

Voice!

Questionnaire 37
February 2016

Aberdeen City  *Voice!*

ABERDEEN'S CITIZENS PANEL

ABERDEEN CITY AND ABERDEENSHIRE ARCHIVES

Aberdeen City and Aberdeenshire Archives collects, preserves and provides public access to historical records relating to the City of Aberdeen and its locality. The purpose of this survey is to gather information about the public's awareness and usage of the Archive Service and to find out what people think about possible initiatives for developing the service in the next 5 years.

You can find out more information about Aberdeen City and Aberdeenshire Archives at www.aberdeencity.gov.uk/archives but if you have any questions about the survey please email us at archives@aberdeencity.gov.uk or telephone 01224 481775.

Current Usage and Awareness of the Service

This question relates to all types of usage of the Service (i.e. visitors, enquiries, online etc.).

1. Have you ever used Aberdeen City and Aberdeenshire Archives?

- | | |
|---------------|--------------------------|
| a) Yes | <input type="checkbox"/> |
| b) No | <input type="checkbox"/> |
| c) Don't know | <input type="checkbox"/> |
| d) Not sure | <input type="checkbox"/> |

a) If you answered 'No' to question 1 above, please tell us why not. (Please tick ONE box only.)

- | | |
|---|--------------------------|
| a) I hadn't heard of the Service at all | <input type="checkbox"/> |
| b) I have heard of the Service, but haven't had a reason to use it | <input type="checkbox"/> |
| c) I would like to use it, but have not had a chance yet | <input type="checkbox"/> |
| d) I have not been able to access the Service, e.g. due to transport or mobility issues; lack of internet access etc. | <input type="checkbox"/> |
| e) Other [Please specify] | <input type="checkbox"/> |

b) If you answered 'Yes' to question 1 above, how did you use it? (Please tick ALL that apply.)

- | | |
|---|--------------------------|
| a) Visited or contacted by telephone | <input type="checkbox"/> |
| b) Correspondence enquiry (e.g. letter, email, social media) | <input type="checkbox"/> |
| c) Used available online information (e.g. website, social media) | <input type="checkbox"/> |

c) Overall, how satisfied were you with the Service? (Please tick ONE box only.)

- | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|
| Very satisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

d) If you answered 'dissatisfied' or 'very dissatisfied' to the above question, please tell us why.

Interest in Using the Service in the future

This question is for everyone to answer, whether or not you have previously used the Archive Service.

2. Aberdeen City and Aberdeenshire Archives provides access to sources that can help with many different activities. Which of the following activities could encourage you to use its services in the future? (Please tick ALL that apply.)

a) Family history research	<input type="checkbox"/>
b) Local history research	<input type="checkbox"/>
c) Building research, e.g. accessing historical building plans	<input type="checkbox"/>
d) Personal information – finding out information about myself, e.g. record of school attendance for overseas work application	<input type="checkbox"/>
e) School project	<input type="checkbox"/>
f) Community Learning opportunities, e.g. community group project to learn more about the history and buildings in a particular area	<input type="checkbox"/>
g) Academic research, e.g. for college / degree course assignment	<input type="checkbox"/>
h) Democratic research, e.g. request for access to council information	<input type="checkbox"/>
i) Business research, e.g. a legal firm conducting research in registers and legal documents on behalf of a client	<input type="checkbox"/>
j) Other [please specify]	<input type="checkbox"/>

Accessibility

3. Aberdeen City and Aberdeenshire Archives has two public reading rooms in Aberdeen that are each open for part of the week – one at the Town House on Broad Street (Open Wednesday to Friday, 9.30am – 4.30pm) and the other at Old Aberdeen House on Dunbar Street in Old Aberdeen (open Monday to Wednesday, 9.30am – 1pm and 2pm – 4.30pm). Each building holds unique collections that are not available at the other building, but space in each reading room is limited so we recommend strongly that users make an appointment in advance of any planned visit. The layout of both buildings and third floor location of the Town House reading room may also impact on ability to access services. (There is more information about the service on www.aberdeencity.gov.uk/archives).

a) In this question we are interested to know whether you feel the Town House reading room is accessible to you. Please answer 'yes' or 'no' to each of the following statements.

The location of the building would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

The existing public transport links / opportunities for parking would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

The opening hours would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

b) In this question we are interested to know whether you feel the Old Aberdeen House reading room is accessible to you. Please answer 'yes' or 'no' to each of the following statements.

The location of the building would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

The existing public transport links / opportunities for parking would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

The opening hours would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

c) In this question we are interested to know whether you feel our services are accessible to you. Please answer 'yes' or 'no' to each of the following statements.

The need for booking an appointment in advance would discourage me from visiting

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

I wouldn't be sure about which building to visit for the collections I wanted to access

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

d) Both public reading rooms are located in historic buildings. We are concerned that some users with mobility issues may have difficulty due to the layout of these buildings. For example, the reading room in the Town House can only be accessed by stairs or lift, and the doorways in Old Aberdeen House are very narrow and therefore difficult for wheelchair users.

Do you feel that these issues would affect your ability to access the Service?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

Would this discourage you from visiting?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

e) If you would like to explain any of your responses or have any further comments about accessibility to Aberdeen City and Aberdeenshire Archives, please use the space provided below:

4. We are considering opening late by appointment for one day per week during spring and summer this year within the current resources available to us. Please let us know which of the following options would be useful to you:

Opening late on Tuesday evenings until 6.30pm at Old Aberdeen House.

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

Opening late on Monday evenings until 6.30pm at Old Aberdeen House.

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

a) If you have any comments on late and weekend opening of the service, please provide them here:

Consultation on Public Events

5. Aberdeen City and Aberdeenshire Archives does a lot of public outreach throughout the year. Please look at the following list of activities and indicate your interest in these, 1 = very interested and 6 = not interested at all. (Please tick ONE option in each row).

	1 = very interested	2	3	4	5	6 = not interested at all	Not applicable
Attending talks on subjects relating to the collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending exhibitions using the collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending fairs that include opportunities to speak with Archives staff and other organisations about your own research interest, e.g. a family history fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in courses about using the archives collections, e.g. for researching local or family history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in creative events inspired by archive items, e.g. poetry / drama / art workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking part in community projects involving archive collections, e.g. celebrating a local anniversary in your area, or finding out about the development of your community over time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 = very interested 2 3 4 5 6 = not interested at all Not applicable

Participating in an event about care and access to archive collections held by local groups in your area, e.g. collections held by local heritage societies

Participating in community volunteer projects, e.g. digitising and transcribing archive items relating to your area for wider access online

Other (please specify)

Online Access

- 6. Aberdeen City and Aberdeenshire Archives has a strong presence online through its website and social media, but is looking to expand this in various ways, including more digitisation of popular sources. Please look at the following list of options for more online access and tick any that you think could be useful to you, 1 = very interested and 6 = not interested at all. (Please tick ONE option in each row).**

1 = very interested 2 3 4 5 6 = not interested at all Not applicable

Providing digital access to pre-2005 Council Minutes and Reports

Providing digital access to historical records relating to people, e.g. electoral rolls from 1918 onwards

Providing digital access to historical records relating to local areas, e.g. historical school log books (effectively head teachers diaries)

Online exhibitions about subjects relating to the collections, e.g. history of Aberdeen and Aberdeenshire, etc.

'Crowd-sourcing' projects where online users are given access to digitised records in order to do some interpretative work on them, e.g. transcribing a volume (like a school log book) or identifying photographs of unknown areas

1 = very interested 2 3 4 5 6 = not interested at all Not applicable

Development of a digital repository area where local groups can hire space to store, preserve, and provide access to digital images of their own archival collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of mobile apps to provide enhanced information about collections, e.g. linking catalogue information about building plans to online maps in order to indicate the availability of plans for specific buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Development of an Archive blog about the service and its collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guides on collections, and how to carry out certain types of research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)							

7. Conservation and preservation of historical records for future generations is expensive and costs sometimes cannot be met from existing budgets. Please look at the following list of options for fundraising and tick any that you think would be a good idea to develop. (Please tick ALL that apply.)

a) Requests for donations from the public, e.g. in reading rooms, for answering enquiries, on social media	<input type="checkbox"/>
b) Special fundraising events	<input type="checkbox"/>
c) Sponsoring programmes to fund items requiring conservation	<input type="checkbox"/>
d) Small charges for accessing services, e.g. accessing physical records	<input type="checkbox"/>
e) Small charges for accessing digital images of records online	<input type="checkbox"/>

a) Please let us know of any other suggestions or comments you have about fundraising.

8. If you have any comments about Aberdeen City and Aberdeenshire Archives as it is now, or suggestions about how the service could develop in the future, please let us know using the box below:

Thank you for taking part in this survey. If you would like to be given periodical updates on the work Aberdeen City and Aberdeenshire Archives is doing and any events the Service is involved in, please **email archives@aberdeencity.gov.uk** to be put on our Newsletter mailing list.

ROADS

Aberdeen City Council is continuing to participate in a nationwide project to develop an Asset Management Plan for its roads. The council has to maintain 500 miles of road, 1,000 miles of footway and 30,000 street lights. Feedback on the public perception of the quality of roads maintenance is vital to the Asset Management Plan.

From the following questions we would like to develop a continuing picture of the response to our efforts to use the Roads Maintenance budget to best effect. This will involve setting these or very similar questions at regular intervals.

- 1. To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with our present performance in each of the following areas. Please note, those options marked with a * refer to quality and upkeep, not how clean they are.**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
The condition of bus routes and other main roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of side / local roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of cycle ways and cycle paths*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of busy footways* (e.g. near schools, shops etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of local footways*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to repair roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to repair footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to repair cycle ways and cycle paths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intensity of street lighting (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intensity of street lighting (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to repair street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. In order to help us to prioritise our budget, from the areas listed below, which (if any) would you like to see us spend more on, or be prepared for us to spend less on?

	Much more	More	The same	Less	Much less
Main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Side roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feedback on Road Maintenance Works

The Council's Roads Services Unit wants to improve the feedback it gets from customers. It is important to know how our customers, the road users, feel about the effort we are making and to know what our customers want. While the general questions asked above are giving us an overall picture of the general response to our efforts more specific comments could be of assistance to us.

Do you feel that the council gives you enough opportunities to give comments on its roads maintenance activities, such as:

3. General maintenance (filling potholes, replacing failed street lights, etc.)

- a) Yes
- b) No
- c) Don't know

4. Planned works (re-surfacing carriageways and footways, etc.)

- a) Yes
- b) No
- c) Don't know

5. If you answered 'no' to either question 3 or 4 above, do you have any preference for how the council might be able to improve the opportunities to give feedback on roads maintenance works? (Please tick all that apply.)

- a) Internet
- b) Telephone
- c) Social Media or Text
- d) Leaflets at offices, libraries, community centres, etc.
- e) Mailed questionnaire
- f) Other, please specify

WHAT DO YOU THINK OF THE CITY VOICE?

The Aberdeen City Voice has been running for more than a decade and we are approaching the 40th edition. The City Voice is a very valuable tool for our community planning partners, but in order to build on this success it's really important that we understand and act on your experiences of being a panellist. We want to know what you think about the City Voice and how we could improve it in the future.

The information you give us will be presented to the City Voice Editorial Board so we can assess how we are performing, but more importantly, look at ways we can improve in the future. We asked some of these questions a few years ago. Asking you again will allow us to measure our performance over time.

City Voice Questionnaires

1. We currently send out 3 questionnaires a year. Do you think this is:

a) Too Many	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too few	<input type="checkbox"/>

2. Thinking about the average length of the questionnaires we send you, are they:

a) Too long	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too short	<input type="checkbox"/>

3. Please can you indicate how much you agree with the following statements about the questionnaires?

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / No opinion
They are clearly laid out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They use clear language and are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They cover a variety of topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The questionnaires give good background information on the topic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of topics is of interest to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The answer options allow you to express your views adequately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Do you normally complete all questions of the questionnaire?

- a) Yes
- b) No

<input type="checkbox"/>
<input type="checkbox"/>

a) If you answered 'No' to question 4 above, could you tell us why not?

5. If you have any further comments about the questionnaires, please note them below.

6. Questionnaires are currently sent by either post or email. Do you wish to change the way you receive future editions?

- a) Yes
- b) No

<input type="checkbox"/>
<input type="checkbox"/>

a) If yes, please tell us how you wish to receive future editions?

- a) Paper
- b) Email

<input type="checkbox"/>
<input type="checkbox"/>

If you chose 'email', please provide us with your email address:

City Voice newsletters

If you receive your City Voice questionnaire as a hardcopy, you are also sent a copy of the City Voice newsletter. Email panellists can view the newsletter via the Community Planning website. The newsletter updates you on the results of the previous questionnaire and contains general information about the citizen’s panel.

7. If you receive the newsletter as a hardcopy, do you read it?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) Not applicable	<input type="checkbox"/>

a) If you answered with ‘no’ to question 7 above, can you explain why not?

8. Thinking about the average length of the newsletters (hardcopy or online), are they:

a) Too long	<input type="checkbox"/>
b) About right	<input type="checkbox"/>
c) Too short	<input type="checkbox"/>
d) Don’t know	<input type="checkbox"/>

9. Please can you indicate how much you agree with the following statements about the newsletters (hardcopy or online):

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know / No opinion
They are clearly laid out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They use clear language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The charts and graphs are easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They are interesting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They always tell you what has happened as a result of each questionnaire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The newsletters give good background information on the topic areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service responses are informative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The font size is accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. If you have any further comments about the newsletter, please note them below.

Online appearance

11. Are you aware of the Aberdeen City Voice website?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

12. Have you ever visited the Aberdeen City Voice website?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

a) If you answered with 'yes' to question 12 above, how would you rate the following:

	Very Good	Good	Poor	Very Poor	Don't know / No opinion
The appearance of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The content of the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you ever read the newsletter online?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

a) If you answered with 'no' to question 13 above, can you please let us know why not?

14. Do you ever read the more detailed report online?

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

a) If you answered with 'no' to question 14 above, can you please let us know why?

Our website is: <http://communityplanningaberdeen.org.uk/cityvoice>

15. Are you aware that the City Voice has its own blog?

- a) Yes
- b) No

a) If you answered with 'yes' to the question 15 above, do you follow the blog?

- a) Yes
- b) No

Our blog is: <https://aberdeencityvoice.wordpress.com/>

Overall Satisfaction

16. Overall, how satisfied as a panellist have you been with the citizen's panel during the last year (or shorter if you only recently joined the panel)?

- a) Very satisfied
- b) Satisfied
- c) Dissatisfied
- d) Very dissatisfied

17. If you have any other comments or suggestions for improvement, please note them below.

Thank you . . .

for taking the time to complete this questionnaire. Please return in the pre-paid envelope provided or send it to

Freepost RTLZ-USYG-SHHS
Aberdeen City Voice
Town House
Broad Street
Aberdeen
AB10 1FY



Community Planning in Aberdeen