

## **BERKSHIRE RECORD OFFICE**

### **Distance Enquiry Services Survey 2021: Results Digest**

**These are the results of the 2021 Distance Survey. Please read them if you would like to.**

The distance survey was undertaken between 17<sup>th</sup> to 28<sup>th</sup> May 2021. The Berkshire Record Office sent out 90 requests to people contacting us remotely via email. 57 responses were received giving a response rate of 63%.

#### **Scores for the Berkshire Record Office**

Overall results:

- **98%** think the **service overall** is very good/good
- **97%** think the **quality of content** is very good/good
- **98%** think that the **clarity of response** is very good/good
- **97%** think that the **promptness of response** is very good/good
- **75%** think that **charges for goods and services** is very good/good
- **83%** think that (the archive's) **social media** is very good/good
- **94%** think that the **ease of navigation to (the archive's) website** is very good/good
- **91%** think that **(the archive's) website** is very good/good

Our typical distance user:

- is a **first time user** (67%)
- has an **average age** of 49.1 (39% were between 65 and 74; 27% between 55 and 64)
- is **female** (56%)
- is **retired** (64%)
- is **from Europe** (82%; [90% born in England])
- **does not have a disability** (89%)

Ethnicity is not given per archive, but nationally, 98% of respondents indicated that they were white.

The main reason for contacting the BRO was for family history research (59%).

53% contacted the BRO for specific research and 25% for copies.

The main reasons for using the distance enquiry service rather than making a personal visit were:

- (they) live too far away to visit (49%)
- email/phone/letter/other electronic method (is) more convenient (39%)