



**Archives & Records  
Association**  
UK & Ireland

## Survey of Visitors to Archives 2022

National Report

Archives and Records Association (UK & Ireland)  
Surveys Group

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## Executive Summary

There follow some highlighted extracts from this report:

- Whilst, compared with 2018, the numbers of participating archives increased, the number of respondents has decreased;
- The results suggest increases in both first-time and regular users;
- There has been a significant uplift in the level of academic research and a turndown in those undertaking local history research;
- The report also suggests that there are greater proportions of those who searched archives' online catalogue to find records / reserve documents.
- For factors such as appearance / upkeep, access to and in the building, and lockers / toilets / rest or refreshment areas satisfaction levels have markedly improved. This is also equally true for IT related services;
- Compared with the benchmarks for UK Customer Satisfaction Index (UKCSI) satisfaction levels are markedly high;
- Whilst the use of private transport to get to the archive is in decline, that for public transport is on the rise;
- It would appear that fewer visitors are combining something else with their visit to the archive. But visitors are staying for longer compared to both 2018 and 2016;
- The split between male and female visitors is getting larger, in favour of males;
- There continues to be more people of working age visiting archives; and
- We are also seeing increased proportions of visitors living in the least deprived areas, with those living in areas of high deprivation visiting less.

## Introduction

Archive services have been conducting surveys of their physical visitors since 2007 ie, it has become a commonplace activity. However, even with each rotation occurring every other year, an archive's participation is not guaranteed and over time the number and type of archive that participates does change.

The latest survey of visitors occurred during the final quarter of 2022. The previous iteration took place back in 2018 ie, pre COVID-19. And whilst the number of participating archives has increased since 2018 the number of participants has reduced, see tables below:

| <b>Type</b>     | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|-----------------|-------------|-------------|-------------|
| Cases           | 111         | 106         | 114         |
| Local Authority | 68%         | 76%         | 84%         |
| University      | 17%         | 12%         | 8%          |
| National        | 13%         | 9%          | 7%          |
| Business        | 1%          | 1%          | 1%          |
| Special         | 2%          | 1%          | 0%          |

| <b>Region</b>    | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|------------------|-------------|-------------|-------------|
| Cases            | 111         | 106         | 114         |
| England          | 73%         | 71%         | 74%         |
| Wales            | 14%         | 18%         | 15%         |
| Scotland         | 12%         | 10%         | 10%         |
| Channel Islands  | 1%          | 1%          | 1%          |
| Northern Ireland | 1%          | 0%          | 1%          |

| <b>Survey participant</b> | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|---------------------------|-------------|-------------|-------------|
| Cases                     | 5,264       | 8,150       | 7,814       |

Other than the downturn in numbers it is also worth noting that we have a smaller proportion of 'Local' archives participating in this survey than ever before. Correspondingly, we have larger proportions of 'University' and 'National' archives taking part.

In 2022 we undertook some revisions of the survey, discarding questions that we considered irrelevant. In some cases we added new questions or amended the range of available responses. These changes are highlighted within the report section.

And finally, the contents of this report reflects the views of some 5,264 respondents. From a statistical validity perspective this is a significant number and consequently the findings can be seen as highly representative<sup>1</sup>. Furthermore, whilst there were some who declined to participate, we are confident that those who did reflect the population profile of archive users.

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<sup>1</sup> Estimated at  $\pm 0.8\%$

## Method

The survey of visitors to archive services is ostensibly that of users of the search-room. Consequently, questionnaires are issued:

- Once the client is settled within the search-room;
- At the desk;
- At a specifically created point; or
- At a point of entry eg, the reception or foyer.

The survey window ran from Monday 3 October 2022 through to Sunday 4 December 2022, inclusive. During this period potentially all visitors were invited to participate, although they are completely at liberty to decline to do so. Visitors to multiple archives during this period were invited to complete a questionnaire for each archive.

Archives were encouraged to put up posters to pre-promote their survey, ideally at least a few weeks before the survey started.

Each archive was asked to keep a record of their survey activity, this included:

- Recording the start and end date of their survey;
- Keeping a record of the total number of questionnaires issued;
- Keeping a record of the number of refusals to participate, this included recording their presumed sex and age group; and
- Keeping a tally of the number of questionnaires completed.

Welsh archives had the option to provide a questionnaire in Welsh and, whether the questionnaire was in Welsh or English, it included an extra question regarding Welsh language provision.

We also, for the first time, enabled archives to provide their respondents with an online option, rather than respond on-paper. In total some 43 responses were received online in both English and Welsh.

In the report that follows, the following conventions are used:

- Cases refers to the number of unique individuals who answered the question;
- ‘..’ signifies that the question is no longer asked;
- All percentages have been rounded to a whole figure, this may mean they don't always appear to total 100%; and
- Questions with multiple choice responses will not total 100% and will be marked accordingly.

## Survey Results

### Section A: The reason for your visit

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

|       | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|-------|-------------|-------------|-------------|
| Cases | 5,136       | 7,750       | 7,519       |
| Yes   | 19%         | 17%         | 18%         |
| No    | 81%         | 83%         | 82%         |

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

|       | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|-------|-------------|-------------|-------------|
| Cases | 3,871       | 6,414       | 6,212       |
| Yes   | 83%         | 83%         | 83%         |
| No    | 17%         | 17%         | 17%         |

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

|       | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|-------|-------------|-------------|-------------|
| Cases | 2,901       | 6,048       | 5,817       |
| Yes   | 61%         | 58%         | 59%         |
| No    | 39%         | 42%         | 41%         |

The pattern of usage has remained relatively consistent over time. However the proportion of regular users has increased compared with 2018 and 2016, as has that of first-time visitors against both previous surveys.

## 2a. Why are you visiting this archive today?

| <i>[multi-response question]</i>                                                            | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|---------------------------------------------------------------------------------------------|-------------|-------------|-------------|
| Cases                                                                                       | 5,199       | 7,763       | 7,557       |
| Academic research                                                                           | 37%         | 26%         | 21%         |
| Family history research                                                                     | 28%         | 41%         | 44%         |
| Local history research                                                                      | 24%         | 30%         | 30%         |
| To gather information for a talk /publication / presentation                                | 12%         | 10%         | 9%          |
| Architectural / building / site research                                                    | 11%         | 10%         | 11%         |
| To find information or evidence relating to my work or for the organisation I volunteer for | 10%         | ..          | ..          |
| Military research                                                                           | 9%          | 9%          | 6%          |
| General browsing / familiarising myself with the archive                                    | 6%          | 5%          | 5%          |
| To find evidence relating to rights and entitlements                                        | 2%          | ..          | ..          |
| To find information relating to my work                                                     | ..          | 9%          | 7%          |
| To find information for the organisation I volunteer at                                     | ..          | 6%          | 7%          |
| Accompanying a friend / family member who is undertaking research                           | ..          | 3%          | 4%          |
| Am in the area / here on holiday / have time                                                | ..          | 2%          | 2%          |
| Other                                                                                       | 11%         | 9%          | 11%         |

Following a review of this question for the 2022 survey, a number of the response options were dropped, and 2 new options added. This was a recognition of the fact that for some, the level of response has remained consistently low, and we wanted to test for any new or emerging themes.

Interestingly we see this year a significant increase in the level of 'academic research', but this may be as a consequence of an increase in the number of university archives participating in 2022 (up to 17% in 2022 c.f. 12% in 2018 and 8% in 2016). In turn, this had led to a decrease in those undertaking 'local history research'. Most other reasons have remained similar.

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

| <i>[multi-response question]</i>                                        | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|-------------------------------------------------------------------------|-------------|-------------|-------------|
| Cases                                                                   | 4,859       | 7,252       | 6,891       |
| Went online to check archive opening times / find directions            | 67%         | 50%         | 47%         |
| Searched archive's online catalogue to find records / reserve documents | 63%         | 39%         | 33%         |
| Conducted online research                                               | 47%         | 46%         | 44%         |
| Emailed / telephoned archive                                            | 42%         | 26%         | 26%         |
| Visited another archive                                                 | 9%          | 12%         | 14%         |
| Researched family history resources / family tree                       | ..          | 30%         | 35%         |
| Reviewed my research / undertook background reading                     | ..          | 33%         | 33%         |
| Visited library / museum / other organisation                           | ..          | 15%         | 16%         |
| Asked friends / relatives for information                               | ..          | 12%         | 14%         |
| Other                                                                   | 13%         | 21%         | 12%         |

As with Q2, this question was also subject to a review and subsequent change. This has brought about a number of significant changes with all but one factor, namely 'conducted online research'. Far greater proportions checked opening times and directions, searched the archive's online catalogues, emailed or telephoned the archive. However, fewer appear to have visited another archive.

One might conclude that, especially given the significant increase in those 'searching the archive's online catalogue to find records or reserve items', that this endorses our view that:

*Those making use of archive services are becoming increasingly sophisticated, given the advanced resources (web sites) now available to them. In these cases the demands on archive staff grow increasingly complex and the requirement has shifted from simply acting as a signpost to information to that of assisting them beyond this point.*



## Section B: Our staff, services and 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 |       |       |
|---------------|-----------------------|-------|-------|
|               | 2022                  | 2018  | 2016  |
| Cases         | 5,005                 | 7,470 | 7,288 |
| Average score | 9.7                   | 9.6   | 9.7   |

|               | Attitude of staff |       |       |
|---------------|-------------------|-------|-------|
|               | 2022              | 2018  | 2016  |
| Cases         | 5,036             | 7,455 | 7,284 |
| Average score | 9.8               | 9.8   | 9.8   |

|               | Quality and appropriateness of staff advice |       |       |
|---------------|---------------------------------------------|-------|-------|
|               | 2022                                        | 2018  | 2016  |
| Cases         | 4,821                                       | 7,238 | 7,081 |
| Average score | 9.8                                         | 9.7   | 9.7   |

Archive staff continue to receive high ratings in relation to the 3 aspects we've been tracking for quite some time now. Essentially, regardless of which archives participate in this survey, visitors clearly value their contribution.

## 5. How satisfied are you with the following:

|                                    | Opening hours |       |       | Ease with which you found us |       |       |
|------------------------------------|---------------|-------|-------|------------------------------|-------|-------|
|                                    | 2022          | 2018  | 2016  | 2022                         | 2018  | 2016  |
| Cases                              | 4,879         | 7,748 | 7,414 | 5,086                        | 7,652 | 7,358 |
| Very satisfied                     | 58%           | 59%   | 59%   | 84%                          | 82%   | 81%   |
| Fairly satisfied                   | 32%           | 30%   | 29%   | 14%                          | 14%   | 15%   |
| Neither satisfied nor dissatisfied | 3%            | 6%    | 6%    | 1%                           | 3%    | 3%    |
| Not very satisfied                 | 5%            | 5%    | 5%    | 1%                           | 1%    | 1%    |
| Not at all satisfied               | 1%            | 1%    | 1%    | 0%                           | 0%    | 0%    |

|                                    | Appearance / upkeep of the building |       |       | Access to and in the building <sup>2</sup> |       |       |
|------------------------------------|-------------------------------------|-------|-------|--------------------------------------------|-------|-------|
|                                    | 2022                                | 2018  | 2016  | 2022                                       | 2018  | 2016  |
| Cases                              | 5,068                               | 7,828 | 7,522 | 5,150                                      | 7,823 | 7,509 |
| Very satisfied                     | 81%                                 | 77%   | 76%   | 85%                                        | 82%   | 80%   |
| Fairly satisfied                   | 16%                                 | 18%   | 19%   | 13%                                        | 14%   | 16%   |
| Neither satisfied nor dissatisfied | 2%                                  | 4%    | 4%    | 1%                                         | 3%    | 3%    |
| Not very satisfied                 | 0%                                  | 1%    | 1%    | 0%                                         | 0%    | 1%    |
| Not at all satisfied               | 0%                                  | 0%    | 0%    | 0%                                         | 0%    | 0%    |

|                                    | Lockers / toilets / rest or refreshment area |       |       | Welcome / reception |       |       |
|------------------------------------|----------------------------------------------|-------|-------|---------------------|-------|-------|
|                                    | 2022                                         | 2018  | 2016  | 2022                | 2018  | 2016  |
| Cases                              | 4,644                                        | 7,137 | 6,821 | 5,080               | 7,765 | 7,474 |
| Very satisfied                     | 74%                                          | 70%   | 68%   | 84%                 | 84%   | 85%   |
| Fairly satisfied                   | 21%                                          | 22%   | 22%   | 13%                 | 12%   | 12%   |
| Neither satisfied nor dissatisfied | 3%                                           | 5%    | 5%    | 2%                  | 3%    | 3%    |
| Not very satisfied                 | 2%                                           | 2%    | 4%    | 1%                  | 0%    | 0%    |
| Not at all satisfied               | 1%                                           | 1%    | 1%    | 0%                  | 0%    | 0%    |

|                                    | Appointment / online booking system (if applicable) |      |      |
|------------------------------------|-----------------------------------------------------|------|------|
|                                    | 2022                                                | 2018 | 2016 |
| Cases                              | 3,435                                               | ..   | ..   |
| Very satisfied                     | 74%                                                 | ..   | ..   |
| Fairly satisfied                   | 18%                                                 | ..   | ..   |
| Neither satisfied nor dissatisfied | 4%                                                  | ..   | ..   |
| Not very satisfied                 | 3%                                                  | ..   | ..   |
| Not at all satisfied               | 1%                                                  | ..   | ..   |

Although the results for some factors eg, opening hours, ease with which you found us, and the welcome / reception received have remained consistently good others have improved. This is especially true for the appearance / upkeep, access to and in the building, and lockers / toilets / rest or refreshment areas.

<sup>2</sup> Previously: Physical access to and in the building

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

|             | Availability of our computers |       |       | Speed of our computers |       |       |
|-------------|-------------------------------|-------|-------|------------------------|-------|-------|
|             | 2022                          | 2018  | 2016  | 2022                   | 2018  | 2016  |
| Cases       | 2,050                         | 4,192 | 3,972 | 1,810                  | 3,750 | 3,552 |
| Very good   | 81%                           | 78%   | 81%   | 65%                    | 53%   | 53%   |
| Fairly good | 16%                           | 18%   | 15%   | 27%                    | 33%   | 32%   |
| Neither     | 2%                            | 3%    | 2%    | 5%                     | 9%    | 9%    |
| Poor        | 1%                            | 1%    | 1%    | 2%                     | 4%    | 4%    |
| Very poor   | 0%                            | 0%    | 0%    | 0%                     | 1%    | 1%    |

|             | Usability of our online catalogue |       |       | Quality of our online catalogue |       |       |
|-------------|-----------------------------------|-------|-------|---------------------------------|-------|-------|
|             | 2022                              | 2018  | 2016  | 2022                            | 2018  | 2016  |
| Cases       | 2,788                             | 4,080 | 3,578 | 2,861                           | 4,078 | 3,574 |
| Very good   | 53%                               | 47%   | 47%   | 55%                             | 50%   | 47%   |
| Fairly good | 36%                               | 37%   | 38%   | 34%                             | 37%   | 38%   |
| Neither     | 7%                                | 11%   | 10%   | 7%                              | 10%   | 10%   |
| Poor        | 4%                                | 4%    | 4%    | 3%                              | 3%    | 3%    |
| Very poor   | 1%                                | 1%    | 1%    | 1%                              | 1%    | 1%    |

|             | Quality of our other online resources |       |       | Access to other online resources |       |       |
|-------------|---------------------------------------|-------|-------|----------------------------------|-------|-------|
|             | 2022                                  | 2018  | 2016  | 2022                             | 2018  | 2016  |
| Cases       | 1,780                                 | 3,080 | 2,816 | 1,602                            | 2,850 | 2,644 |
| Very good   | 60%                                   | 53%   | 53%   | 60%                              | 55%   | 55%   |
| Fairly good | 30%                                   | 35%   | 35%   | 30%                              | 33%   | 33%   |
| Neither     | 8%                                    | 10%   | 10%   | 9%                               | 10%   | 10%   |
| Poor        | 1%                                    | 1%    | 1%    | 1%                               | 1%    | 2%    |
| Very poor   | 0%                                    | 0%    | 1%    | 1%                               | 0%    | 1%    |

|             | Access to WiFi |      |      | Facilities to charge personal computing devices |      |      |
|-------------|----------------|------|------|-------------------------------------------------|------|------|
|             | 2022           | 2018 | 2016 | 2022                                            | 2018 | 2016 |
| Cases       | 2,084          | ..   | ..   | 1,644                                           | ..   | ..   |
| Very good   | 67%            | ..   | ..   | 71%                                             | ..   | ..   |
| Fairly good | 21%            | ..   | ..   | 19%                                             | ..   | ..   |
| Neither     | 6%             | ..   | ..   | 6%                                              | ..   | ..   |
| Poor        | 4%             | ..   | ..   | 3%                                              | ..   | ..   |
| Very poor   | 1%             | ..   | ..   | 0%                                              | ..   | ..   |

It is interesting to note that for all IT related aspects the proportions ticking 'very good' have increased. Two further options have been added, namely access to WiFi and facilities to charge, again the vast majority of respondents ticked very good compared with neither, poor and very poor.

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

|                      | Availability of seating |       |       | Quality of our paper catalogues |       |       |
|----------------------|-------------------------|-------|-------|---------------------------------|-------|-------|
|                      | 2022                    | 2018  | 2016  | 2022                            | 2018  | 2016  |
| Cases                | 4,964                   | 7,716 | 7,395 | 2,207                           | 4,067 | 4,266 |
| Very satisfied       | 89%                     | 84%   | 85%   | 74%                             | 68%   | 66%   |
| Fairly satisfied     | 10%                     | 14%   | 14%   | 22%                             | 25%   | 28%   |
| Neither              | 1%                      | 2%    | 1%    | 3%                              | 6%    | 5%    |
| Not very satisfied   | 0%                      | 1%    | 0%    | 1%                              | 1%    | 1%    |
| Not at all satisfied | 0%                      | 0%    | 0%    | 0%                              | 0%    | 0%    |

|                      | Quality of our other paper resources |       |       | Document ordering system |       |       |
|----------------------|--------------------------------------|-------|-------|--------------------------|-------|-------|
|                      | 2022                                 | 2018  | 2016  | 2022                     | 2018  | 2016  |
| Cases                | 2,121                                | 3,752 | 3,779 | 3,557                    | 5,370 | 5,003 |
| Very satisfied       | 75%                                  | 69%   | 66%   | 75%                      | 73%   | 72%   |
| Fairly satisfied     | 21%                                  | 24%   | 27%   | 20%                      | 21%   | 22%   |
| Neither              | 4%                                   | 6%    | 6%    | 3%                       | 4%    | 4%    |
| Not very satisfied   | 0%                                   | 0%    | 0%    | 2%                       | 2%    | 1%    |
| Not at all satisfied | 0%                                   | 0%    | 0%    | 1%                       | 0%    | 0%    |

|                      | Document delivery system |       |       | Microfilm and microfiche facilities |       |       |
|----------------------|--------------------------|-------|-------|-------------------------------------|-------|-------|
|                      | 2022                     | 2018  | 2016  | 2022                                | 2018  | 2016  |
| Cases                | 3,475                    | 5,245 | 4,829 | 1,274                               | 2,812 | 3,271 |
| Very satisfied       | 82%                      | 77%   | 76%   | 60%                                 | 63%   | 62%   |
| Fairly satisfied     | 15%                      | 18%   | 19%   | 25%                                 | 25%   | 28%   |
| Neither              | 2%                       | 3%    | 3%    | 9%                                  | 8%    | 7%    |
| Not very satisfied   | 1%                       | 1%    | 1%    | 4%                                  | 3%    | 2%    |
| Not at all satisfied | 1%                       | 0%    | 0%    | 2%                                  | 1%    | 1%    |

|                      | Our copy services |       |       | Self-service photography |       |       |
|----------------------|-------------------|-------|-------|--------------------------|-------|-------|
|                      | 2022              | 2018  | 2016  | 2022                     | 2018  | 2016  |
| Cases                | 1,078             | 2,668 | 2,998 | ..                       | 2,755 | 2,386 |
| Very satisfied       | 68%               | 68%   | 66%   | ..                       | 69%   | 67%   |
| Fairly satisfied     | 16%               | 21%   | 23%   | ..                       | 19%   | 20%   |
| Neither              | 8%                | 7%    | 7%    | ..                       | 8%    | 7%    |
| Not very satisfied   | 4%                | 3%    | 3%    | ..                       | 2%    | 3%    |
| Not at all satisfied | 4%                | 1%    | 1%    | ..                       | 2%    | 3%    |

Across a majority of other factors, in comparison with results for both 2018 and 2016, feedback for archives participating in the 2022 survey shows a marked increase in satisfaction. However, in relation to 'copy services' the results remained static and for 'microfilm and microfiche facilities' smaller proportions were very satisfied.

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

|                      | Verbal communication |      |      | Printed catalogues or resources |      |      |
|----------------------|----------------------|------|------|---------------------------------|------|------|
|                      | 2022                 | 2018 | 2016 | 2022                            | 2018 | 2016 |
| Cases                | 144                  | 247  | 250  | 103                             | 196  | 176  |
| Very satisfied       | 88%                  | 90%  | 86%  | 75%                             | 77%  | 77%  |
| Fairly satisfied     | 7%                   | 8%   | 11%  | 19%                             | 17%  | 16%  |
| Neither              | 4%                   | 1%   | 2%   | 6%                              | 5%   | 6%   |
| Not very satisfied   | 1%                   | 1%   | 1%   | 0%                              | 0%   | 2%   |
| Not at all satisfied | 0%                   | 0%   | 0%   | 0%                              | 0%   | 0%   |

|                      | Online catalogue or resources |      |      |
|----------------------|-------------------------------|------|------|
|                      | 2022                          | 2018 | 2016 |
| Cases                | 101                           | 181  | 162  |
| Very satisfied       | 72%                           | 79%  | 70%  |
| Fairly satisfied     | 21%                           | 17%  | 22%  |
| Neither              | 6%                            | 4%   | 6%   |
| Not very satisfied   | 1%                            | 0%   | 1%   |
| Not at all satisfied | 0%                            | 0%   | 0%   |

Archives in Wales obtained a total of some 497 questionnaires. However, approximately only a quarter answered questions regarding Welsh language provision. This makes it challenging to determine whether any changes in the results are meaningful, as the level of statistical error is around  $\pm 8\%$ . So, given the drop in satisfaction for the 'online catalogue or resources' is (at 7%) within this margin of error the change may well not be that significant.

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

|         | <b>Overall, how do you rate this archive?</b> |             |             |
|---------|-----------------------------------------------|-------------|-------------|
|         | <b>2022</b>                                   | <b>2018</b> | <b>2016</b> |
| Cases   | 4,713                                         | 7,158       | 6,897       |
| Average | 9.4                                           | 9.3         | 9.3         |

The average score, in respect of overall satisfaction, has remained almost constant over time with little or next to no variation at all. Certainly, given the previously high scores it's challenging to see where any improvement may come from.

To put this score in perspective, compared to the UK Customer Satisfaction Index (UKCSI)<sup>3</sup>, the average score as at January 2023 was 77.7 (out of 100), equivalent to 7.8 out of 10.

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<sup>3</sup> <https://www.instituteofcustomerservice.com/research-insight/ukcsi/>

## Section C: Your visit

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

|                   | 2022  | 2018  | 2016  |
|-------------------|-------|-------|-------|
| Cases             | 5,116 | 7,687 | 7,414 |
| Private transport | 43%   | 47%   | 54%   |
| Public transport  | 41%   | 37%   | 31%   |
| On foot           | 13%   | 13%   | 13%   |
| Bicycle           | 2%    | 2%    | 2%    |
| Other             | 2%    | 1%    | 1%    |

Although the use of private transport remains the most popular method of travelling to the archive, the gap between private and public is rapidly closing. This trend began back in 2016 when the difference was 13%, as in 2018 the difference reduced to 10% and as of 2022 it stands at just 2%. Interestingly, the results for the three other modes of transport remain static.

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

| <i>[multi-response question]</i>                              | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|---------------------------------------------------------------|-------------|-------------|-------------|
| Cases                                                         | 5,048       | 7,694       | 7,392       |
| Nothing else                                                  | 59%         | 52%         | 52%         |
| Using local hospitality, retail and / or transport facilities | 23%         | ..          | ..          |
| Visiting other places of interest                             | 11%         | 12%         | 12%         |
| Eating out                                                    | ..          | 16%         | 15%         |
| Paying for overnight accommodation                            | ..          | 8%          | 7%          |
| Using local transport                                         | ..          | 8%          | 7%          |
| Returning to work                                             | ..          | 6%          | 7%          |
| Staying with relatives / friends                              | ..          | 5%          | 4%          |
| Meeting with a society/group                                  | ..          | 3%          | 4%          |
| Attending conference/event                                    | ..          | 2%          | 2%          |
| Other                                                         | 15%         | 15%         | 16%         |

This question was extensively revised in 2022 and we've discontinued capturing certain options. Instead we have replaced a number of individual elements with an all encompassing 'using local hospitality ...' option, but have retained 'visiting other places of interest' and 'other'. Regardless, there has been a marked increase in those selecting 'nothing else'. The reasons behind this change are not captured and so are subject to conjecture.



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

|         | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|---------|-------------|-------------|-------------|
| Cases   | 5,016       | 6,118       | 7,105       |
| Average | 3.7         | 3.3         | 3.1         |

There has continued to be an increase in dwell time since 2016, although whilst the increase from 2016 to 2018 was around 6%, between 2018 and 2022 it was 11%. This is clearly quite significant.

## Section D: Outcome

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

|          | <b>I have a greater understanding of my community, its history and people</b> |             |             |
|----------|-------------------------------------------------------------------------------|-------------|-------------|
|          | <b>2022</b>                                                                   | <b>2018</b> | <b>2016</b> |
| Cases    | 2,824                                                                         | 4,411       | 4,216       |
| Agree    | 96%                                                                           | 97%         | 97%         |
| Disagree | 4%                                                                            | 3%          | 3%          |

|          | <b>I developed new skills or improved existing skills</b> |             |             |
|----------|-----------------------------------------------------------|-------------|-------------|
|          | <b>2022</b>                                               | <b>2018</b> | <b>2016</b> |
| Cases    | 1,985                                                     | 2,890       | 2,784       |
| Agree    | 89%                                                       | 88%         | 89%         |
| Disagree | 11%                                                       | 12%         | 11%         |

|          | <b>Found the evidence I was looking for</b> |             |             |
|----------|---------------------------------------------|-------------|-------------|
|          | <b>2022</b>                                 | <b>2018</b> | <b>2016</b> |
| Cases    | 4,290                                       | ..          | ..          |
| Agree    | 95%                                         | ..          | ..          |
| Disagree | 5%                                          | ..          | ..          |

|          | <b>Learnt something unexpected</b> |             |             |
|----------|------------------------------------|-------------|-------------|
|          | <b>2022</b>                        | <b>2018</b> | <b>2016</b> |
| Cases    | 3,202                              | ..          | ..          |
| Agree    | 92%                                | ..          | ..          |
| Disagree | 8%                                 | ..          | ..          |

As with others, this question was revised in 2022. The following measures were dropped: I enjoyed myself; I improved my knowledge in an area of interest; and I am inspired to find out more. Two were retained and a further two added. For those that were retained, the proportions or percentages agreeing with the statements remain relatively high. With the new measures also obtaining high levels of agreement.

## Section E: About you

### 15. What is your sex<sup>4</sup>?

|        | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|--------|-------------|-------------|-------------|
| Cases  | 4,791       | 7,746       | 7,480       |
| Male   | 53%         | 52%         | 51%         |
| Female | 47%         | 48%         | 49%         |

Whilst there has been a progressive shift toward an increasingly larger proportion of males visiting archives, the annual change of 1% is very close to the error rate for the survey generally. Consequently, it could be assumed that the figures have more or less remained static.

Given the change to this question we then asked: "Is the gender you identify with the same as your sex registered at birth?". Some 99.7% of respondents confirmed that it was. Compared with the general population, or least those that answered the same question in 2021 Census, some 99.3% said yes. Given the highly similar result for both this survey and the Census, it is impossible to confirm whether the difference is meaningful.

### 17. Your age?

|            | <b>2022</b> | <b>2018</b> | <b>2016</b> |
|------------|-------------|-------------|-------------|
| Cases      | 4,397       | 7,083       | 6,780       |
| Under 25   | 8%          | 7%          | 8%          |
| 25 to 44   | 17%         | 15%         | 13%         |
| 45 to 64   | 31%         | 33%         | 33%         |
| 65 to 74   | 30%         | 33%         | 34%         |
| 75 or over | 13%         | 12%         | 12%         |

Since 2016 there has been a small increase amongst those of working age ie, those aged under 65, from 54% in 2016, to 55% in 2018 and 56% in 2022. Whilst a corresponding small drop of those of retirement age or older, from 46% in 2016, to 45% in 2018 and 43% in 2022.

Given that the UK population is aging this is quite interesting. However, this may simply be a consequence of more universities taking part in this survey!

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<sup>4</sup> In previous years the question was: What is your gender?

**18b. If you are a UK resident, what is your postcode?**

|                    | Deprivation by Quintile |       |       |
|--------------------|-------------------------|-------|-------|
|                    | 2022                    | 2018  | 2016  |
| Total              | 3,765                   | 6,291 | 5,822 |
| 1 (most deprived)  | 6%                      | 8%    | 8%    |
| 2                  | 13%                     | 15%   | 14%   |
| 3                  | 23%                     | 22%   | 22%   |
| 4                  | 26%                     | 26%   | 26%   |
| 5 (least deprived) | 32%                     | 29%   | 28%   |

This analysis appears to show that those living in the two most deprived areas (quintile 1 and 2) are visiting less than before whilst those from the least deprived areas (quintile 5) are increasing.

For example, in 2016 some 22% of visitors lived in area of high deprivation ie, quintiles 1 and 2. This increased to 23% in 2018 but then declined to 19% in 2022. Whereas the proportions living in an area of low or least deprivation (quintile 5) have increased year on year.

Why this is occurring is subject to much conjecture, but maybe linked to affordability ie, travel costs.

**18b. If not a UK resident, what is your country of residence?**

|          | 2022 | 2018 | 2016 |
|----------|------|------|------|
| Cases    | 327  | 518  | 261  |
| Africa   | 4%   | 1%   | 0%   |
| Americas | 40%  | 37%  | 41%  |
| Asia     | 9%   | 6%   | 2%   |
| Europe   | 34%  | 40%  | 34%  |
| Oceania  | 13%  | 16%  | 23%  |

With only 327 responses to the 2022 survey the results are subject to an error of at least  $\pm 5\%$ , meaning that changes have to exceed this to be meaningful. With just one exception most changes in the results fall within this margin of error. The only one that doesn't is the decrease in the proportion of visitors from Europe which has dropped from 40% to 34% ie, a change of 6%. Basically meaning this figure has returned to the level last seen in 2016.

## 19. What is your ethnic group?

|       | 2022  | 2018  | 2016  |
|-------|-------|-------|-------|
| Cases | 4,629 | 7,453 | 7,181 |
| White | 93%   | 96%   | 97%   |
| Mixed | 2%    | 1%    | 1%    |
| Asian | 3%    | 1%    | 1%    |
| Black | 1%    | 1%    | 0%    |
| Other | 1%    | 1%    | 1%    |

The ethnic profile of visitors has progressed toward being more diverse, as evidenced by the table above. However, compared to the profile of residents in England and Wales from the 2021 Census (74% White), visitors to archives are still somewhat less diverse.

## 20a. Do you have any long-lasting physical or mental health conditions?

|       | 2022  |
|-------|-------|
| Cases | 4,374 |
| Yes   | 12%   |
| No    | 88%   |

## 20b. If yes, have you experienced any barriers to accessing this service?

|             | 2022 |
|-------------|------|
| Cases       | 542  |
| A lot       | 1%   |
| A little    | 12%  |
| None at all | 87%  |

We asked these two questions for the first time in 2022. Previously we had asked if they had any disability or condition. The first question asked is highly similar, but not identical, to that asked in the 2021 Census. According to the House of Commons library, some 18% of the population have a physical or mental health conditions or illnesses lasting or expected to last 12 months or more. So, amongst the general population such conditions or illnesses are more prevalent. Our second question specifically refers to archive services, so cannot be compared. However, amongst the general population approximately 3 in 10 (31%) respondents state that day to day activities are impacted a lot.



**SECTION A: THE REASON FOR YOUR VISIT**

**1. About your visit**

[Please mark X in one box in each row]

**Yes      No**

|                                                     |                          |                          |
|-----------------------------------------------------|--------------------------|--------------------------|
| (a) Is this your first visit to <u>any</u> archive? | <input type="checkbox"/> | <input type="checkbox"/> |
|-----------------------------------------------------|--------------------------|--------------------------|

|                                                               |                          |                          |
|---------------------------------------------------------------|--------------------------|--------------------------|
| (b) If No at (a) above, have you visited this archive before? | <input type="checkbox"/> | <input type="checkbox"/> |
|---------------------------------------------------------------|--------------------------|--------------------------|

|                                                                  |                          |                          |
|------------------------------------------------------------------|--------------------------|--------------------------|
| (c) If Yes at (b) above, are you a regular user of this archive? | <input type="checkbox"/> | <input type="checkbox"/> |
|------------------------------------------------------------------|--------------------------|--------------------------|

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

[Please mark X in all boxes that apply]

|                   |                          |
|-------------------|--------------------------|
| Academic research | <input type="checkbox"/> |
|-------------------|--------------------------|

|                                          |                          |
|------------------------------------------|--------------------------|
| Architectural / building / site research | <input type="checkbox"/> |
|------------------------------------------|--------------------------|

|                |                          |
|----------------|--------------------------|
| Family history | <input type="checkbox"/> |
|----------------|--------------------------|

|                  |                          |
|------------------|--------------------------|
| Military history | <input type="checkbox"/> |
|------------------|--------------------------|

|               |                          |
|---------------|--------------------------|
| Local history | <input type="checkbox"/> |
|---------------|--------------------------|

|                                                          |                          |
|----------------------------------------------------------|--------------------------|
| General browsing / familiarising myself with the archive | <input type="checkbox"/> |
|----------------------------------------------------------|--------------------------|

|                                                      |                          |
|------------------------------------------------------|--------------------------|
| To find evidence relating to rights and entitlements | <input type="checkbox"/> |
|------------------------------------------------------|--------------------------|

|                                                                                             |                          |
|---------------------------------------------------------------------------------------------|--------------------------|
| To find information or evidence relating to my work or for the organisation I volunteer for | <input type="checkbox"/> |
|---------------------------------------------------------------------------------------------|--------------------------|

|                                                               |                          |
|---------------------------------------------------------------|--------------------------|
| To gather information for a talk / publication / presentation | <input type="checkbox"/> |
|---------------------------------------------------------------|--------------------------|

Other, please specify:

|                      |
|----------------------|
| <input type="text"/> |
|----------------------|

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

|                      |
|----------------------|
| <input type="text"/> |
|----------------------|







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

*If you did not use a service, please select "Don't know / NA" or leave blank*

[Please mark X in one box in each row]

|                                      | Very satisfied           | Fairly satisfied         | Neither                  | Not very satisfied       | Not at all satisfied     | Don't know / NA          |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Availability of seating              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of our paper catalogues      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of our other paper resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Document ordering system             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Document delivery system             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microfilm and microfiche facilities  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Our copy services                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

[For users of Welsh archives only]

[Please mark X in one box in each row]

|                                 | Very satisfied           | Fairly satisfied         | Neither                  | Not very satisfied       | Not at all satisfied     | Don't know / NA          |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Verbal communication            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Printed catalogues or resources | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Online catalogue or resources   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**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?

**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

Using local hospitality, retail and / or transport facilities

Visiting other places of interest

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 developed new skills or improved existing skills (in research, use of ICT, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I have a greater understanding of my community, its history and people             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Found the evidence I was looking for                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Learnt something unexpected                                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**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. What is your sex?**

[Please mark X in one box]

Female

Male

**16. Is the gender you identify with the same as your sex registered at birth?**

Yes

No, write in gender identity:

Prefer not to say

**17. Your age?**

[Please write in, e.g. 53]

Prefer not to say

**18. (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 to add country code:

**19. What is your ethnic group?**

[Please mark X in one box]

Asian

Black

Mixed

White

Any Other, please state:

Prefer not to say

**20. (a) Do you have any long-lasting physical or mental health conditions?**

Yes

No

**(b) If yes, have you experienced any barriers to accessing this service?**

A lot

A little

None at all

**21. Please provide details to help us to improve our service:**

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

## Participating Archives

Sorted in alphabetical order.

| Archive                                                      | Country          | Region                   | Type       |
|--------------------------------------------------------------|------------------|--------------------------|------------|
| Anglesey Archives                                            | Wales            | Wales                    | Local      |
| Archives & Collections, Library of Birmingham                | England          | West Midlands            | Local      |
| Bank of England Archive                                      | England          | London                   | Business   |
| Berkshire Record Office                                      | England          | South East               | Local      |
| Bexley Local Studies and Archive Centre                      | England          | London                   | Local      |
| Borthwick Institute for Archives                             | England          | Yorkshire and The Humber | University |
| Bristol Archives                                             | England          | South West               | Local      |
| Buckinghamshire Archives                                     | England          | South East               | Local      |
| Bury Archives                                                | England          | North West               | Local      |
| Cadbury Research Library, University of Birmingham           | England          | West Midlands            | University |
| Cambridgeshire Archives                                      | England          | East of England          | Local      |
| Cardiff University, Special Collections and Archives         | Wales            | Wales                    | University |
| Carmarthenshire Archives                                     | Wales            | Wales                    | Local      |
| Ceredigion Archives                                          | Wales            | Wales                    | Local      |
| Cheshire Archives & Local Studies                            | England          | North West               | Local      |
| Conwy Archive Service                                        | Wales            | Wales                    | Local      |
| Cumbria Archive Centre: Barrow In Furness                    | England          | North West               | Local      |
| Cumbria Archive Centre: Carlisle                             | England          | North West               | Local      |
| Cumbria Archive Centre: Kendal                               | England          | North West               | Local      |
| Cumbria Archive Centre: Whitehaven                           | England          | North West               | Local      |
| Derbyshire Record Office                                     | England          | East Midlands            | Local      |
| Derry City and Strabane District Council, Tower Museum       | Northern Ireland | Northern Ireland         | Local      |
| Dorset History Centre                                        | England          | South West               | Local      |
| East Riding Archives and Local Studies                       | England          | Yorkshire and The Humber | Local      |
| Explore York Libraries and Archives                          | England          | Yorkshire and The Humber | Local      |
| Glamorgan Archives                                           | Wales            | Wales                    | Local      |
| Glasgow City Archives                                        | Scotland         | Scotland                 | Local      |
| Gloucestershire Archives                                     | England          | South West               | Local      |
| Gwent Archives                                               | Wales            | Wales                    | Local      |
| Hackney Archives                                             | England          | London                   | Local      |
| Hampshire Archives and Local Studies                         | England          | South East               | Local      |
| Herefordshire Archive Service                                | England          | West Midlands            | Local      |
| Heritage Quay - University of Huddersfield Archives          | England          | Yorkshire and The Humber | University |
| Hertfordshire Archives and Local Studies                     | England          | East of England          | Local      |
| Highland Archive Service: Highland Archive Centre, Inverness | Scotland         | Scotland                 | Local      |
| Highland Archive Service: Lochaber Archive Centre            | Scotland         | Scotland                 | Local      |
| Highland Archive Service: Skye and Lochalsh Archive Centre   | Scotland         | Scotland                 | Local      |
| Highland Archive Service: The Nuclear and Caithness Archive  | Scotland         | Scotland                 | Local      |
| Historic England Archive                                     | England          | South West               | National   |

| <b>Archive</b>                                                                | <b>Country</b>  | <b>Region</b>            | <b>Type</b> |
|-------------------------------------------------------------------------------|-----------------|--------------------------|-------------|
| Historic Environment Scotland                                                 | Scotland        | Scotland                 | National    |
| Huntingdonshire Archives                                                      | England         | East of England          | Local       |
| Jersey Archive                                                                | Channel Islands | Channel Islands          | Local       |
| Kent Archives Service                                                         | England         | South East               | Local       |
| King's College London                                                         | England         | London                   | University  |
| Kingston University, Archives and Special Collections                         | England         | London                   | Local       |
| Kresen Kernow                                                                 | England         | South West               | Local       |
| Lancashire Archives                                                           | England         | North West               | Local       |
| Liverpool Record Office                                                       | England         | North West               | Local       |
| London Borough of Croydon Archives                                            | England         | London                   | Local       |
| London Metropolitan Archives                                                  | England         | London                   | Local       |
| Manchester and Lancashire Family History Society                              | England         | North West               | Local       |
| Manchester Archives                                                           | England         | North West               | Local       |
| National Library of Scotland                                                  | Scotland        | Scotland                 | National    |
| National Maritime Museum: The Caird Library and Archive                       | England         | London                   | National    |
| National Museum of the Royal Navy                                             | England         | South East               | National    |
| Norfolk Record Office                                                         | England         | East of England          | Local       |
| North East Wales Archives (Hawarden)                                          | Wales           | Wales                    | Local       |
| North East Wales Archives (Ruthin)                                            | Wales           | Wales                    | Local       |
| North Yorkshire County Record Office                                          | England         | Yorkshire and The Humber | Local       |
| Northumberland Archives: Berwick Record Office                                | England         | North East               | Local       |
| Northumberland Archives: QEII Country Park                                    | England         | North East               | Local       |
| Oxfordshire History Centre                                                    | England         | South East               | Local       |
| Parliamentary Archives                                                        | England         | London                   | National    |
| Pembrokeshire Archives and Local Studies                                      | Wales           | Wales                    | Local       |
| Perth & Kinross Archive                                                       | Scotland        | Scotland                 | Local       |
| Plymouth Archives, The Box                                                    | England         | South West               | Local       |
| Richmond upon Thames Local Studies Library and Archive                        | England         | London                   | Local       |
| Rotherham Archives & Local Studies                                            | England         | Yorkshire and The Humber | Local       |
| Royal Archives                                                                | England         | South East               | Special     |
| Royal Commission On The Ancient And Historical Monuments Of Wales             | Wales           | Wales                    | National    |
| Science Museum Group: National Railway Museum Research Centre - Search Engine | England         | Yorkshire and The Humber | National    |
| Science Museum Group: Science and Industry Museum                             | England         | North West               | National    |
| Science Museum Group: Science Museum Library & Archive, London                | England         | London                   | National    |
| Science Museum Group: Science Museum Library & Archive, Wroughton             | England         | South West               | National    |
| Shropshire Archives                                                           | England         | West Midlands            | Local       |
| South West Heritage Trust: Devon Archives & Local Studies                     | England         | South West               | Local       |
| South West Heritage Trust: Somerset Archives & Local Studies                  | England         | South West               | Local       |
| Southwark Archives                                                            | England         | London                   | Local       |
| Surrey History Centre                                                         | England         | South East               | Local       |

| <b>Archive</b>                                                                  | <b>Country</b> | <b>Region</b>            | <b>Type</b> |
|---------------------------------------------------------------------------------|----------------|--------------------------|-------------|
| The Keep Archive Centre                                                         | England        | South East               | Local       |
| The National Archives                                                           | England        | London                   | National    |
| The National Library of Wales                                                   | Wales          | Wales                    | National    |
| The Paul Mellon Centre                                                          | England        | London                   | Special     |
| The Postal Museum: The Royal Mail Archive                                       | England        | London                   | National    |
| The Record Office for Leicestershire, Leicester & Rutland                       | England        | East Midlands            | Local       |
| Tower Hamlets Local History Library and Archives                                | England        | London                   | Local       |
| Tyne and Wear Archives                                                          | England        | North East               | Local       |
| UCL, Institute of Education                                                     | England        | London                   | University  |
| UCL, Senate House Library                                                       | England        | London                   | University  |
| UCL, Special Collections, South Junction Reading Room                           | England        | London                   | University  |
| University of Aberdeen, Special Collections Centre                              | Scotland       | Scotland                 | University  |
| University of Bangor                                                            | Wales          | Wales                    | University  |
| University of Glasgow, Archives & Special Collections, Library Level 12         | Scotland       | Scotland                 | University  |
| University of Glasgow, Archives & Special Collections, Thurso St                | Scotland       | Scotland                 | University  |
| University of Glasgow, Library Research Annexe                                  | Scotland       | Scotland                 | University  |
| University of Leeds, Special Collections                                        | England        | Yorkshire and The Humber | University  |
| University of Nottingham, Manuscripts and Special Collections                   | England        | East Midlands            | University  |
| University of Reading, Special Collections and The Museum of English Rural Life | England        | South East               | University  |
| University of St Andrews, University Collections                                | Scotland       | Scotland                 | University  |
| University of Swansea, Richard Burton Archives                                  | Wales          | Wales                    | University  |
| University of Warwick, Modern Records Centre                                    | England        | West Midlands            | University  |
| Wandsworth Heritage Service                                                     | England        | London                   | Local       |
| Warrington Archives                                                             | England        | North West               | Local       |
| Warwickshire County Record Office                                               | England        | West Midlands            | Local       |
| West Glamorgan Archive Service                                                  | Wales          | Wales                    | Local       |
| West Sussex Record Office                                                       | England        | South East               | Local       |
| West Yorkshire Archive Service, Bradford                                        | England        | Yorkshire and The Humber | Local       |
| West Yorkshire Archive Service, Calderdale                                      | England        | Yorkshire and The Humber | Local       |
| West Yorkshire Archive Service, Leeds                                           | England        | Yorkshire and The Humber | Local       |
| West Yorkshire Archive Service, Wakefield                                       | England        | Yorkshire and The Humber | Local       |
| Worcestershire Archive and Archaeology Service                                  | England        | West Midlands            | Local       |