

STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

APPENDIX 3

REVISED LOCAL PERFORMANCE INDICATORS 2012/2013

Indicator	Outturn 2011/2012	Target 2012/2013	Predicted Outturn 2012/2013
Use of Archive Service			
1. Usages of the Archive Service <ul style="list-style-type: none"> • personal visits • online visits, • email postal and telephone enquiries and orders 	232,535	237,000	288,000
Engagement with the Archive Service			
2. Attendances at: <ul style="list-style-type: none"> • events and celebrations • talks by our staff • educational and community group visits to our offices 	3,259	2,908	2,400
3. Number of volunteer hours	4,888	4,600	4,252
Customer Satisfaction			
4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good)	99%	99%	99%
Collecting Activity			
5. New archival collections and unconcluded negotiations with donors or depositors	242	220	200

