

Services to Users

Key performance indicators are as follows:

- There were 44,938 visitors
- They consulted 38,288 items produced by staff from closed access storage areas
- They took up over 24,000 sessions on microform readers
- They also took up nearly 12,000 computer sessions involving over 8,300 hours of use of the Internet and CD-ROMs
- 1,739 written enquiries were received needing detailed information
- 517 paid research enquiries were received for nearly 600 hours of paid research
- the Mersey Gateway website received over 1 million visits and nearly 11 million hits

Visitor Survey

Liverpool Record Office took part in the seventh Survey of Visitors to UK Archives in autumn 2007. The survey was devised by the Public Services Quality Group of the National Council on Archives. It was administered and validated by the Institute of Public Finance.

133 archive services took part ranging from The National Archives of Scotland and the Public Record Office of Northern Ireland to most local authority record offices and a range of small academic repositories. 221 users completed questionnaires at Liverpool Record Office. This was one of the very highest totals of completed returns and this demonstrates the level of use and interest in the service.

The results show that the service is generally rated above the national average. The service also very nearly meets the Public Library Service standard for the overall rating of the service. Liverpool Record Office's overall rating is 93.8% very good and good against the Public Library Service standard target of 94%. This is also a small improvement in the overall rating from the previous survey.

The archive's service overall	UK 2007	Liverpool Record Office 2007	Liverpool Record Office 2006
Very good	57.7%	60.5%	57.8%
Good	38.2%	33.3%	35.4%
Adequate	3.8%	4.8%	5.9%
Poor	0.3%	1%	0.9%
Very Poor	0%	0%	0%

Helpfulness & friendliness of the staff	UK 2007	Liverpool Record Office 2007	Liverpool Record Office 2006
Very good	78.9%	81.6%	78.6%
Good	18.8%	16%	18.5%
Adequate	1.8%	1.9%	2%
Poor	0.4%	0%	0.9%
Very Poor	0.1%	0%	0%

- talks were given to several groups and societies including a talk by our Conservator on preservation policies to the North West and Northern Regions of the Society of Archivists at a conservation training day in Manchester

Many compliments for the service and standard of help from staff were received. They included a visitor who wrote: "What a wonderful staff you have. I really was keeled over by the way they went about helping me." One satisfied user of the paid research service came back for his 50th enquiry.

The Family History Help Desk has continued to be a popular and useful service. It is run every Tuesday afternoon by a team of dedicated and enthusiastic volunteers from the Liverpool Family History Society. They offer practical advice and assistance to anyone tracing their family history from complete beginners to those who have a complex problem to solve. There were 716 visitors during the year.

The Record Office scores well on staff advice and the helpfulness and friendliness of staff and scores have improved in most categories from the previous survey. A significant area for improvement is visitor facilities, which will be addressed by the major PFI scheme for the redevelopment of the Central Library and Archive. In the meantime, work is taking place on repairing the roof of the public area and refurbishing the public toilets. Copy services have been improved since the survey with the acquisition of new photocopiers. Pre-visit information and catalogues and guides will be improved as a result of the Liverpool in Print project.

Some visitor comments were "Each time I have visited your staff are fabulous!"; "Second to none...excellent facilities, friendly and knowledgeable staff, most impressive"; "I have found the service extremely useful and it has initiated many other links and interests which might otherwise not have been enjoyed."

Acquisitions

Many collections of archives were received. Highlights included:

- Merseyside Pathways Network archives, 1994-2006. Merseyside Pathways network is a partner of the Merseyside Objective 1 Programme. As such it has representation on the Programme Monitoring Committee and also on the sub-committees sitting below it. Over the 1994-1999 and the 2000-2006 programme MPN and its representatives received all documents required to play its role on these committees (Accession 6147)
- Militant Tendency of the Labour Party archive, late 20th century (Accession 6204)
- Liverpool Welsh Choral Union archives, 1900-1980, including programmes, minutes, correspondence, financial records, photographs, newsletters, (Accession 6179)
- Everton Football Club archives, 1870s to present day, including minute books, account books, programmes (Accession 6189)
- Imperial Tobacco, Ogden Branch, additional archives, personnel records 1910-2002 (Accession 6182)
- The Jewish Holocaust Experience, written testimony by Mrs Helga Brosh, Lola Barnett, Mrs Lucy Watson and Mrs Herta Kammerling. Also, Holocaust memorial brochure and programme of events. (Accession 6197; 296 HOL)
- Cross Farm School records, 1971-2003, including photograph albums, curriculum development plans, admission and withdrawal register, Governor's reports (Accession 6143)
- Edward Ascherson, travel diary, 1857. Account of the two week period in March 1857 following Edward Ascherson's arrival in Liverpool from Berlin. Accompanying the original, Gothic German manuscript is an English translation by the depositor, Neal Ascherson, Edward Ascherson's great grandson (Accession 6175)
- Electric Theatre, Linden Road, colour plan, 1910 (Accession 6195)
- Photographs of Paradise Street/Liverpool One Project taken by Joe McLoughlin (Accession 6199)
- Photographs of Wavertree area, late 19th century (Accession 6201)
- European Capital of Culture merchandise including "Liverpool Monopoly" special edition (Accession C101 and 6186)



Access to many catalogues, images and information on sources is possible via the Liverpool City Council website at:

www.liverpool.gov.uk/archives

Many images can be viewed at:

www.mersey-gateway.org

We are interested in viewing records of any period and in any format for possible deposit or donation here.

Please contact us if you are interested in coming to our User Group, doing voluntary work, arranging a tour for yourself or a talk for your society or group, and buying copies of publications.

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Liverpool Record Office



The City of Liverpool

Annual Report 2007-2008

We fully support Liverpool Libraries mission statement to inspire, inform and entertain and Liverpool City Council Visions and Values, including providing high quality value for money services and placing customers at the heart of everything we do.

We aim to collect archives and local studies materials in all formats which are of relevance to and reflect the history of the whole community, to preserve these for present and future generations, and to ensure the widest possible awareness and use of the archives. This is a summary of some of the significant events and developments during the year from April 2007 to March 2008.

Media Use

This was a significant year for coverage in all branches of the media and many requests for images and information were successfully answered. The service featured in an edition of the ever-popular BBC One TV family history series "Who do you think you are?" Griff Rhys Jones was filmed using the collections here as part of discovering more about his great-grandfather, who at one time lived in Garston and worked as a train driver. However, the family legend that he was killed in a train crash proved to be untrue even though the number of railway accidents at that time was staggering.

The service and many images and documents from our collections featured on a Time Team Special TV programme on Channel 4 focussing on the early docks in Liverpool. The presenter Tony Robinson was also filmed using some of the documents in the searchroom.

A journalist from Channel 5 News and Sky TV was assisted and filmed with his parents researching his family tree. Also, filming by MBC Middle East Broadcasting was assisted for MBC/Al-Arabiya News on Abdullah Quilliam, the Liverpool-born Muslim.

Interior of the Moslem Institute, Liverpool

