

Appendix 2: Results of Visitors to British Archives Survey 2011

SECTION A: ABOUT
YOUR VISIT
EXPERIENCE

PSQG Survey, 2011 - Archive Service results compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	
	2011	% change on 2009	2009	% change on 2007	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	99%	up 2%	80%	up 21%	19%	1%	0%	same	0%	same	243	321
Web site	89%	up 4%	43%	up 7%	46%	10%	1%	down 1%	0%	same	188	260
Opening hours	92%	up 3%	46%	up 3%	46%	8%	0%	down 1%	0%	same	261	367
Physical access to and in the building	96%	up 3%	58%	up 3%	38%	4%	0%	same	0%	same	264	373
Visitor facilities	86%	up 4%	44%	up 4%	42%	12%	1%	down 2%	0%	same	256	365
Catalogues & guides (including online guides)	95%	up 6%	48%	up 4%	47%	5%	0%	same	0%	same	234	316
Document delivery	99%	up 2%	75%	up 12%	24%	1%	0%	same	0%	same	228	299
Microfilm and fiche viewing facilities	95%	up 4%	60%	up 9%	35%	5%	0%	down 1%	0%	same	232	300
Copy services	95%	up 10%	59%	up 14%	36%	5%	0%	down 1%	1%	up 1%	202	256
On site computer facilities	92%	up 9%	54%	up 12%	38%	7%	1%	down 1%	0%	same	200	240
Quality and appropriateness of the staff's advice	100%	up 2%	82%	up 11%	18%	1%	0%	same	0%	same	254	363
Helpfulness and friendliness of the staff	99%	same	90%	up 7%	9%	1%	0%	same	0%	same	264	377
The archive's service overall	100%	up 2%	77%	up 13%	23%	0%	0%	same	0%	same	260	375

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Staffordshire Record Office percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	100%	same	75%	up 20%	25%	0%	0%	same	0%	same	95	127
Web site	88%	up 5%	38%	up 11%	50%	12%	1%	down 3%	0%	same	81	104
Opening hours	93%	same	46%	down 4%	47%	7%	0%	same	0%	same	105	147
Physical access to and in the building	97%	down 1%	61%	down 2%	36%	3%	0%	same	0%	same	105	147
Visitor facilities	88%	up 6%	45%	up 7%	43%	12%	1%	down 4%	0%	same	105	148
Catalogues & guides (including online guides)	93%	up 1%	42%	up 2%	51%	6%	1%	up 1%	0%	same	100	126
Document delivery	98%	up 2%	66%	up 17%	32%	2%	0%	same	0%	same	95	111
Microfilm and fiche viewing facilities	94%	down 2%	59%	up 8%	35%	6%	0%	same	0%	same	92	123
Copy services	91%	up 11%	49%	up 16%	42%	6%	0%	down 1%	2%	up 2%	80	93
On site computer facilities	84%	up 7%	40%	up 8%	44%	13%	2%	down 1%	0%	same	75	84
Quality and appropriateness of the staff's advice	98%	up 1%	73%	up 7%	25%	1%	1%	up 1%	0%	same	102	142
Helpfulness and friendliness of the staff	98%	down 2%	86%	up 7%	12%	1%	0%	same	1%	up 1%	105	146
The archive's service overall	99%	same	70%	up 11%	29%	1%	0%	same	0%	same	105	145

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Lichfield Record Office percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2011	% change on 2009	2009	2011
Pre-visit	98%	up 5%	80%	up 11%	18%	1%	2%	up 2%	0%	same	45	82
Web site	89%	up 2%	37%	up 5%	52%	10%	2%	up 2%	0%	same	38	63
Opening hours	95%	up 11%	46%	up 15%	49%	4%	0%	down 4%	0%	same	51	89
Physical access to and in the building	91%	down 7%	42%	down 13%	49%	9%	0%	same	0%	same	51	91
Visitor facilities	76%	down 4%	29%	down 8%	47%	22%	1%	down 1%	0%	same	49	85
Catalogues & guides (including online guides)	93%	up 13%	38%	down 9	55%	7%	0%	down 2%	0%	same	45	74
Document delivery	100%	same	81%	up 10%	19%	0%	0%	same	0%	same	45	75
Microfilm and fiche viewing facilities	90%	up 6%	48%	up 3%	42%	10%	0%	down 2%	0%	same	44	67
Copy services	90%	up 13%	53%	up 12%	37%	10%	0%	same	0%	same	39	49
On site computer facilities	90%	up 23%	40%	up 7%	50%	10%	0%	down 5%	0%	same	39	50
Quality and appropriateness of the staff's advice	100%	up 4%	89%	up 12%	11%	0%	0%	same	0%	same	48	89
Helpfulness and friendliness of the staff	100%	same	92%	down 2%	8%	0%	0%	same	0%	same	51	91
The archive's service overall	100%	same	76%	up 2%	24%	0%	0%	same	0%	same	50	91

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Stoke on Trent City Archives percentages 2011 compared with 2009

	Very good and good		Very Good		Good	Adequate	Poor		Very Poor		no. of cases	no. of cases
	2011	% change on 2009	2011	% change on 2009	2011	2011	2011	% change on 2009	2009	% change on 2007	2009	2011
Pre-visit	98%	up 3%	85%	up 26%	13%	2%	1%	up 1%	0%	down 1%	103	112
Web site	91%	up 6%	53%	up 4%	38%	9%	1%	up 1%	0%	same	69	93
Opening hours	89%	up 1%	45%	up 4%	44%	11%	0%	same	0%	same	105	131
Physical access to and in the building	97%	up 12%	65%	up 19%	32%	3%	0%	down 1%	0%	same	108	135
Visitor facilities	92%	up 10%	53%	up 10%	39%	6%	2%	same	0%	same	102	132
Catalogues & guides (including online guides)	97%	up 7%	61%	up 14%	36%	3%	0%	same	0%	same	89	116
Document delivery	99%	up 2%	80%	up 7%	19%	1%	1%	up 1%	0%	same	88	113
Microfilm and fiche viewing facilities	98%	up 10%	67%	up 14%	31%	2%	0%	down 2%	0%	down 1%	96	110
Copy services	99%	up 5%	68%	up 10%	31%	1%	0%	down 1%	0%	same	83	114
On site computer facilities	100%	up 5%	72%	up 19%	28%	0%	0%	same	0%	same	86	106
Quality and appropriateness of the staff's advice	100%	up 3%	86%	up 13%	14%	0%	0%	same	0%	same	104	132
Helpfulness and friendliness of the staff	100%	up 2%	92%	up 10%	8%	0%	0%	down 1%	0%	same	108	140
The archive's service overall	100%	up 4%	83%	up 18%	17%	0%	0%	same	0%	same	105	139