

STAFFORDSHIRE AND STOKE ON TRENT ARCHIVE SERVICE:

APPENDIX 2

REVISED LOCAL PERFORMANCE INDICATORS 2012/2013

Indicator	Outturn 2010/2011	Target 2012/13	Outturn 2011/2012
Use of Archive Service			
1. Usages of the Archive Service <ul style="list-style-type: none"> • personal visits • online visits, • email postal and telephone enquiries and orders 	205,653	237,000	232,535
Engagement with the Archive Service			
2. Attendances at: <ul style="list-style-type: none"> • events and celebrations • talks by our staff • educational and community group visits to our offices 	2,958	2,908	3,259
3. Number of volunteer hours	4,430	4,600	4,928
Customer Satisfaction			
4. Percentage of onsite users expressing satisfaction with overall service and facilities (very good and good)	100%	99%	99%
Collecting Activity			
5. New archival collections and unconcluded negotiations with donors or depositors	254	220	242