

**BERKSHIRE RECORD OFFICE**  
**Distance Enquiry Services Survey 2017: Results Digest**

These are the results of the 2017 Distance Survey. Please read them if you would like to.

The distance survey was undertaken between 2<sup>nd</sup> and 17<sup>th</sup> October 2017. We sent out 93 requests to people contacting us by email; 56 responses were received giving a response rate of 60%.

## 1. Scores for BRO

Overall results:

- **97%** think the **service overall** is very good/good
- **99%** think the **quality of content** is very good/good
- **99%** think that the **clarity of response** is very good/good
- **93%** think that the **promptness of response** is very good/good
- **76%** think that **charges for goods and services** is very good/good
- **84%** think that the **ease of navigation to (the archive's) website** is very good/good
- **89%** think that **(the archive's) website** is very good/good

Our typical distance user:

- is a **first time user** (79%)
- has an **average age** of 61
- is **white** (98%)
- is **female** (55%)
- is **employed** (54%)
- is **from Europe** (93%)
- **does not have a disability** (73%)

The main reason for contacting BRO was for family history research (41%).

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

- email/phone/letter/other electronic method (is) more convenient (36%)
- (they) live too far away to visit (32%)
- to see if the office held relevant information (32%)