreased (49%). The profile differs significantly from the 2011 profile of residents in England and Wales.

If you are happy for your email address to be attributed to / connected with your replies to the Record Office AND / OR you require a response from them, then please do indicate this below by selecting 'yes' for each option as appropriate.

**Attributed to / connected with**

	Column %		
	2017	2015	2013
No	50% (975)	51% (1,187)	48% (1,049)
Yes	50% (985)	49% (1,133)	52% (1,145)
Total	100% (1,960)	100% (2,320)	100% (2,194)
Base / Survey response rate	98% (2,002)	98% (2,357)	99% (2,221)

**Response required**

	Column %		
	2017	2015	2013
No	95% (1,859)	95% (2,194)	94% (2,057)
Yes	5% (101)	5% (126)	6% (137)
Total	100% (1,960)	100% (2,320)	100% (2,194)
Base / Survey response rate	98% (2,002)	98% (2,356)	99% (2,221)

# Appendices

## The survey

0%

You recently contacted by letter, email or other electronic method, e.g. via the web, to draw on our distance enquiry services. Your feedback and views will help improve our services to customers. Do note that:

- This survey is being conducted by CIPFA Research on behalf of
- This survey is conducted in accordance with the Market Research Society (MRS) Code of Conduct
- This survey should take you no more than 5 to 10 minutes to complete
- We, CIPFA Research, guarantee that your anonymity will be preserved unless you explicitly provide your consent for your details to be revealed or for your comments to be passed on.

To proceed please click **Next** below, thank you

Next

0%

### How did you find out about our distance enquiry service?

Please select all that apply

- A family history society
- Through the course of my education / training
- Leaflets / posters
- The archive's website
- Through the course of my employment
- Through a social media site, e.g. Twitter, Facebook
- A library / museum
- A magazine / newspaper / other publication
- Word of mouth, including friends or family
- Other

Next

0%

**What were your main reasons for using email, letter or other electronic method, e.g. via the web, to contact rather than making a personal visit?**

Please select all that apply

- See if archive has relevant information
- Used the archive's website but needed further help or advice
- In advance of a personal visit
- Email / phone / letter / other electronic method more convenient
- Live too far away to visit
- Saves on travel costs
- Don't have time to visit
- Cannot visit during your opening hours
- Follow-up to personal visit
- Need advice on services available
- Other

Next

0%

**How good do you think the following aspects of the distance enquiry service are at ?**

Please select one option per row

	Very good	Good	Adequate	Poor	Very poor
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charges for goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of navigation to our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of bilingual information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

0%

**For how long have you been contacting by email, letter or other electronic method, e.g. via the web?**

Please select one option

- This was the first time
- For less than a year
- One to four years
- Five to ten years
- More than ten years

Next

0%

**Your gender**

Please select one option

- Male
- Female

Next

0%

**Your age, at your last birthday:**

Next

0%

**Please tell us which continent / region you live in?**

Please select one option

- Africa
- Americas
- Asia
- Europe
- Oceania

Next

0%

**Which one of the following African countries do you live in?**

Please select one option ...

Next

0%

**Which one of the following American (North or South) countries do you live in?**

Please select one option ...

Next

0%

**Which one of the following Asian countries do you live in?**

Please select one option ...

Next

0%

**Which one of the following European countries do you live in?**

Please select one option ...

Next

0%

**Which one of the following Oceanian countries do you live in?**

Please select one option ...

Next

0%

**What is your home postcode?**

Next

0%

**What is your ethnic group?**

Please select one option

- Asian
- Black
- Mixed
- White
- Other

Next



0%

**Please indicate if you consider yourself to have any of the following disabilities / conditions:**  
Please select all that apply

- None / not applicable**
- Mobility, e.g. walking short distances or climbing stairs
- Hearing, e.g. deafness or partial hearing
- Eyesight, e.g. blindness or partial sight
- Dexterity, e.g. lifting and carrying objects
- Learning disability, e.g. dyslexia
- Mental health problem, e.g. depression
- Other

Next

0%

**Are you currently:**  
Please select one option

- Employed or self-employed, full or part-time?
- On a government sponsored training scheme?
- Unemployed?
- A student?
- Retired (whether receiving a pension or not)?
- Looking after the home or family?
- Long-term sick or disabled?
- Other

Next

0%

**Are there any changes or improvements you would like to see made to the service at ?**

Next

0%

**Are you happy for your email address to be attributed to / connected with your replies to ?**

Yes  No

**Do you require a response?**

Yes  No

Next

0%

{INS\_ERR}

**Please provide your email address in the box below:**

**So we can check we've got your email address recorded correctly, please enter your email address again:**

Next

0%

If you wish to submit your responses please click **Next** below:

Next

## Participating Archives 2017

<b>Archive Type / Country / Name</b>	<b>No. of responses</b>
<b>LOCAL</b>	
<b>England</b>	
Bath Record Office	22
Bedfordshire Archives Service	50
Berkshire Record Office	56
Bexley Local Studies & Archive Centre	46
Bromley Historic Collections	20
Canterbury Cathedral Archives and Library	44
Centre for Buckinghamshire Studies	30
Cheshire Archives & Local Studies	104
Derbyshire Record Office	35
Dudley Archives and Local History Service	4
East Riding Archives Service	2
Explore York Libraries and Archives	4
Herefordshire Archive and Records Centre	29
Hertfordshire Archives and Local Studies	37
Kent History and Library Centre	135
Lancashire Archives	103
London Borough of Croydon Archives	12
London Metropolitan Archives	135
North Yorkshire County Record Office	49
Oxfordshire History Centre	62
Richmond upon Thames Local Studies Library and Archive Service	22
Rotherham Archives & Local Studies	23
Shakespeare Birthplace Trust Library & Archive	19
Sheffield City Archives	50
Shropshire Archives	38
Suffolk Record Office, Bury St Edmunds	25
Suffolk Record Office, Ipswich	28
Suffolk Record Office, Lowestoft	3
Surrey History Centre	86
Tower Hamlets Local History Library and Archives	49
Warwickshire County Record Office	52
Worcestershire Archive and Archaeology Service	31

**Archive Type / Country / Name****LOCAL** **No. of responses****Scotland**

Highland Archive Service	37
Perth & Kinross Archive	24

**Wales**

Caernarfon Record Office	6
Ceredigion Archives	20
Conwy Archive Service	14
Denbighshire Archive Service	50
Flintshire Record Office	36
Glamorgan Archives	59
Gwent Archives	42
Meirionnydd Record Office	5
Pembrokeshire Archives and Local Studies	25
Wrexham Archives and Local Studies	1

**NATIONAL****England**

Parliamentary Archives	46
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**Scotland**

The National Records of Scotland	104
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**Wales**

National Library of Wales	40
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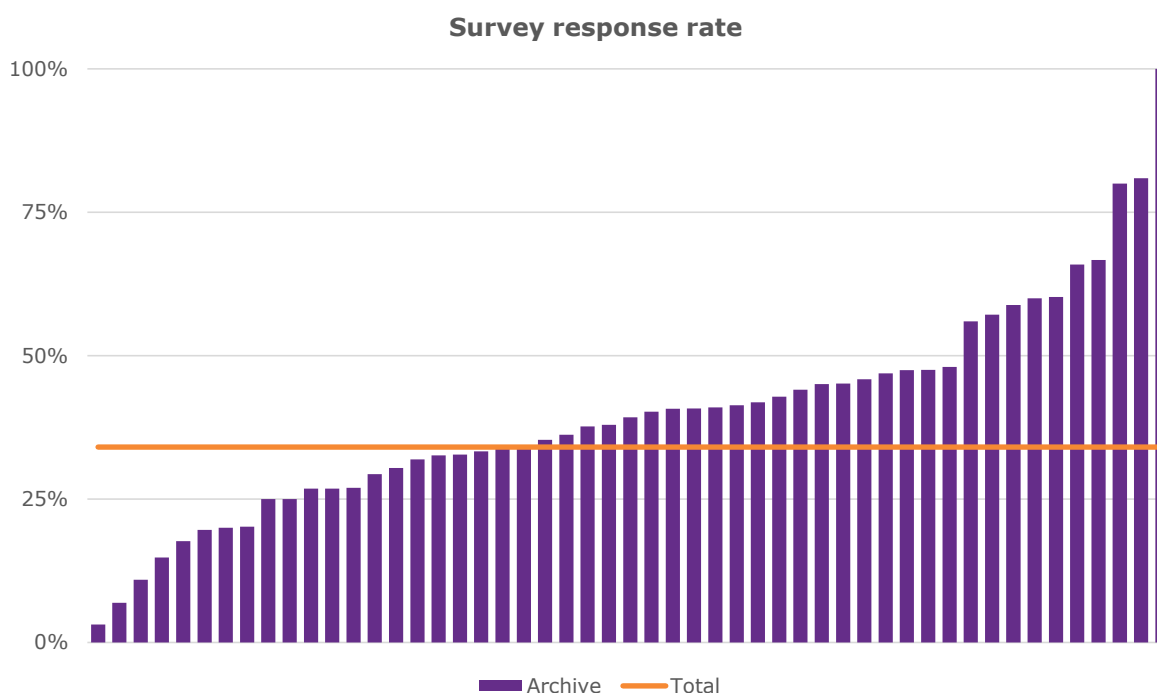
**UNIVERSITY****England**

Manuscripts and Special Collections, University of Nottingham	35
---	----

**Wales**

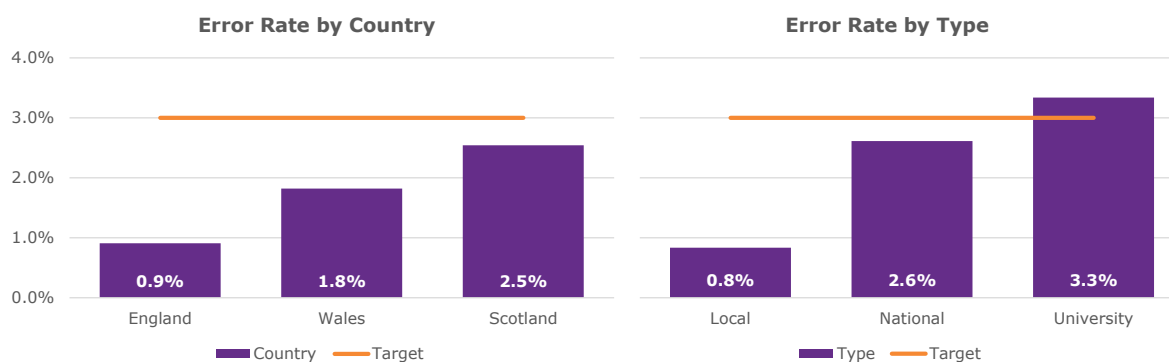
Bangor University Archives and Special Collections	17
Cardiff University, Special Collections and Archives	12
Richard Burton Archives, Swansea University	24

## Survey Response Level and Error Rate



As can be seen in the chart above survey response rates vary from as low as 3% to as high as 100%. For the survey overall the total response rate was 34%. As a general indication the totals for Wales and Scotland was higher, ie 36% and 42% respectively, while for England the total was 33%. Interestingly, the response rate for university archives was highest at 47% compared to 34% for local archives and 29% for national archives.

This level of response also had an impact on the statistical validity of the results. For the majority of archives the statistical validity of their results is constrained by the number of individuals contacted to provide feedback, ie these numbered less than 30. Consequently, at the individual archive level it is unlikely that statistical significance will be achieved. However, at various aggregated levels the error rate falls within acceptable parameters. Generally the benchmark for aggregated results is at  $\pm 3.0\%$  and in almost all cases this was achieved, as can be seen in the charts below ...



Consequently, at the above aggregated levels, our survey falls within the target parameters of error levels for surveys of this type.

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