

BERKSHIRE RECORD OFFICE

Distance Enquiry Services Survey 2019: Results Digest

These are the results of the 2019 Distance Survey. Please read them if you would like to.

The distance survey was undertaken between 8th and 25th October 2019. We sent out 101 requests to people contacting us by email; 66 responses were received giving a response rate of 65%.

Scores for Berkshire Record Office

Overall results:

- **95%** think the **service overall** is very good/good
- **97%** think the **quality of content** is very good/good
- **96%** think that the **clarity of response** is very good/good
- **96%** think that the **promptness of response** is very good/good
- **80%** think that **charges for goods and services** is very good/good
- **91%** 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** (63%)
- has an **average age of 64**
- is **white** (98%)
- is **male** (57%)
- is **retired** (54%)
- is **from Europe** (85%)
- **does not have a disability** (82%)

The main reason for contacting BRO was for family history research (65%).

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

- (they) live too far away to visit (45%)
- email/phone/letter/other electronic method (is) more convenient (36%)
- to see if the office held relevant information (31%)