

Survey of archive user communities: **SILVER Researchers & Hobbyists**



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Survey of archive user communities

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INTRODUCTION

The European archives offer the most reliable and original sources to (re)discover, highlight and promote the history and culture of Europe (joint European Heritage). Beyond the interest that they can awake to researchers, students or history and genealogy enthusiasts, they can reinforce curricular activities at high schools, as well as be sources of inspiration for the generation of new creative products, **and sources of new activities for citizens in an ageing society.**

In that framework, and in line with the general objectives of Creative Europe, the project ***“European Digital Treasures: Management of centennial archives in the 21st century”*** plans to tackle, among others, one of the key new challenge faced by the digitized archives in Europe:

- **A greater diversification of the users**, through the identification and implementation of new audiences’ development strategies and activities, especially towards the younger and older generations.

For that purpose, to learn more about the nature of **silver researchers** in archives, Digital Treasures project has set up a **survey** to identify pan-European fields of interests and acquire more knowledge about the needs of this specific user community

SILVER Researchers & Hobbyists

For many people the prospect of retirement from work gives an opportunity to seek fresh directions and new challenges. People spend more of their active life in retirement, and many of them want to pursuit hobbies, leisure and volunteering activities or education.

Some retired people are already users of archives (mostly profiles of “local history” or “genealogy” enthusiasts), **as well as voluntary collaborators** (e.g. to identify items on pictures, or retired historians), but most of them just do not know the opportunities of collaborations, discovery and activeness derived from the world of archives, especially now in the digital age.

There is such a need to increase the number of members of the so called **“Silver Economy”** profiles (from 60 years old onwards) as active users of the archives.

As a first activity to tackle this issue, it is necessary to identify some pan-European joint fields of interest, as well as the specific needs of this target group (both, in terms of contents and digital literacy).

This has been carried out through a **research and survey** to over 800 potential users coordinated by the Lead Partner, the General Sub-directorate of the Spanish State Archives in the Ministry of Culture and Sports, with the support of all partners.

The survey was gathered throughout 2019, the first year of the project, and the intention of this report is to analyse the results and draft conclusions and recommendations towards the implementation of the following activity:

Crowdsourcing

In the framework of the *Digital Treasures* project, and specifically within its aims of working with retired people, **the Archives partners will carry out a pilot demonstrative activity and use crowdsourcing techniques in order to attract them and convert them into “active users”.**

For such purpose, the partners will promote the involvement of this target group to perform some micro-tasks, including the contribution to new digital contents. **Participation of 900 retired people (from 60 years old onwards) to workshops, and motivation and follow-up of some 120 new hobbyists are expected.**

Objectives

The main goal of the survey, as mentioned before, is to contribute to a greater diversification of the users of European archives, through the identification and implementation of new audiences' development strategies and activities.

Specific objectives:

- To acquire more knowledge about the specific needs of the “silver users” community.
- To have a deeper knowledge of the socioeconomic profile of users over 60.
- To have a detailed knowledge of this sector of users' habits when using the archives.
- To know their opinion about specific archives and the services they offer.
- To identify pan-European fields of interests in order to design new collaborative and participatory programmes for “silver users”.

Methodology

The survey took place from August 1st up to December 15th 2019 and was intended for senior users (over 60) of the European archives from the countries of the European Digital Treasures partners involved in this activity: ICARUS – International Centre for Archival Research, Arkivverket – National Archives of Norway, Magyar Nemzeti Levéltár – National Archives of Hungary, Direção-Geral do Livro, dos Arquivos e das Bibliotecas – DGLAB (Portugal) and Subdirección General de los Archivos Estatales – Ministerio de Cultura y Deporte (Spain).

The survey was launched through the Digital Treasures website

<https://www.digitaltreasures.eu/survey-on-archive-user-communities/>

All partners disseminated it online among their users, except for Spain, which considered that it would be easier to reach the target users through in paper surveys. In the case of Norway and Hungary, both data collection techniques were combined.

Validated responses per community:

ICARUS: German Speaking community (Germany 66%, Austria 30%, Switzerland 1,4%)- 244

Spain	129
Malta	54
Norway	342
Portugal	44
Hungary	76
Total of	889

The sample taken for this survey is not intended to have statistical representativeness for the whole of Europe, but for the countries associated with the project (Hungary, Malta, Norway, Portugal and Spain) and the communities represented through ICARUS-International Center for Archival Research (mainly German speaking community- Germany, Austria-).

The questionnaire was designed in two parts:

1_General user data

1. Age ranges
2. Gender
3. Academic background
4. Professional background
5. Nationality

2_Specific data about the Archive

6. What archive are you in?
7. Reason of your visit
8. For how long have you been visiting this Archive?
9. How often do you visit this archive?
10. What do you think about the Archives you visited?
11. Are you satisfied with the results from your visit today?
12. Value the Services related to the research
13. What did you get from your visit today?
14. Did you miss on any facilities or services in the Archive?
15. What did you find more interesting in the Archive?
16. In which programmes would you participate as an unpaid volunteer for the archive?

In order to encourage potential user's responses it is a short questionnaire that takes from 3 to 5 minutes to answer. Different types of open-ended, matrix, multiple choice and drop-down questions have been combined.

Questionnaires have little differences between them in order to adapt them to the specificities of the users and social context and customs in each country-region.

Executive summary

1. In gender distribution, survey reflects that senior users are eminently male (69%), exceeding more than double the percentage of female users (30%). In view of these results, it is important to encourage the participation of senior women and take care that they remain an active part of the archives.
2. 60% of silver users have university studies and have a professional background mainly on *History* (11%), *Education* (12,7%) and *Public Administration* (9,8%). In Norway and German speaking countries (Germany, Austria and Switzerland) there is much more diversity and balance between different sectors than in countries from the South of Europe (Spain, Portugal and Malta) and Hungary.
3. The most frequent reason for visiting the archives is to conduct *family history/genealogical research* (41%). Other common reasons are *personal* (26%) and *professional research* (13%). The only country in which genealogical research reaches only 10% of the responses against the 30% - 60 % in the rest of the countries, is Spain, where personal research is the most voted option.
4. 70% of the respondents have been using the archives for more than three years; which reflects the high rate of loyalty generated by the archives, but only 1 in 2 are regular users, that visit the archives once a day, once a week or once a month.

Specifically, in Norway, German-speaking countries and Hungary the percentage of respondents that have been visiting the archive for more than 3 years varies from 80 to 90%, while in Portugal and Spain it drops to 45% and in Malta to 12%.

Norway, German speaking countries and Portugal have the highest percentage of regular silver users.

5. Overall satisfaction with archives infrastructures and services are high, specially good is the assessment of the staff, the quality of the *documentary heritage preserved in the archives* and ordering and delivering systems. While satisfaction with online resources was positive, it was somewhat lower than more traditional aspects of the service
6. 81% of respondents do not miss facilities or services in the archives compared to 19% who do it. The majority of missed services are related to digital modernisation of the archives.
 - a. Digital modernisation
 - b. Self-service Photography
 - c. More Copy services
 - d. Better scanning devices
 - e. Faster computers
 - f. Microfilm and microfiche facilities
 - g. Digitizing and online availability of archival indexes
 - h. Better spaces of relax and socializing (coffee machines, cafeteria...)
7. Satisfaction with the visit is very positive, between *good* and very *good*. Norway and German speaking countries have the lowest ratings, though they are still in the *good spectrum*.
8. Responses suggested that users get personal satisfaction and well-being when visiting the archives, accomplish information needs and receive information about administrative procedures.

With a percentage of 32%, *leisure* is the highest option in Norway, which defines the perception of the archives as places for leisure time in the country. In the rest of the countries this perception is almost invisible, showing the big differences between senior users in the North and South of Europe.
9. In relation with the previous point a good canteen or place to take a break and drink a coffee is something missing in Norway and Germanic countries, which is consistent with their answers regarding “leisure”. These countries of northern Europe understand that it is essential that there are places of relaxation and recreation in the archives because they consider them as places where you can have fun and take advantage of your free time.
10. The aspects that senior users find more interesting in the archives are related with:

Staff (professionality, knowledge and good user service)

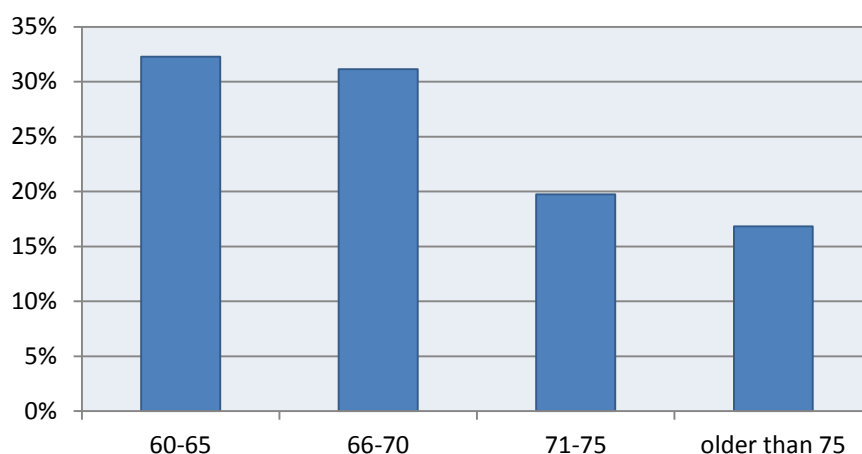
The increasing digitalization of the vast collections of the European archives.

Archival collections (quantity and quality of the documents, order and localization of the documents, efficiency in the delivery....)
11. A high number of senior users would participate as unpaid volunteers for the archives. *Collaborate in specific projects of local history* (15%) is the activity that would have more volunteers, followed by *scanning* (10%), *indexing* (8%) and *transcribing* (12%) We should highlight that activities that involve the relation with other users, such as *helping children and youth in the scholar visits* or *welcoming of users*, have the lowest score.

Section A: Aggregate data

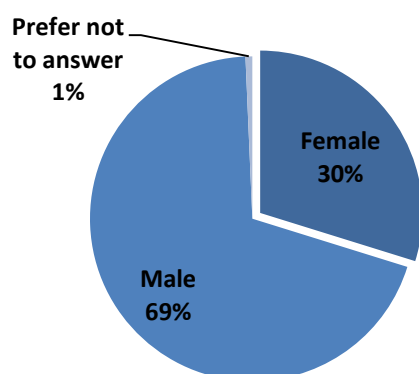
General user data

1. Age ranges



More than 30% of the respondents are between 60-65 (32%), closely followed by the range of 66-70 (31%). Naturally, 71-75 and *older than 75* groups are significantly lower.

2. Gender

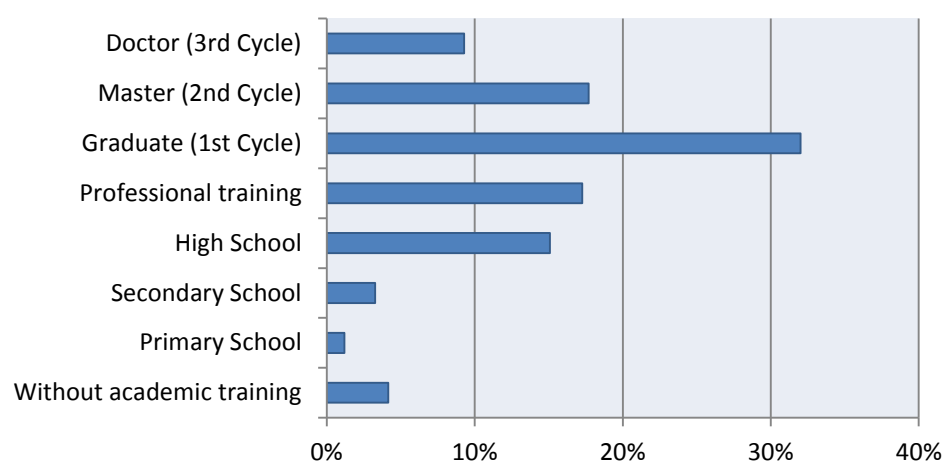


Regarding gender distribution, survey reflects that senior users are eminently male, exceeding more than double the percentage of female users.

The fact of male numerical superiority logically responds to the sociocultural characteristics of European women over 60, traditionally separated from the professional world and with a lower educational level. In view of these results, it is important to encourage the participation of these women and take care that they remain an active part of the archives.

3. Academic background

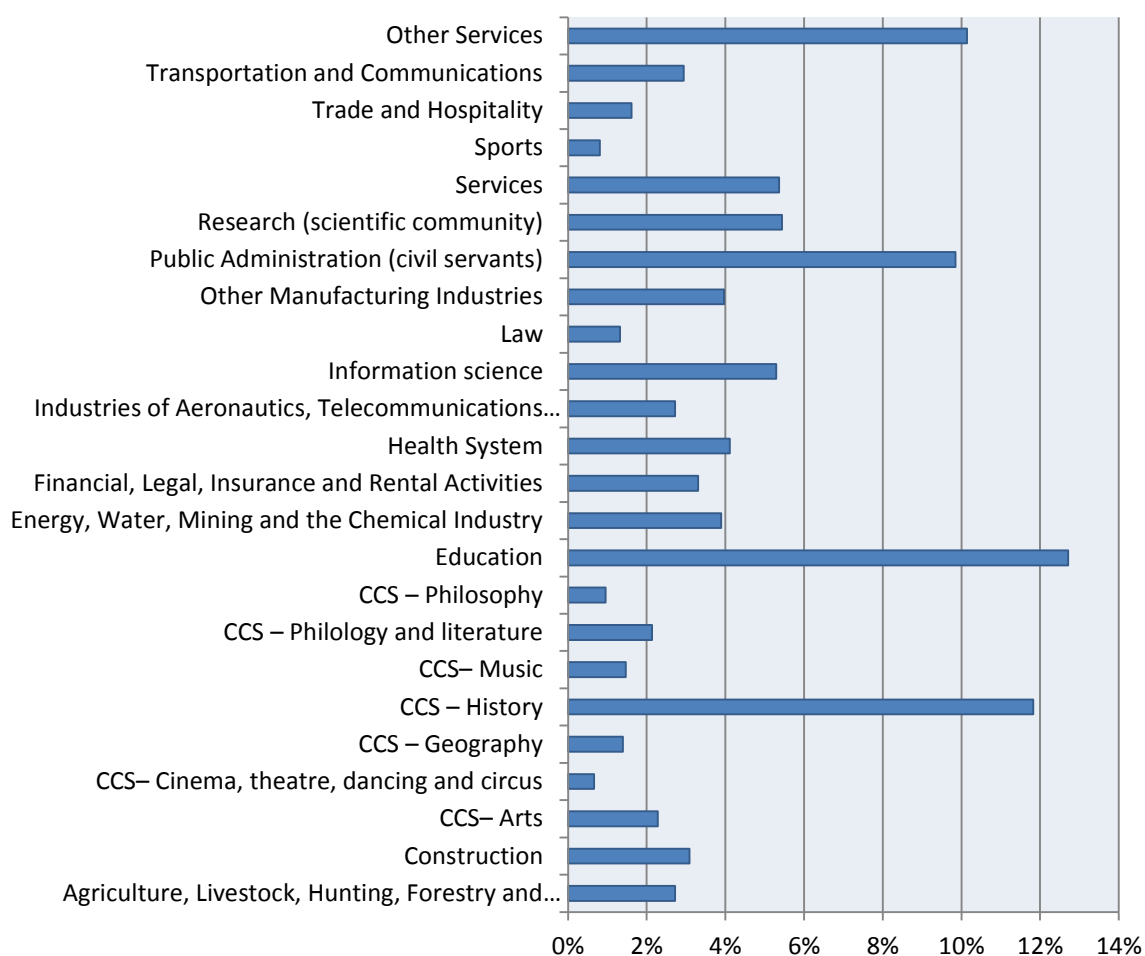
We have unified the different denominations of the academic profiles from the different countries, although they show notable differences between their educational systems.



60% of silver users have university studies, be it graduate (32%), master degree (17,7%) or doctorate (9,29%).

Professional training, with a 17,27%, is a very broad category that combines specific university training and professional schools. In “Data per country” section, specific studies per country are shown.

4. Professional background



In all countries where the survey has been launched, the fields that stand out above the rest are *History* (11%), *Education* (12,7%), *Public Administration* (9,8%), *Research* (5,4%), *Information Science* (5,3%) and *Services* (5,3%).

Within Cultural and Creative Sector, history is the most prominent field with a great difference from others.

Other services option is also very high, but it should be noted that many of the options indicated by the respondents belong to other categories. We assume that they could not find the right option among so many.

5. Nationality

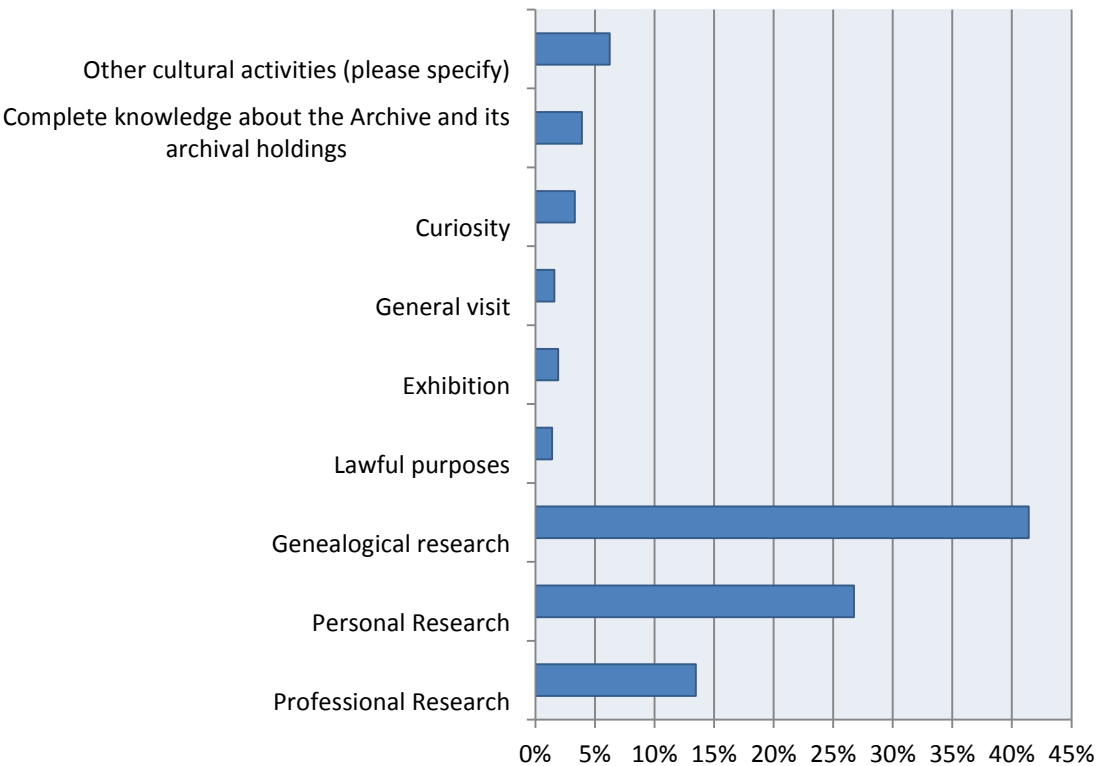
The vast majority of the respondents (between 90 and 100%) have the nationality from the country where the survey is conducted, which is understandable having in mind the lower international mobility of senior citizens.

Specific data about the Archive

6. What archive are you in?

This is a question that cannot be aggregated. It is answered in “Data per country” section.

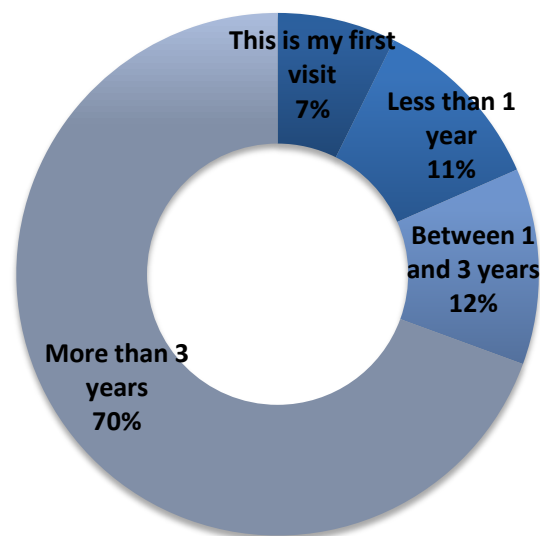
7. Reason of your visit



The most frequent reason for visiting the archives is to *conduct family history/genealogical research* (41%). Other common reasons are *personal research* (26%) and *professional research* (13%).

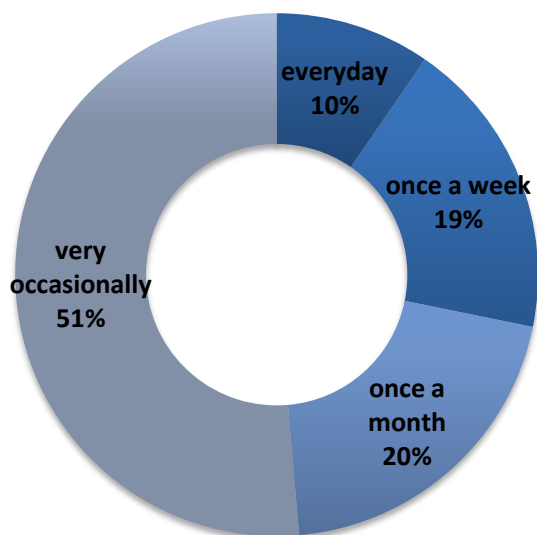
Most of the respondents that chose *other cultural activities* specified that the reason of their visit was local history research.

8. For how long have you been visiting this Archive?



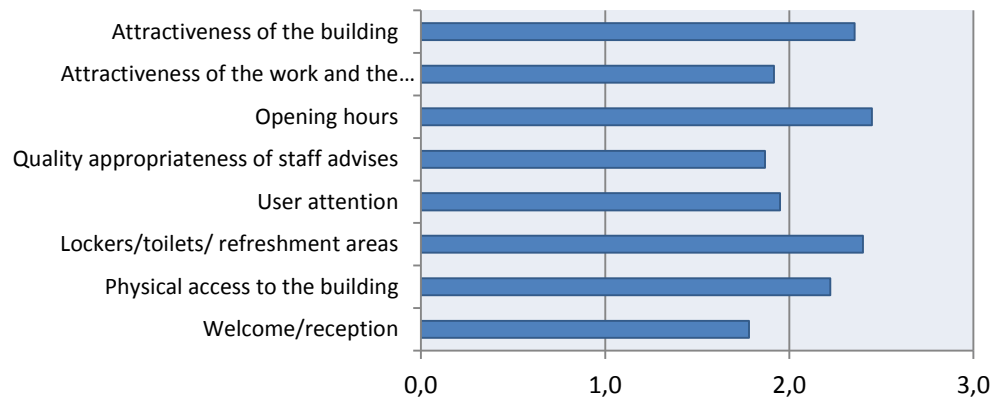
It is common to all countries that respondents are steady users, who have been using the archives for more than three years; which reflects the high rate of loyalty generated by the archives.

9. How often do you visit this archive?



Despite the fidelity in the visit of the archives the previous question reflects, visits are very occasional in all countries. We can imply that senior users do not consider archives as places of leisure to spend time habitually but institutions to go when they have a very specific motivation.

10.What do you think about the Archives you visited? 1 is very good, 2 good, 3 adequate, 4 poor, 5 very poor and 6 N/A.



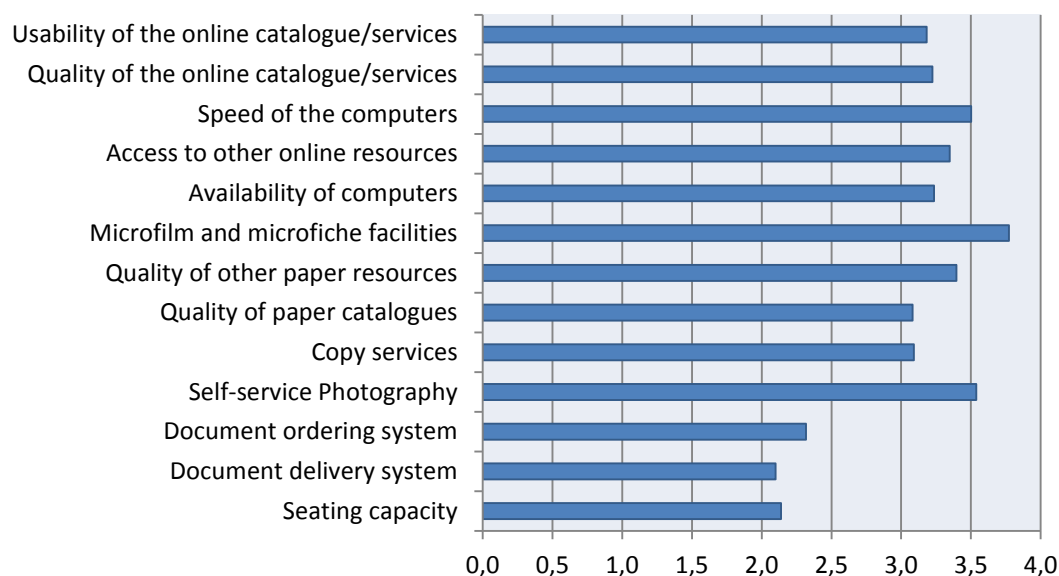
In general terms, best valued elements are *welcome reception (1,78)*, *user attention (1,95)* and *quality appropriateness of staff advises (1,87)*, all below 2; reflecting the good valuation of the personnel of the archives and their importance as a dynamic element. *Attractiveness of the work and the documentary heritage preserved in the archives (1,92)* is also one of the best graded items.

On the other hand, the elements related to the archive buildings (reception, bathrooms, lockers, refreshment areas, accessibility...) are the lowest rated, although they remain between good and adequate.

11.Are you satisfied with the results from your visit today? 1 is very good, 2 good, 3 adequate, 4 poor, 5 very poor and 6 N/A.

The average mark of all respondents is 1,8, which is very high, between “very good” and “good”.

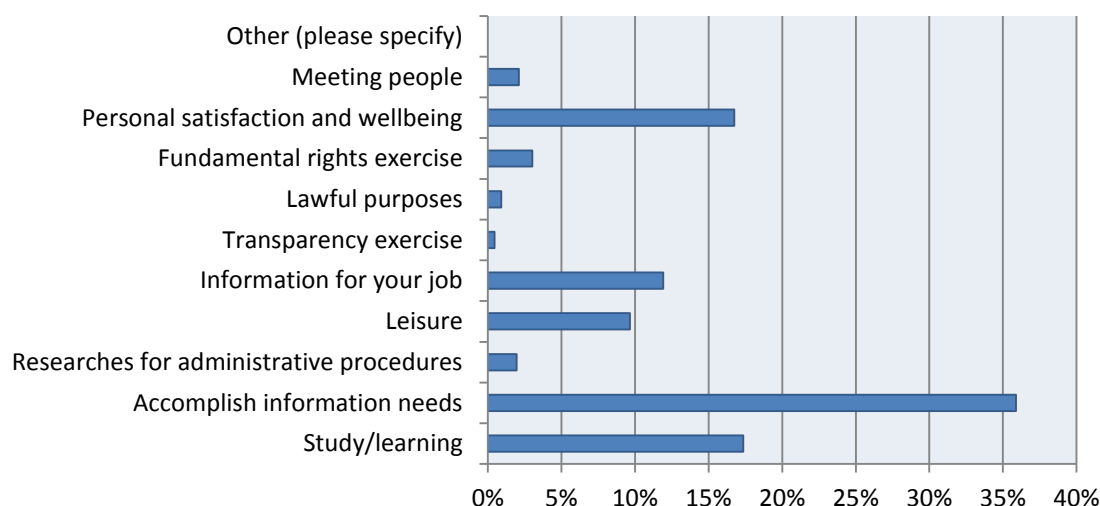
12.Value the Services related to the research. 1 is very good, 2 good, 3 adequate, 4 poor, 5 very poor and 6 N/A.



Seating capacity (2,14), Document delivery system (2,10) and Document ordering system (2,3) are the best valued services in all countries, while the lowest rated services are Self-service Photography (3,54), Microfilm and microfiche (3,77) and Speed of the computers facilities (3,5).

In general terms, the grading of the services related to the investigation, even being adequate (between 2.5 and 3), is inferior to the assessment of the general services of the archives. (2)

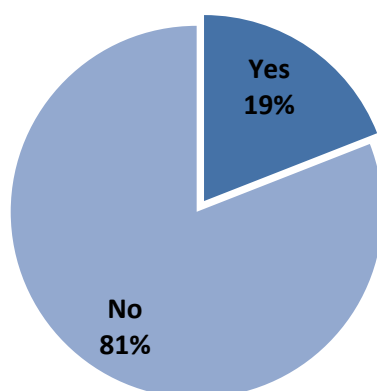
13.What did you get from your visit today?



The highest rated answer is *accomplish information needs* (36%), but this is a very broad option, a bit of a hotchpotch for options that do not fit the rest.

Study / Learning is also important for 17,3% of the users. In third position, we find *Personal Satisfaction and wellbeing* with a percentage of 16,7. *Leisure* (10%) is also another lure for using the archives, though we must highlight that these experiences are not related with meeting new people or accomplish specific objectives such as *transparency exercise or lawful purposes*.

14. Did you miss on any facilities or services in the Archive?



81% of respondents do not miss facilities or services in the archives compared to 19% who do it. The most repeated aspects of this second group are:

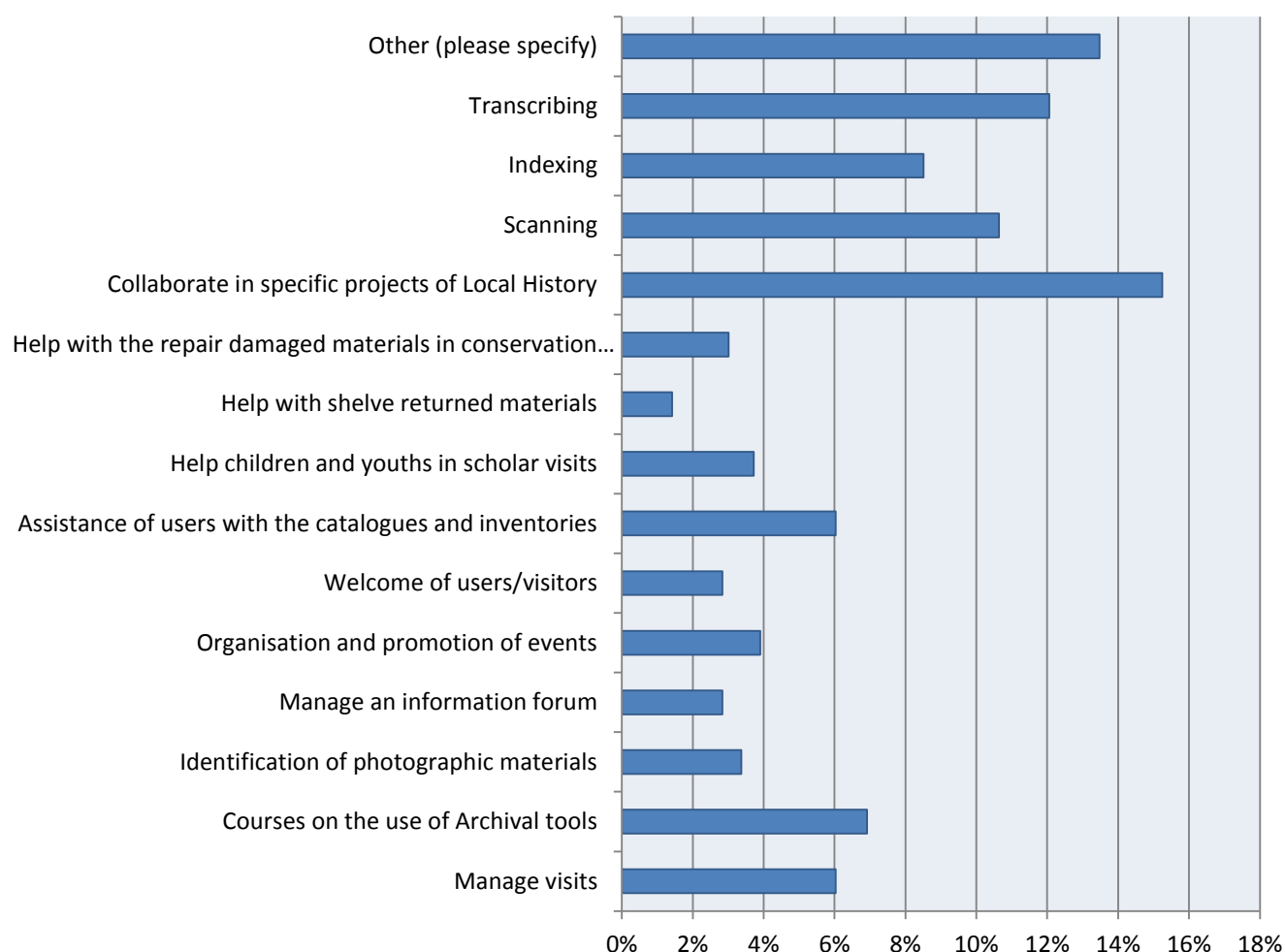
- Digital modernisation
- Self-service Photography
- More Copy services
- Better scanning devices
- Faster computers
- Microfilm and microfiche facilities
- Digitizing and online availability of archival indexes
- Better spaces of relax and socializing (coffee machines, cafeteria...)

15. What did you find more interesting in the Archive?

The most outstanding and repeated answers are related with:

- Staff (professionality, knowledge and good user service)
- The increasing digitalization of the vast collections of the European archives.
- Archival collections (quantity and quality of the documents, order and localization of the documents, efficiency in the delivery....)

16. In which programmes would you participate as an unpaid volunteer for the archive?

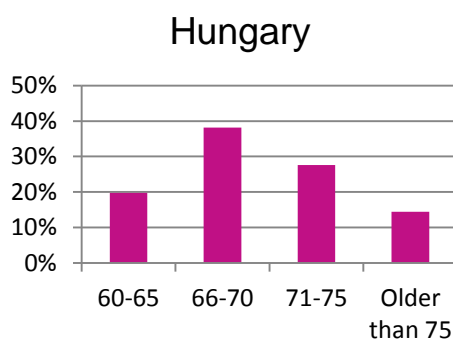
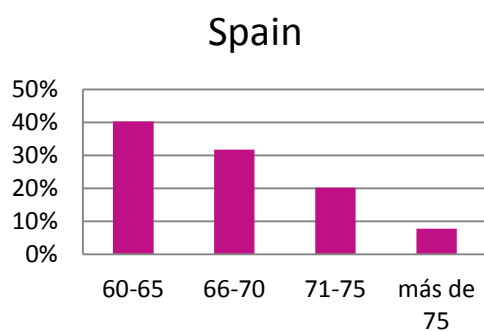
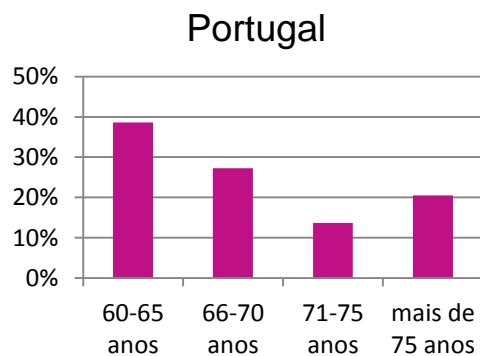
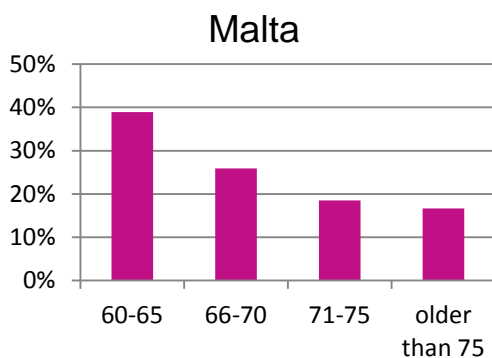
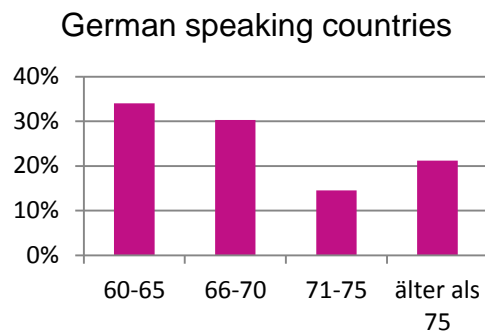
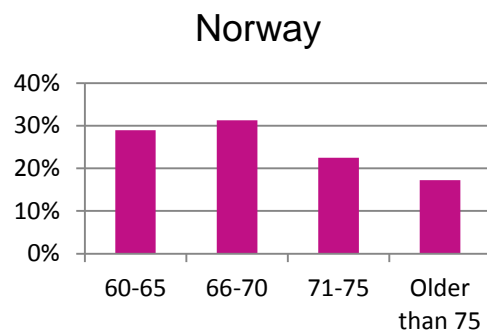


Collaborate in specific projects of local history (15%) is the activity that would have more volunteers, followed by *scanning* (10%), *indexing* (8%) and *transcribing* (12%) We should highlight that activities that involve the relation with other users, such as *helping children and youth in the scholar visits* or *welcoming of users*, have the lowest score...

Section B: Data per country

General user data

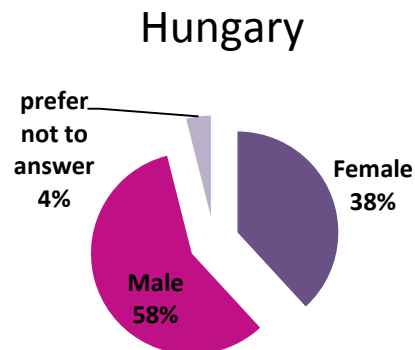
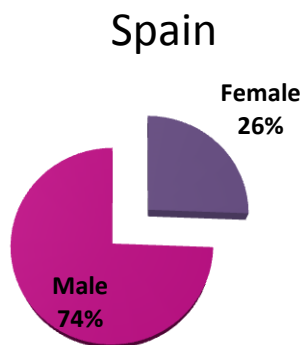
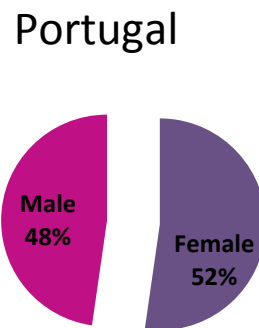
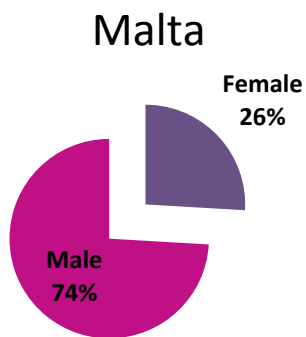
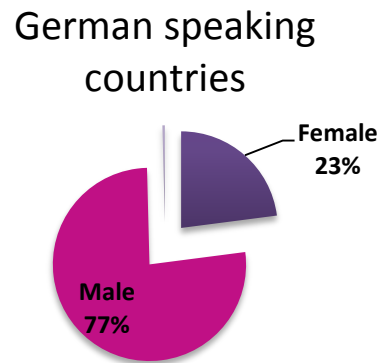
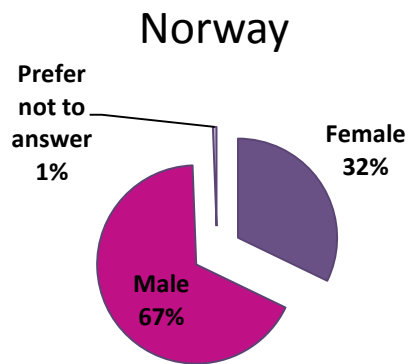
1. Age ranges



In all countries more than 30% of the respondents are between 60-65, except for Norway, where users between 66-70 are the most numerous group with more than 30%.

The trend is decreasing in the upper age groups (71-71 and + 75), with another exception in Portugal and in German-speaking countries (Germany, Austria, Switzerland), where the group of + 75 is bigger than the immediately prior group (66 - 70).

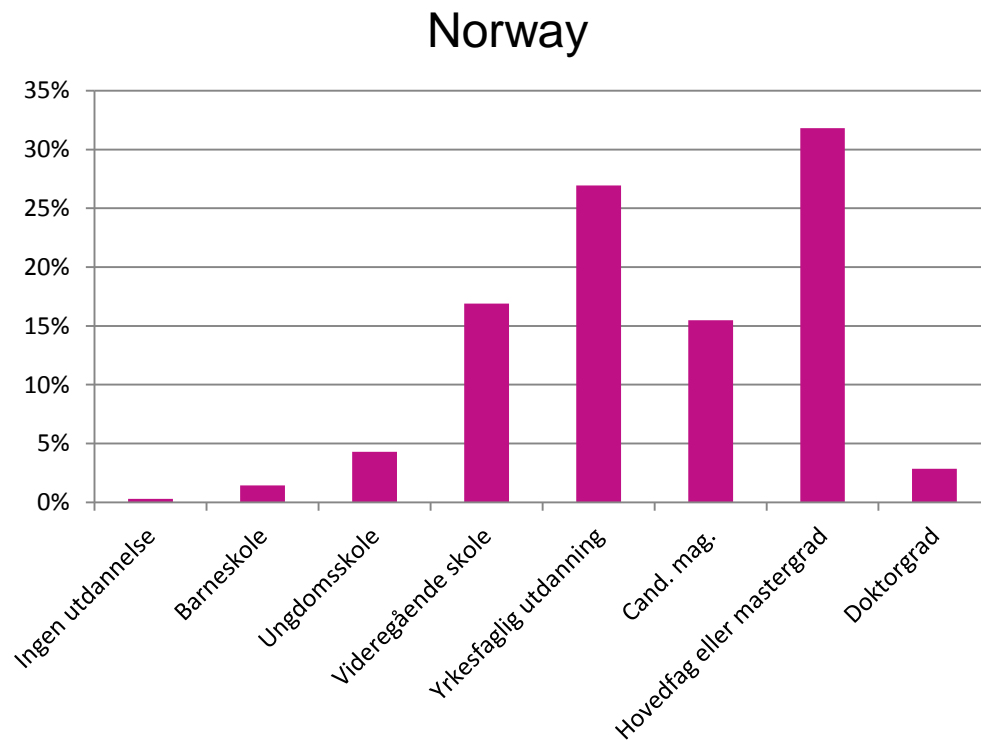
2. Gender



Portugal stands out again because it is the only country in which female users outperform male users; although it should also be noted that their sample is very small (44 responses) and may not be representative of some aspects of the senior users of the Portuguese archives.

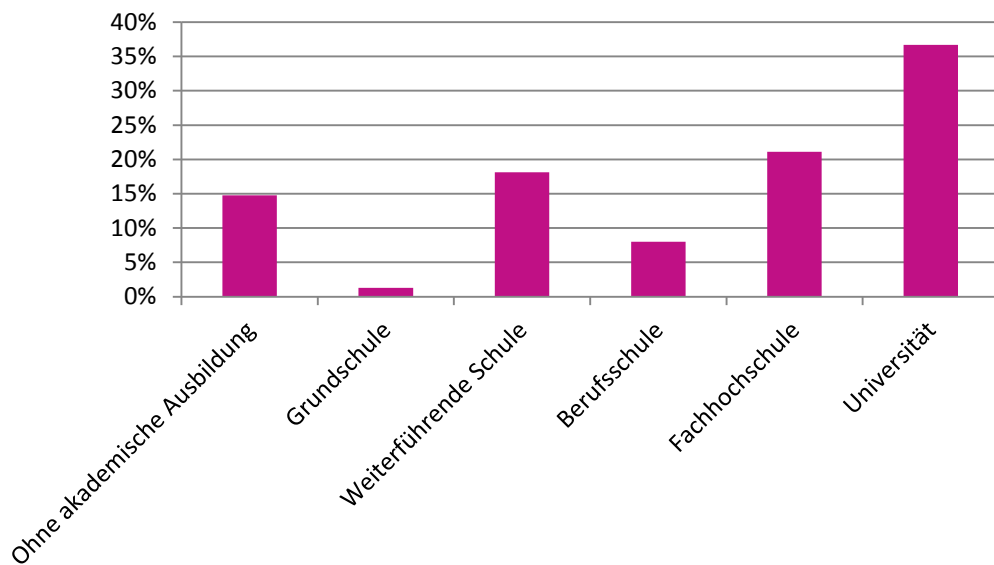
3. Academic background

Notice that we have not unified the denominations of the academic profile in the charts because each country has a different educational system, which brings nuances for the interpretation of the survey. We provide the translation of the different academic levels for each country. Malta, Portugal and Spain have similar education systems.



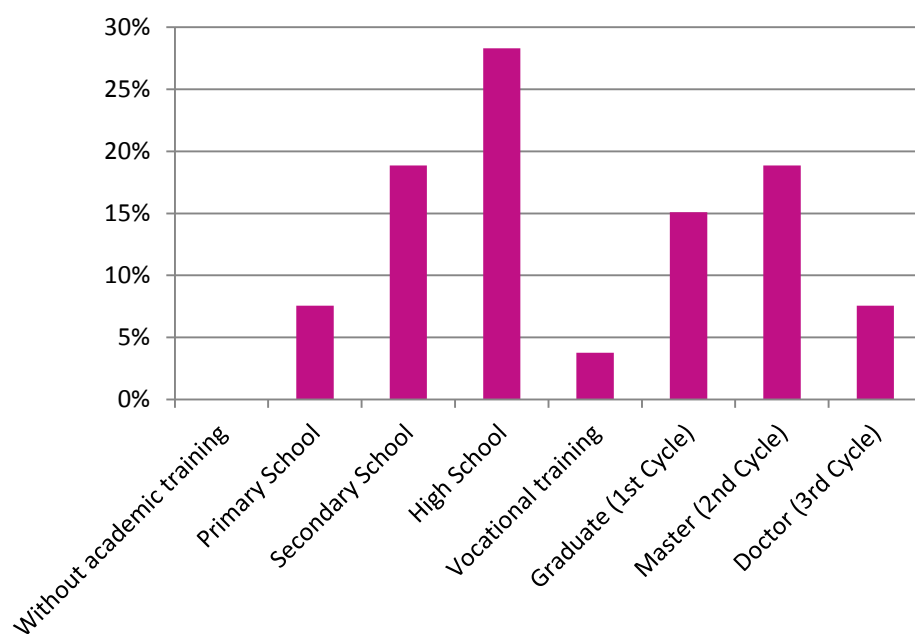
Ingen utdannelse	No education
Barneskole	Primary school
Ungdomsskole	Junior
Videregående skole	High School
Yrkesfaglig utdanning	Professional education
Cand. mag.	Master of Arts
Hovedfag eller mastergrad	Master's or Master's degree
Doktorgrad	Doctorate

German speaking countries

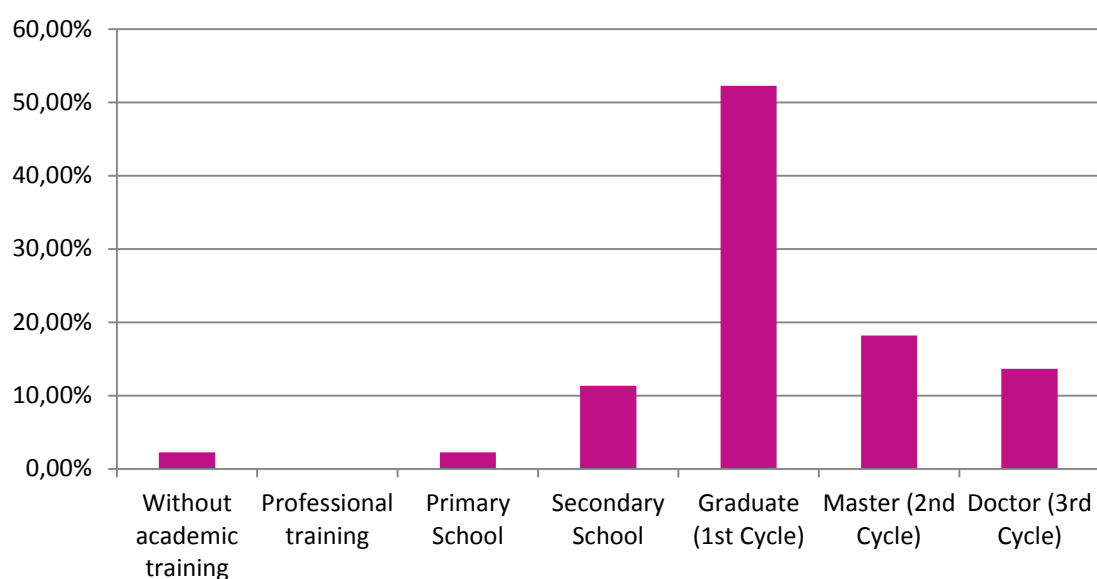


Ohne akademische Ausbildung	Without academic training
Grundschule	Primary school
Weiterführende Schule	Secondary school
Berufsschule	Professional school
Fachhochschule	University of Applied Sciences
Universität	University

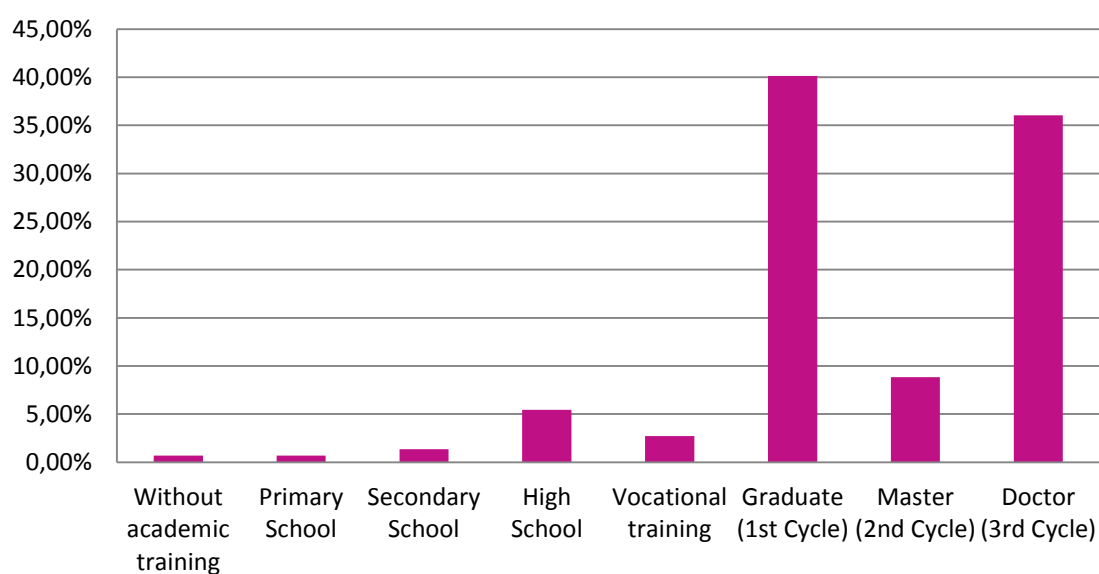
Malta



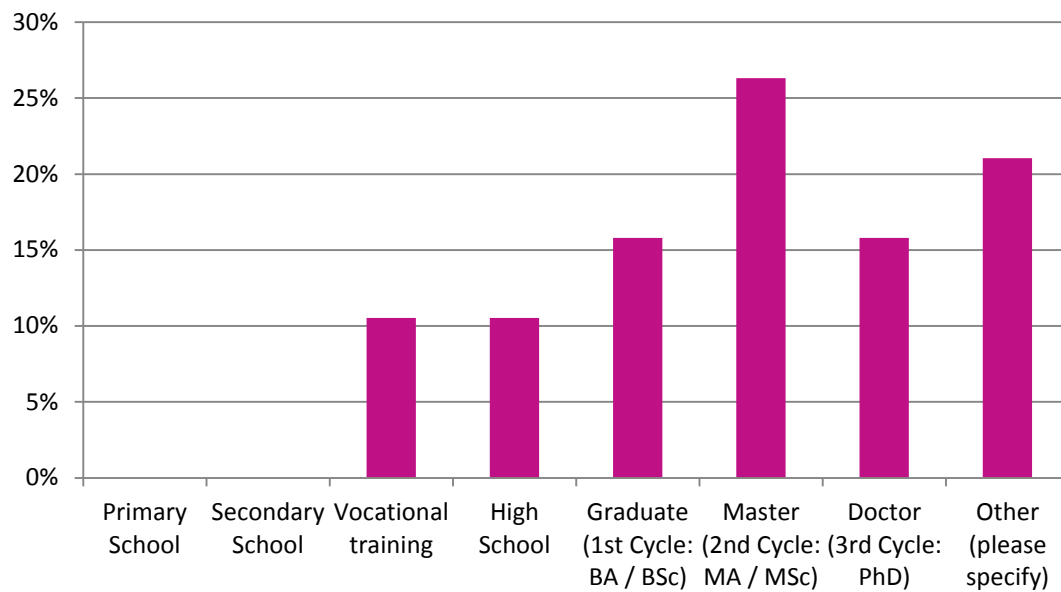
Portugal



Spain



Hungary



As we mentioned in the aggregated data, most silver users have university studies, be it undergraduate, master or doctorate. Now, as an exception, we highlight Malta, which has almost 30% of users with secondary education, being the only country that has more users with secondary education than with university education

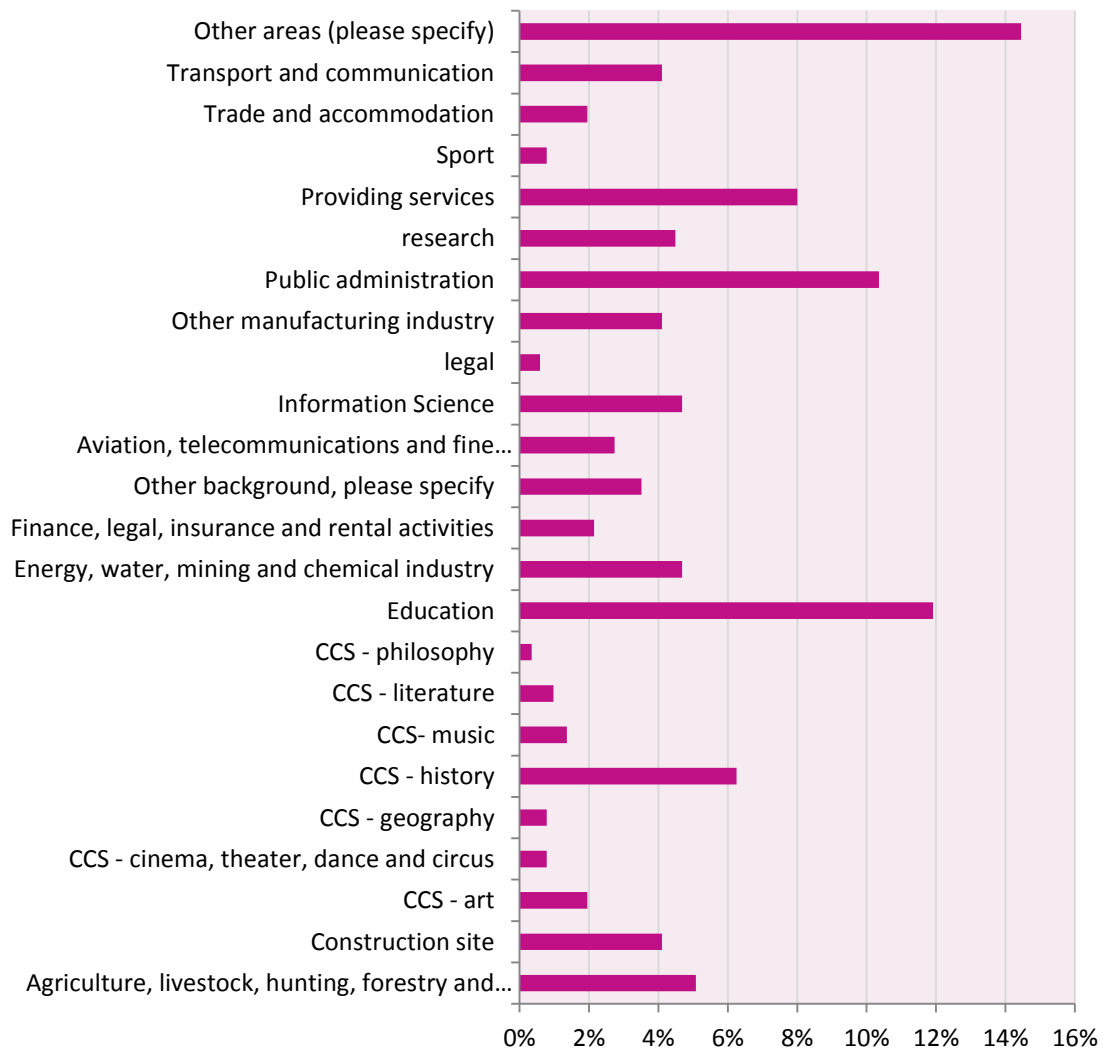
In the Nordic and Germanic countries, users with higher technical education have a greater and differentiated weight (Fachhochschule in Germany and Austria, and Yrkesfaglig utdanning in Norway).

In Spain, it should be noted that the number of doctors (36%) is almost equal to the number of graduates (40%), being the country with the most doctors among senior users.

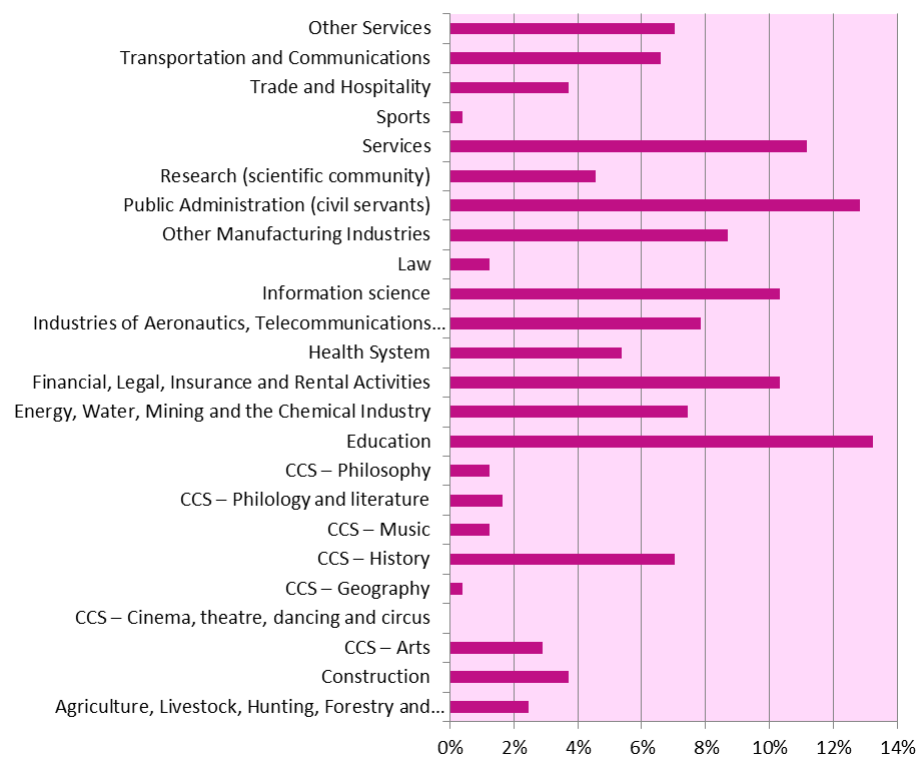
Likewise, Spain and Portugal are the countries with the lowest percentage of senior users without university studies, which indicates that only people with this training have knowledge of what the archives can offer.

4. Professional background

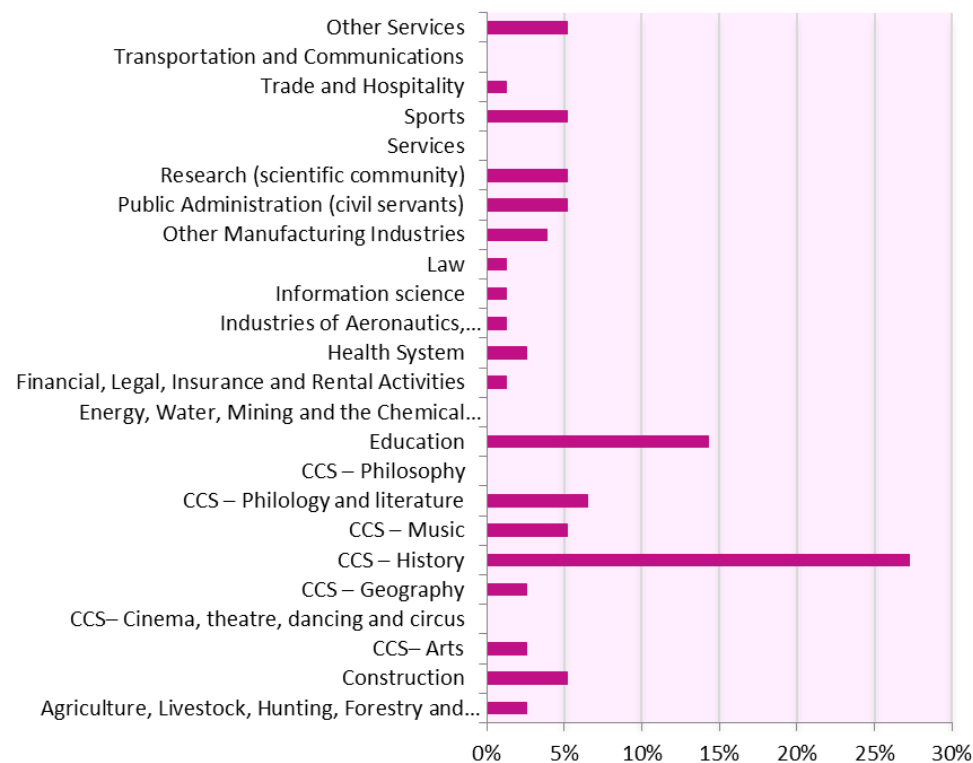
Norway



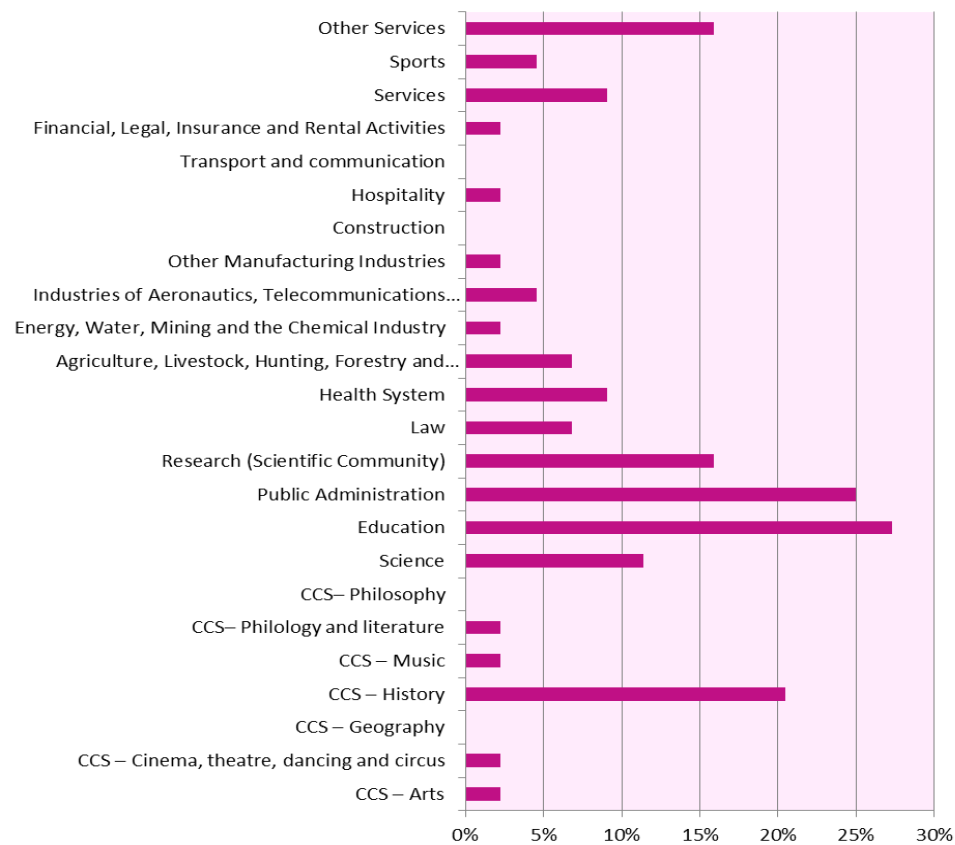
German speaking countries



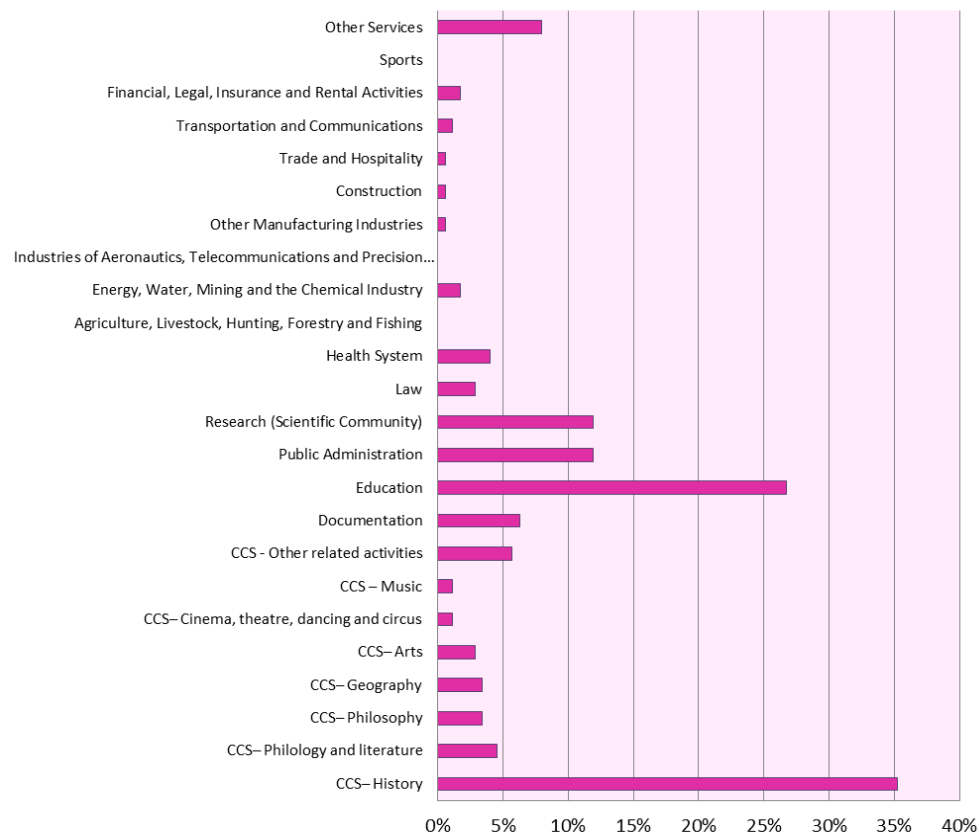
Malta



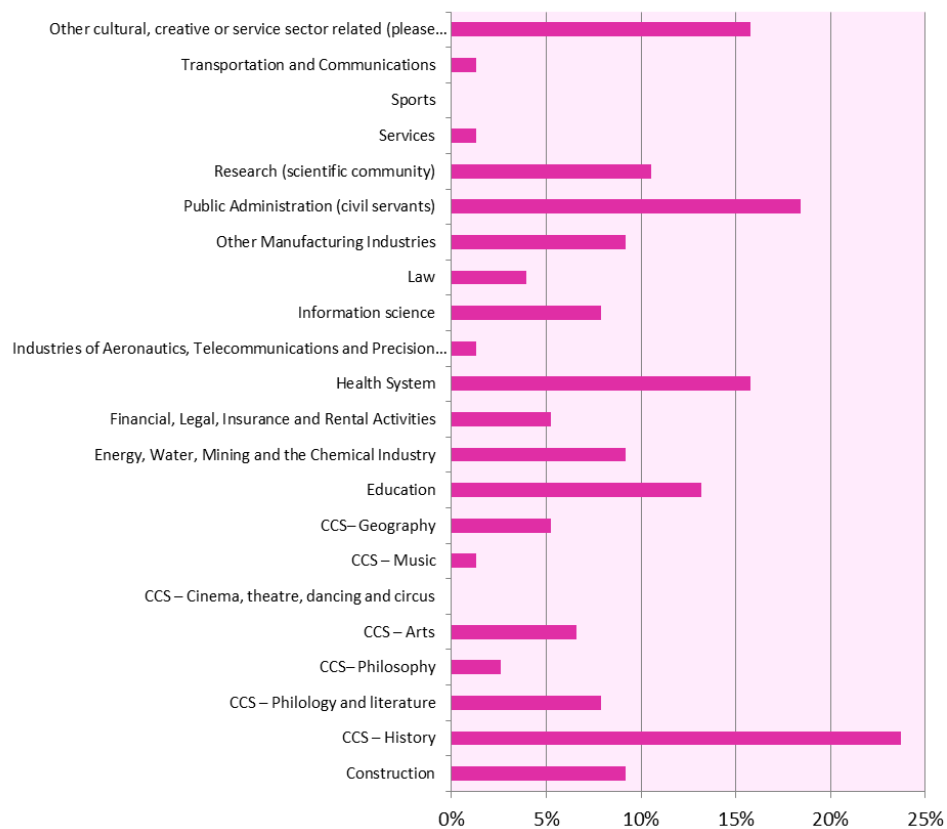
Portugal



Spain



Hungary



In general terms, in all countries where the survey has been launched, the fields that stand out above the rest are History, Education, Public Administration, Research, Information Science and Services.

However, we again find a difference between Germanic and Nordic countries and southern Europe. In Norway, Germany, Austria and Switzerland there is much more balance between sectors, there is none that exceeds 14%. In addition, other areas that have almost no weight in Portugal or Spain stand out, such as the Legal and Financial area or the Aeronautical and Telecommunications Industry.

The strongest sectors in Malta, Spain and Portugal, which emerge with much difference from the rest, are History, Education, Research and Public Administration

5. Nationality

Norway

98% Norwegian

German speaking countries

	Answers	
Austria	29,65%	67
Germany	65,93%	149
Switzerland	1,33%	3

Malta

	Answers	
Malta	73,58%	39
United Kingdom	9,43%	5
Australia	7,55%	4
France	5,66%	3
Canada	3,77%	2

Portugal

100% Portuguese

Spain

	Answers	
Spanish	89,15%	115
Non Spanish	10,85%	14
	Total	129

Hungary

	Answers	
Hungarian	93%	71
German	3%	2
Hungarian of German origin	1%	1
Hungarian & Canadian	1%	1
-	1%	1

The vast majority of the respondents (between 90 and 100%) have the nationality the country where the survey is conducted. Malta is the most diverse country with 26% users whose nationality belongs to other Commonwealth countries and France.

Specific data about the Archive

6. What archive are you in?

Norway

92 out of 342 responses belong to digital archives, and the rest are split into the following archives:

Regional State Archive of Trondheim
Regional State Archive of Oslo
Regional State Archive of Bergen
Regional State Archive of Hamar
Regional State Archive of Kristiansand
Regional State Archive of Kongsberg
Regional State Archive of Stavanger

Malta

Respondents	Responses
50 %	National Archives of Malta
4 %	Notarial Archives, Valletta

Portugal

Answer Choices	Responses	
Arquivo Distrital de Aveiro	2,38%	1
Arquivo Distrital de Beja	0,00%	0
Arquivo Distrital da Bragança	9,52%	4
Arquivo Distrital de Castelo Branco	11,90%	5
Arquivo Distrital de Évora	7,14%	3
Arquivo Distrital da Guarda	2,38%	1
Arquivo Distrital de Leiria	4,76%	2
Arquivo Distrital de Portalegre	0,00%	0
Arquivo Distrital do Porto	2,38%	1
Arquivo Distrital de Santarém	4,76%	2
Arquivo Distrital de Setúbal	7,14%	3
Arquivo Distrital de Viana do Castelo	0,00%	0
Arquivo Distrital de Vila Real	0,00%	0
Arquivo Distrital de Viseu	0,00%	0
Arquivo Histórico Ultramarino	2,38%	1
Arquivo Nacional da Torre do Tombo	35,71%	15
Centro Português de Fotografia	2,38%	1
Outro (especifique)	7,14%	3
	answered	42

Spain

Answer Choices	Responses	
Archivo de la Corona de Aragón	2,33%	3
Archivo General de Simancas	24,81%	32
Archivo de la Real Chancillería de Valladolid	11,63%	15
Archivo General de Indias	13,18%	17
Archivo Histórico Nacional	8,53%	11
Centro Documental de la Memoria Histórica	6,98%	9
Archivo Histórico de la Nobleza	3,88%	5
Archivo General de la Administración	28,68%	37
	answered	129

Hungary

Answer Choices	Responses		
NAH - not specified	Hungary	12%	9
NAH State Archives buildings	Hungary	26%	20
NAH HBML (Hajdú-Bihar County Archives)	Hungary	8%	6
NAH BKML (Bács-Kiskun County Archives)	Hungary	9%	7
NAH VeML (Veszprém County Archives)	Hungary	9%	7
NAH ZML (Zala County Archives)	Hungary	1%	1
NAH SML (Somogy County Archives)	Hungary	1%	1
NAH TML (Tolna County Archives)	Hungary	1%	1
NAH VaML (Vas County Archives)	Hungary	3%	2
NAH BAZML (Borsod-Abaúj-Zemplén County Archives)	Hungary	1%	1
NAH BAZML - Sátorajújhely (Sátorajújhely Branch Archive of the Borsod-Abaúj-Zemplén County Archives)	Hungary	1%	1
NAH BéML (Békés County Archives)	Hungary	1%	1
NAH SzSzBML (Szabolcs-Szatmár-Bereg County Archives)	Hungary	3%	2
NAH JNSzML (Jász-Nagykun-Szolnok County Archives)	Hungary	8%	6
NAH HML (Heves County Archives)	Hungary	1%	1
NAH PML (Pest County Archives)	Hungary	3%	2
NAH NML (Nógrád County Archives)	Hungary	1%	1
NAH CsML - Szentes (Szentes Archive of the Csongrád County Archives)	Hungary	1%	1
NAH CsML - Szeged (Szeged Archive of the Csongrád County Archives)	Hungary	1%	1
NAH BML (Baranya County Archives)	Hungary	1%	1
Budapest City Archives	Hungary	17%	13
ÁBTL (Historical Archives of the Hungarian State Security)	Hungary	1%	1
Military History Archives	Hungary	3%	2
NKL (?)	Hungary	1%	1
Archives of the Archdiocese and Cathedral Chapter of Veszprém	Hungary	1%	1
Archives of the Archdiocese of Kalocsa	Hungary	1%	1
Archives of the Benedictine Archabbey of Pannonhalma	Hungary	1%	1

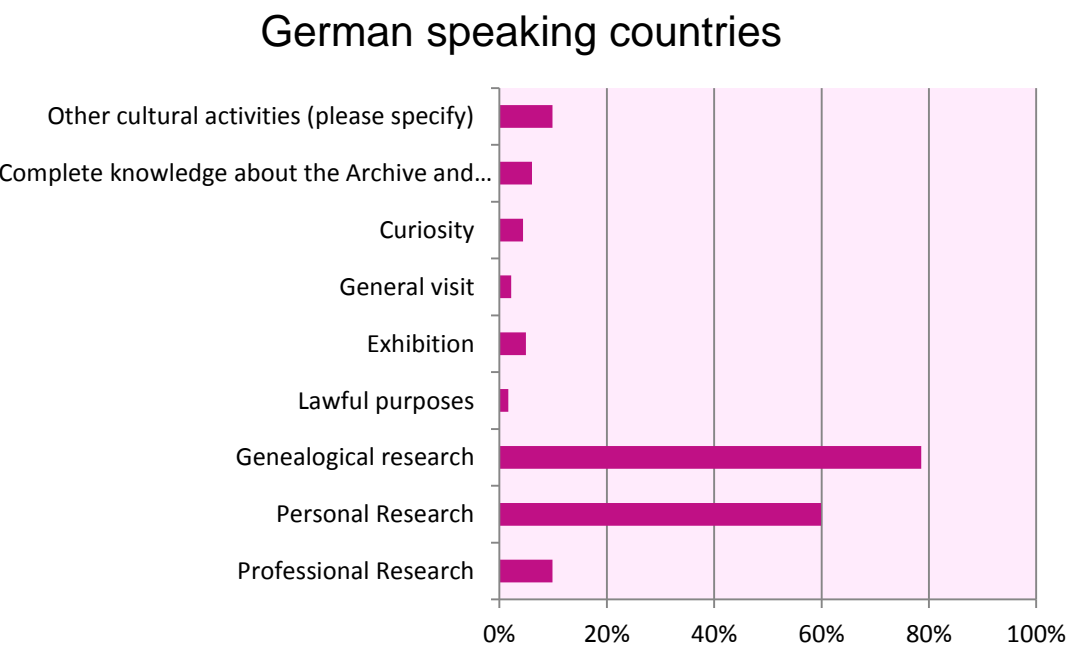
archives in Budapest - not specified	Hungary	1%	1
Catholic Archives in Transylvania - not specified	Romania	1%	1
Bihor County Branch of National Archives	Romania	1%	1
Historical Archives of Subotica	Serbia	1%	1
Archives of Vojvodina - Novi Sad	Serbia	1%	1
Historical Archives of Senta	Serbia	1%	1
Historical Archives of Sombor	Serbia	1%	1
Arquivo Distrital do Viana do Castelo	Portugal	1%	1
Family History Library - Salt Lake City	USA	1%	1
more archives - not specified	n/a	1%	1
online	n/a	4%	3
-	n/a	1%	1

The diversity of the structure and size of the Archives network of each country means that a comparison between different countries cannot be made. In addition, the diversity of the surveys themselves (on paper, online, on physical archives, on digital archives) makes unification difficult for a comparative study.

Almost half (92) of the 208 answers to this question in Norway are referred to the digital archive while the rest are divided between the different headquarters of the Norwegian state archives. This is an important data for a correct understanding of some of the following questions of the survey.

In the case of interviews with German speaking countries the diversity of archives is so big that it is impossible to classify the responses that had a representative value.

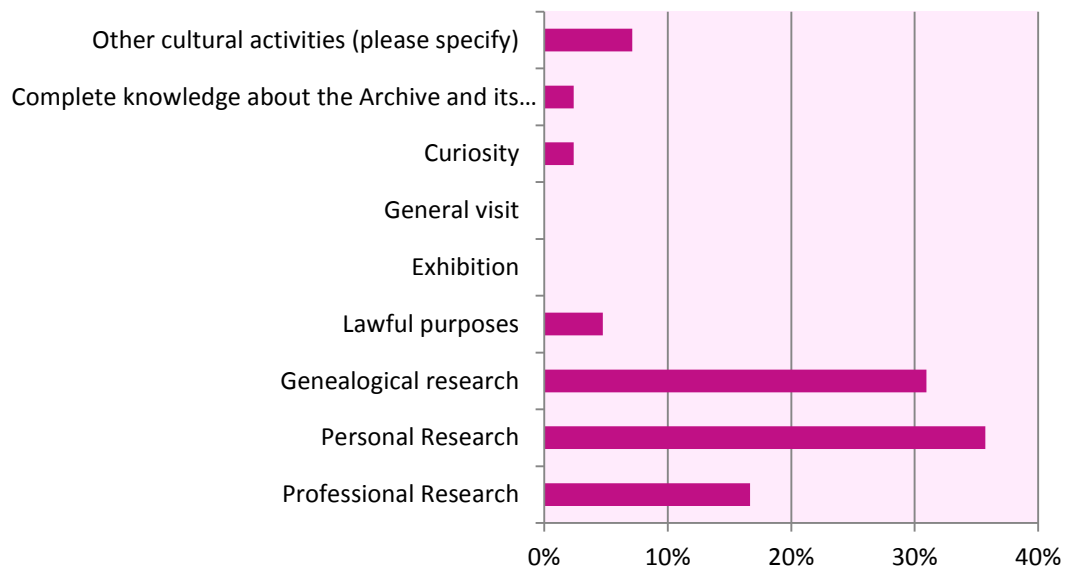
7. Reason of your visit.



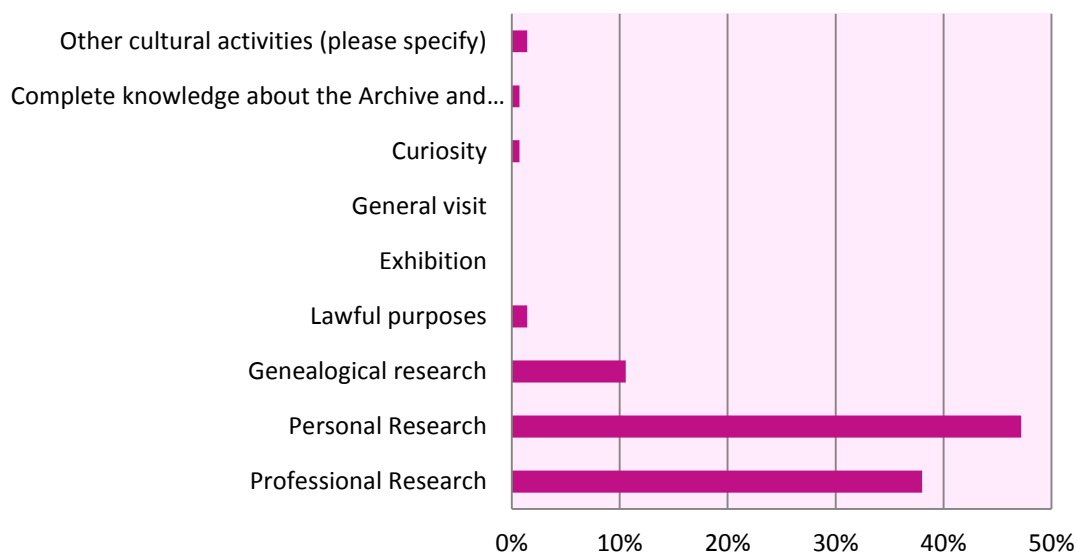
Malta



Portugal



Spain



Hungary



Genealogical research score is very high in 5 of the 6 countries, especially in Norway (66%) and in German speaking countries (78%). However in Spain it only reaches the 10%.

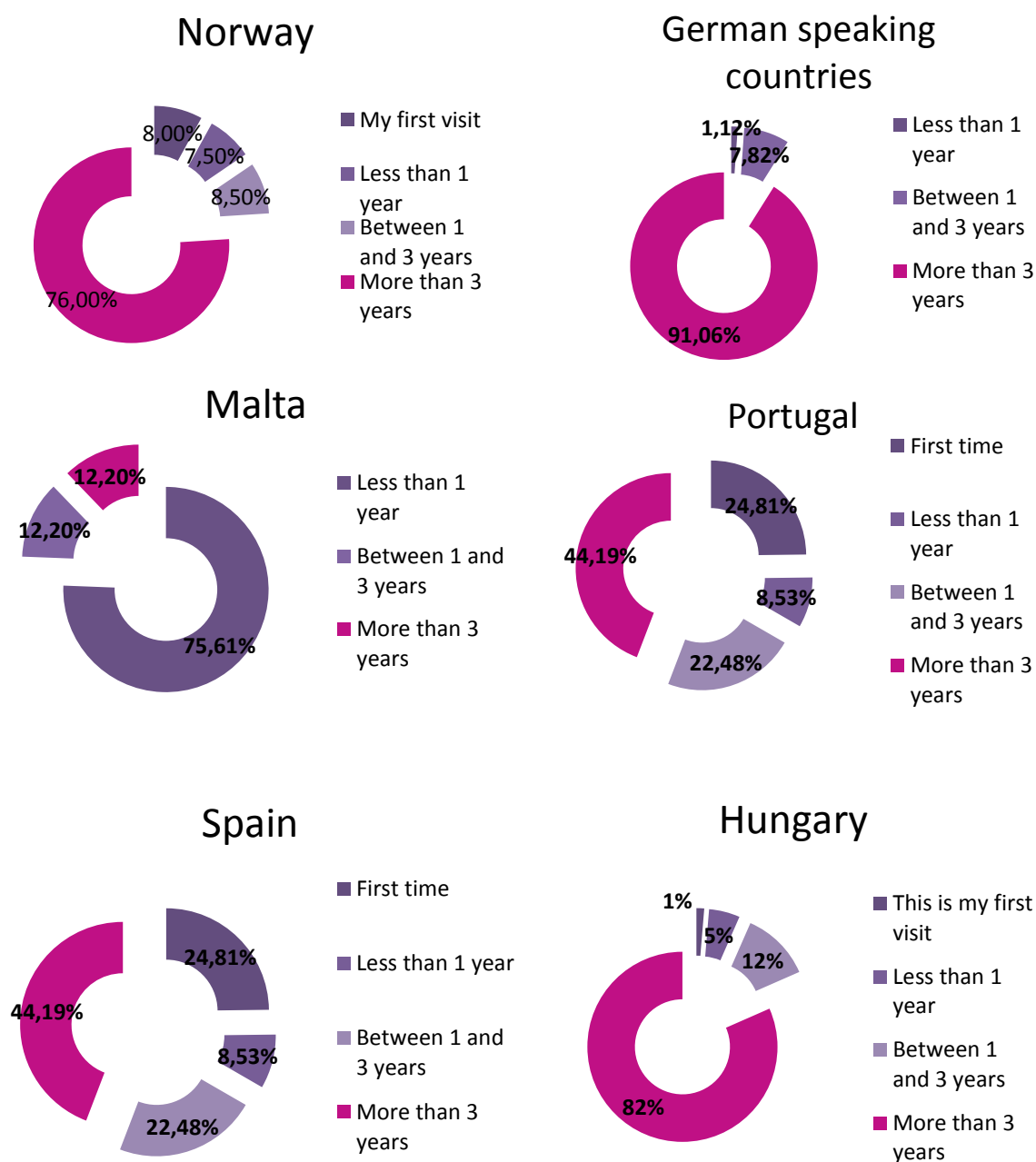
Personal research is the second highest in all countries, followed by *professional research*.

It is important to highlight that the *exhibition* choice is the lowest option in all countries. Despite the growing importance of digital archives and that many of the archives do not display exhibitions; there has been an increase

in the interest and in the number of exhibitions in archives over the past few years. However, senior users, as the survey shows, do not yet view the archives as places devoted to it.

Local history is among *other cultural activities* the most repeated topic.

8. For how long have you been visiting this Archive?



It is common to all countries that respondents are steady users, who have been attending to the archives for more than three years. Specifically in Norway and in German-speaking countries, the percentage varies around 80-90% of the respondents, while in Portugal and Spain, although it is also the major option, it drops to 45%, balancing with users whose visit is the first and those between 1 and 3 years. The exception is Malta, where 80% of the users visit the archive for the first time.

9. How often do you visit this archive?

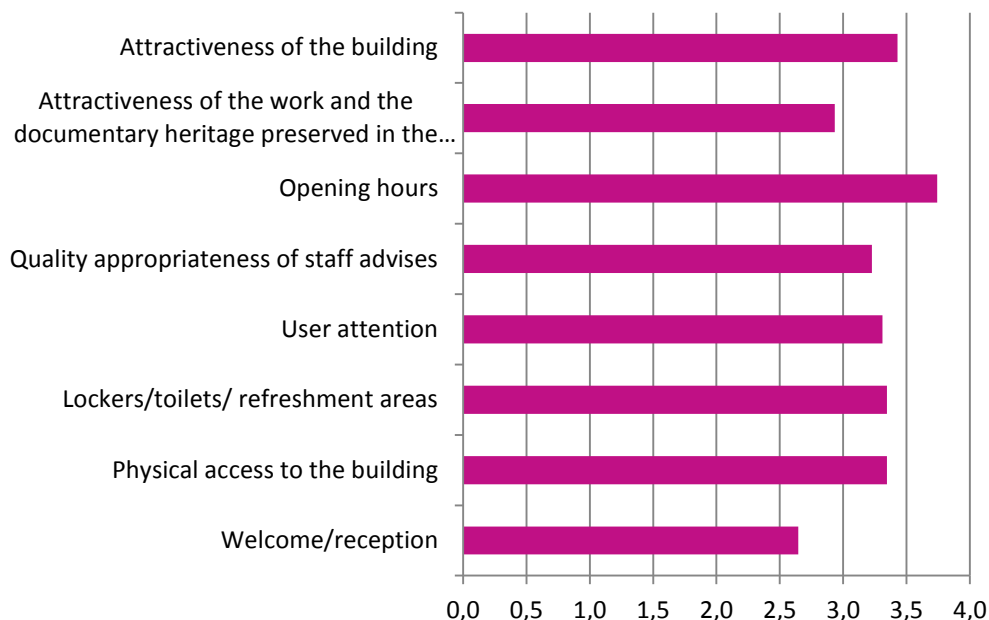


Despite the stability in the visit of the archives the previous question shows, the visits are very occasional in all countries, especially in Malta and Spain, reaching the 70%. *Once a month* and *once a week* are the following options.

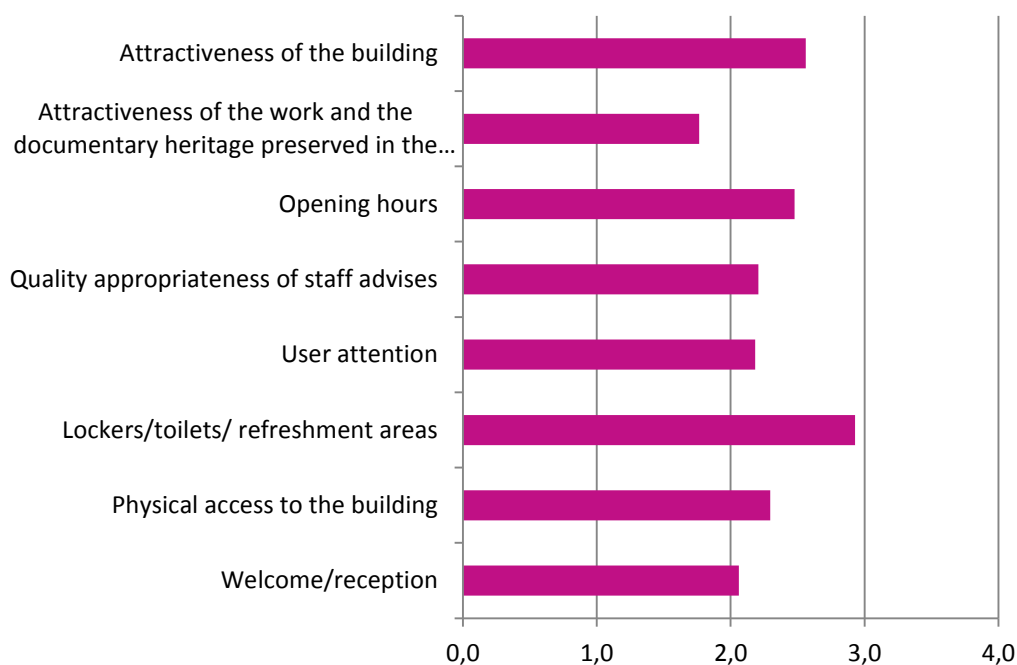
We should remark that in Spain, senior users that visit the archives everyday reaches almost the 20%. Maybe this is related with the high rate of Doctorate and professor users that implies that they are not retired over 60 and need to work with archives in their daily routine.

10. What do you think about the Archives you visited? (1. Very good; 2. Good; 3. Adequate; 4. Poor; 5. Very poor; 6. Don't know/Not available)

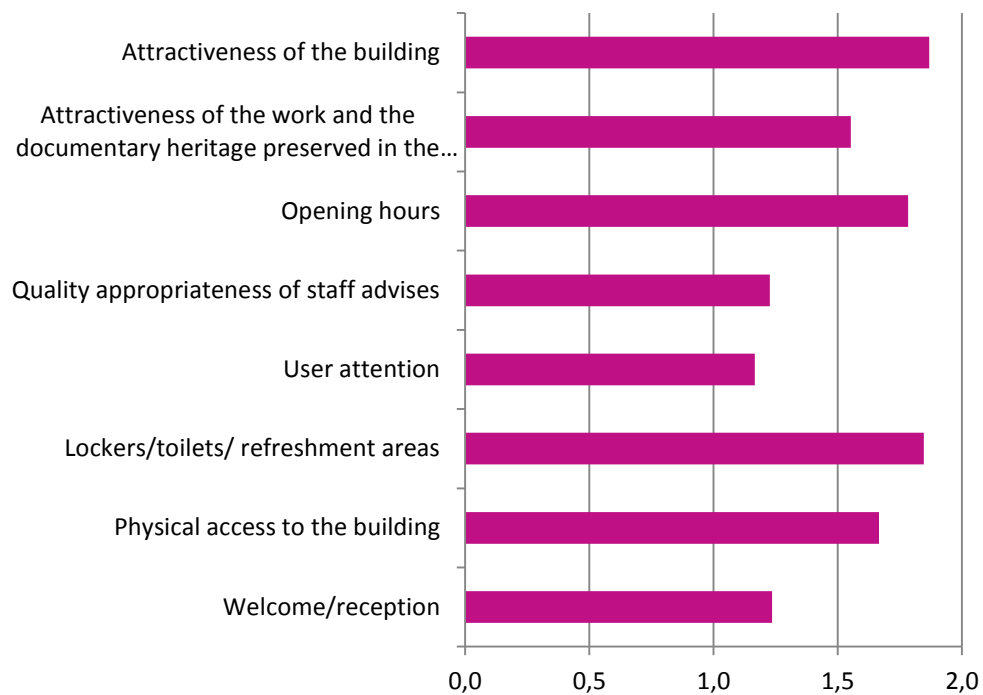
Norway



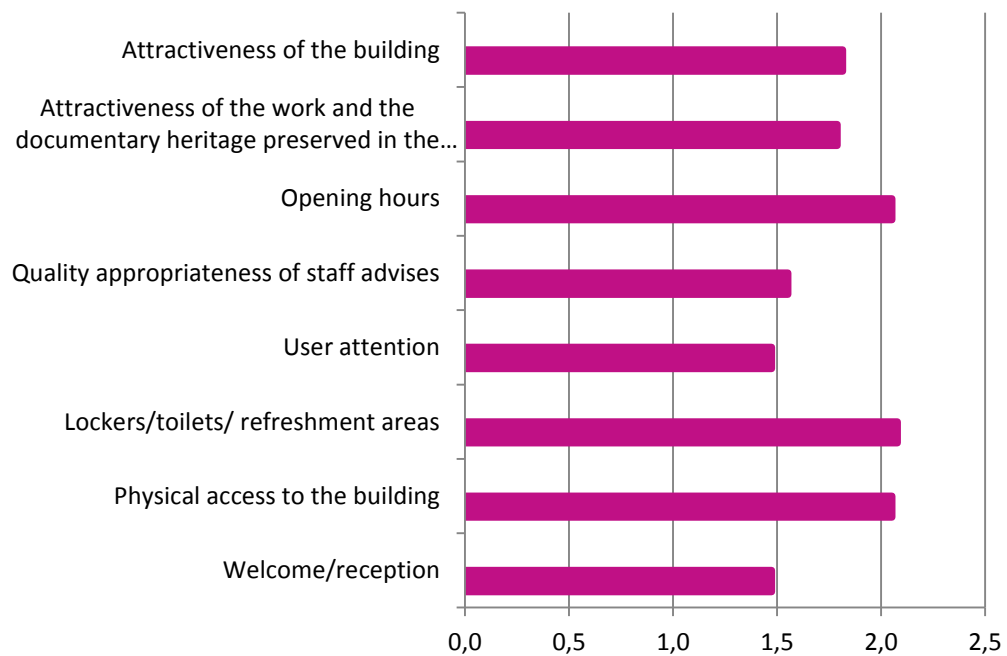
German speaking countries



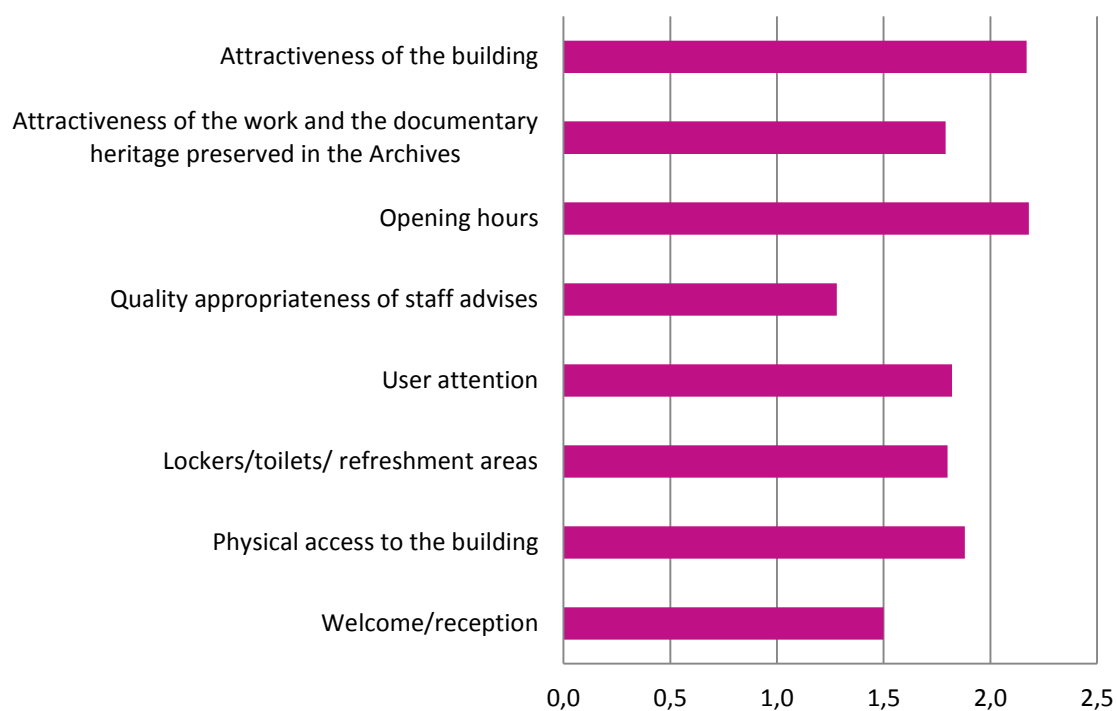
Malta



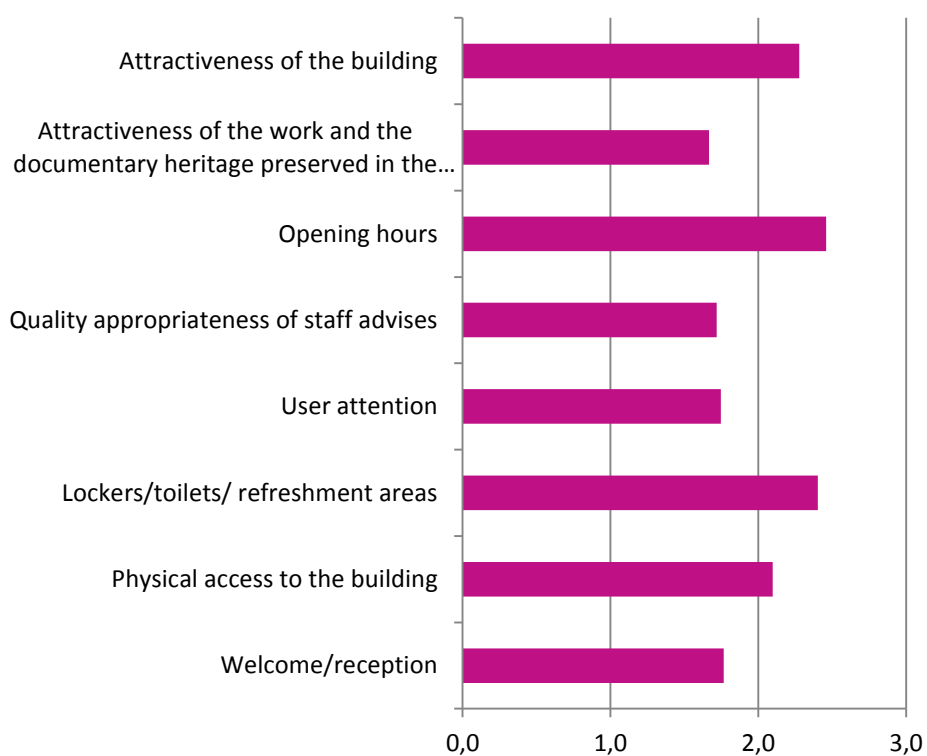
Portugal



Spain



Hungary



The results of Norway must be interpreted differently because, as seen in the question about the visited archives (6), the percentage of responses about digital archives is very high, so many questions do not apply (N/A - 6 points) and increase the average score of all the items to evaluate.

Regarding the rest of the countries, the ones with the best ratings are Spain and Portugal, not exceeding 2.5 in any element to evaluate.

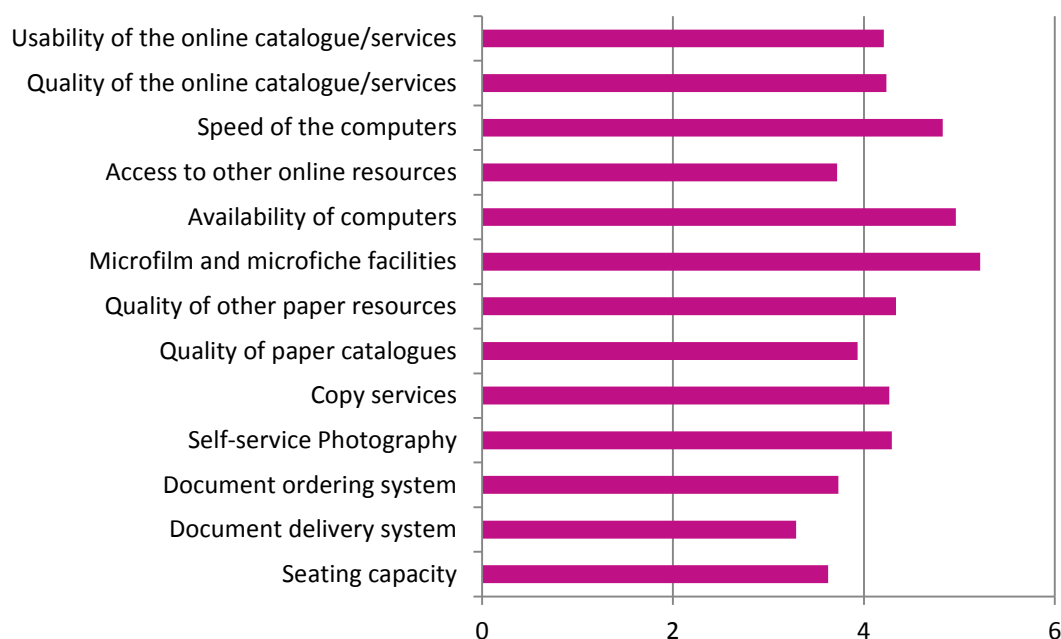
11.Are you satisfied with the results from your visit today? (1. Very good; 2. Good; 3. Adequate; 4. Poor; 5. Very poor; 6. Don't know/Not available)

Norway	2,5
German speaking countries	1,9
Malta	1,18
Portugal	1,66
Spain	1,7
Hungary	1,84

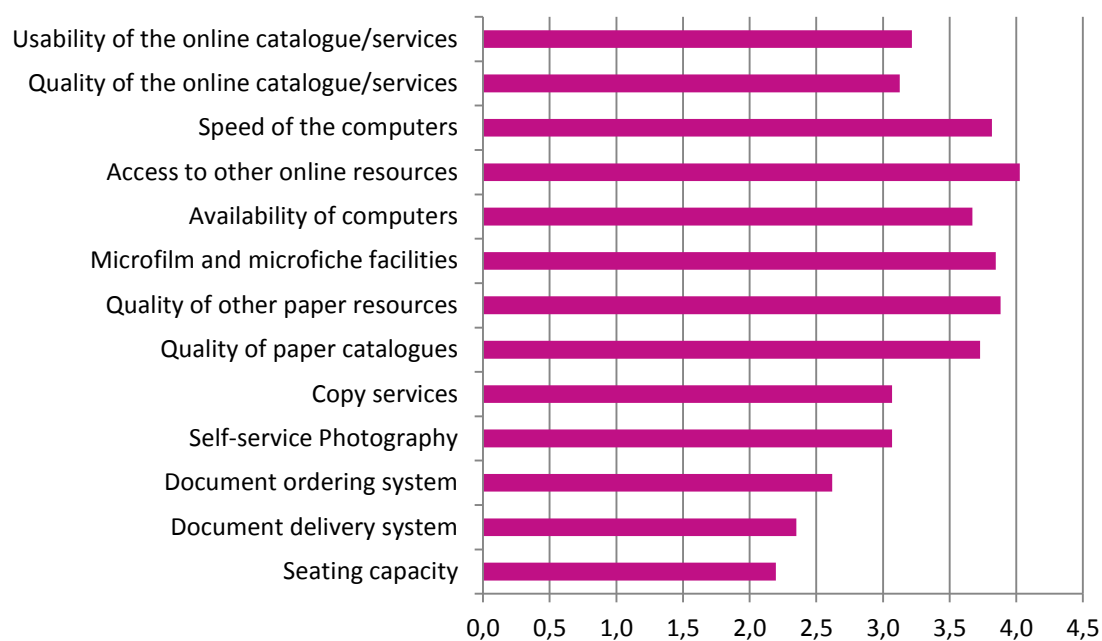
Maltese respondents are the ones that grade highest their visit with a 1.2 (very good). Spain and Portugal also obtained a really good evaluation with 1.7 and 1.6 respectively. Norway users give the lowest mark with a 2.5, which is still a good one, between “good” and “adequate”.

12.Value the Services related to the research. (1. Very good; 2. Good; 3. Adequate; 4. Poor; 5. Very poor; 6. Don't know/Not available)

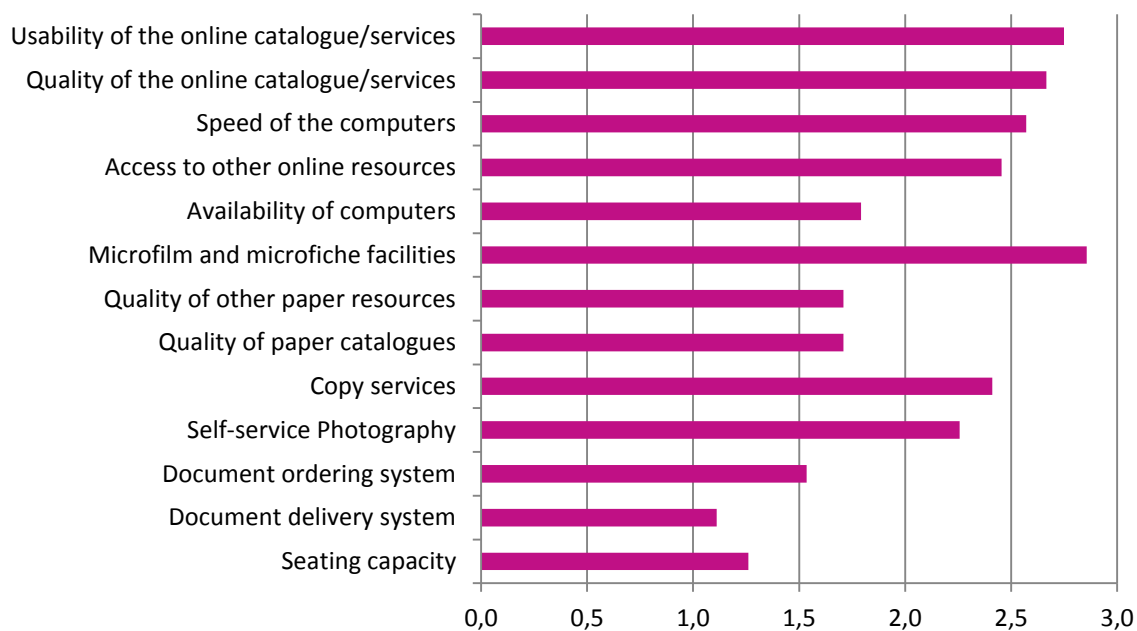
Norway



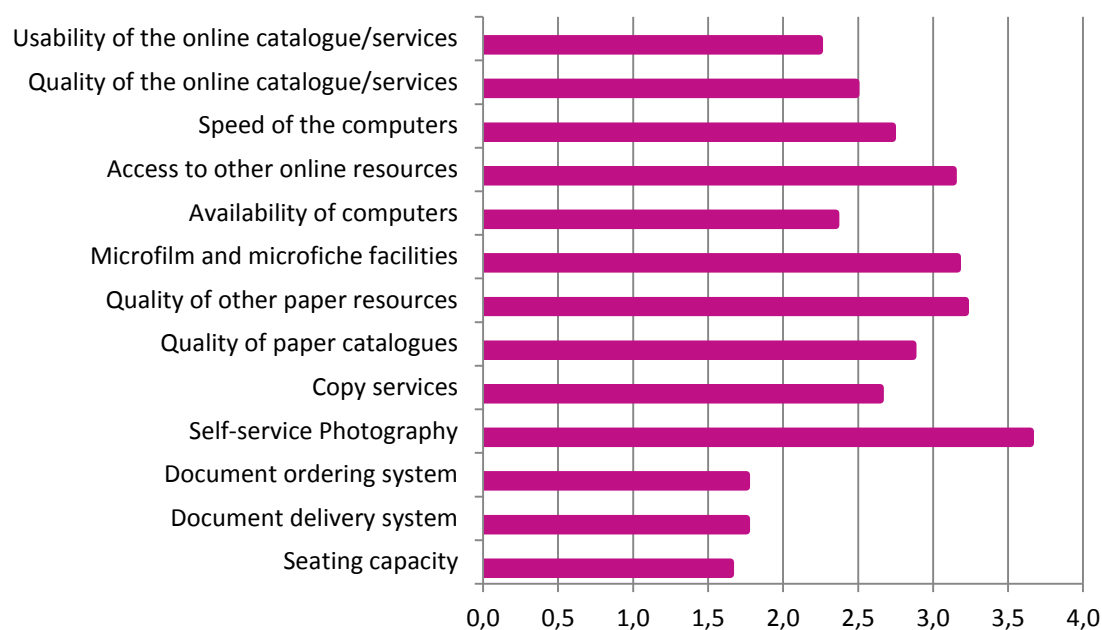
German speaking countries



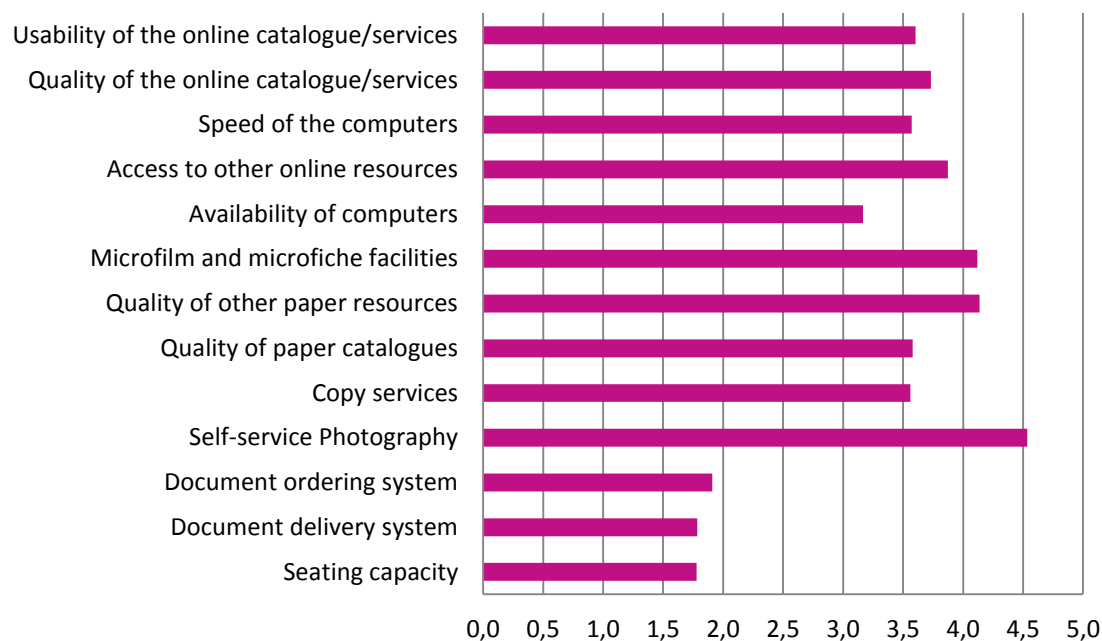
Malta



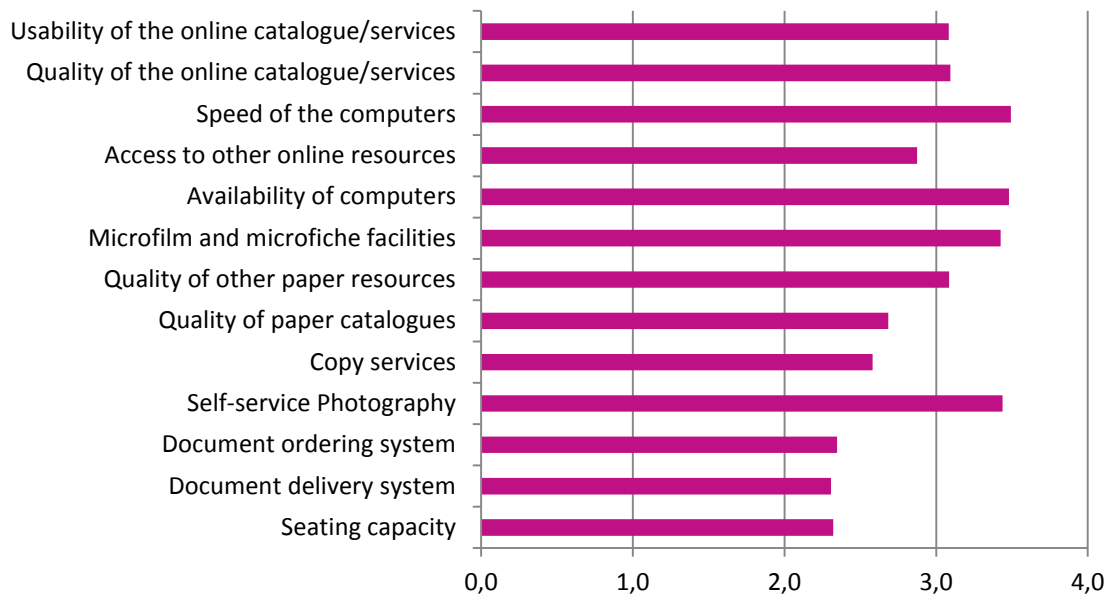
Portugal



Spain



Hungary

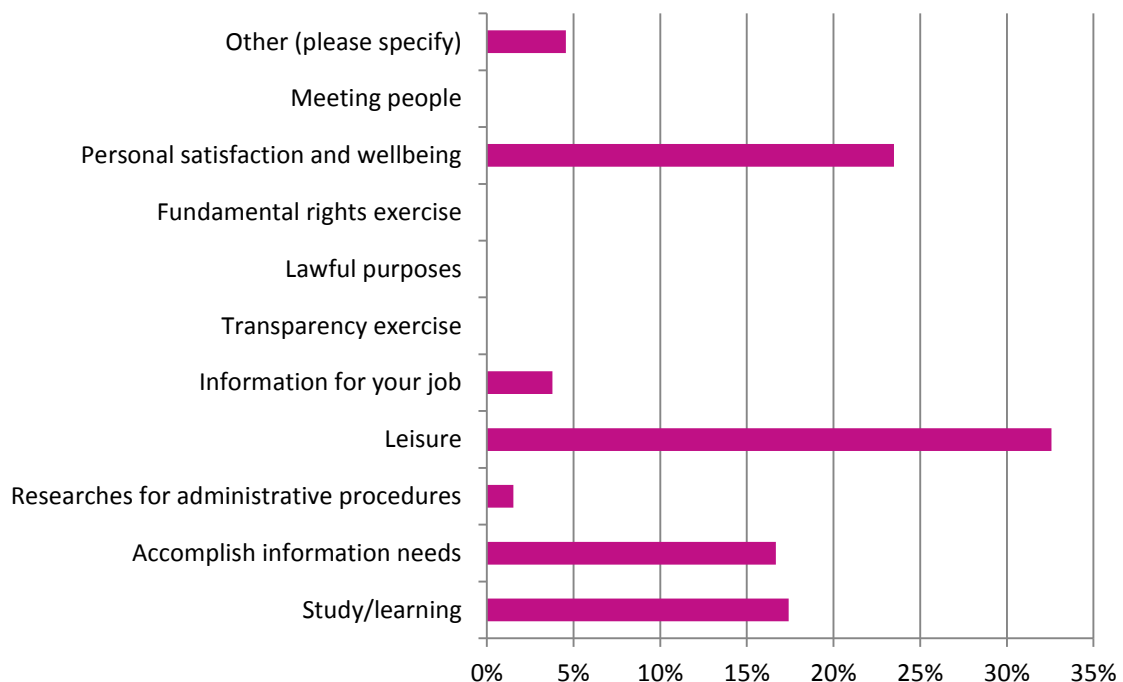


Seating capacity, Document delivery system and Document ordering system are the best valued services in all countries. *Access to other online resources* also very high for Norwegians. We have to keep in mind that, as we mentioned earlier, Norwegian ratings are worse in general because a large part of their surveys refer to digital archives.

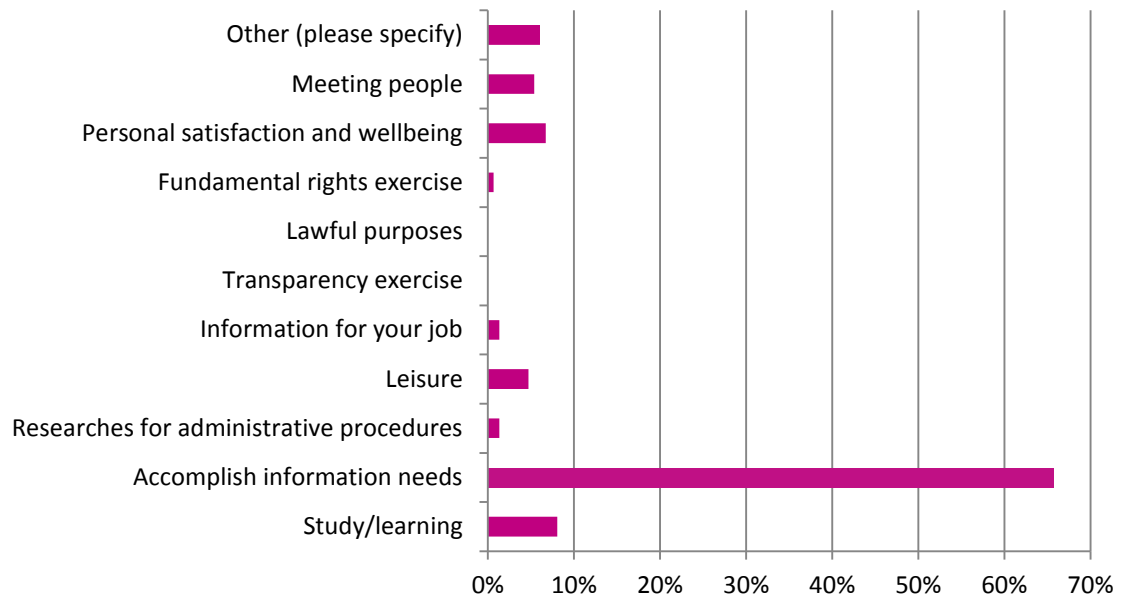
The lowest rated services are *Self-service Photography, Microfilm and microfiche, Speed of the computers facilities*.

13.What did you get from your visit today?

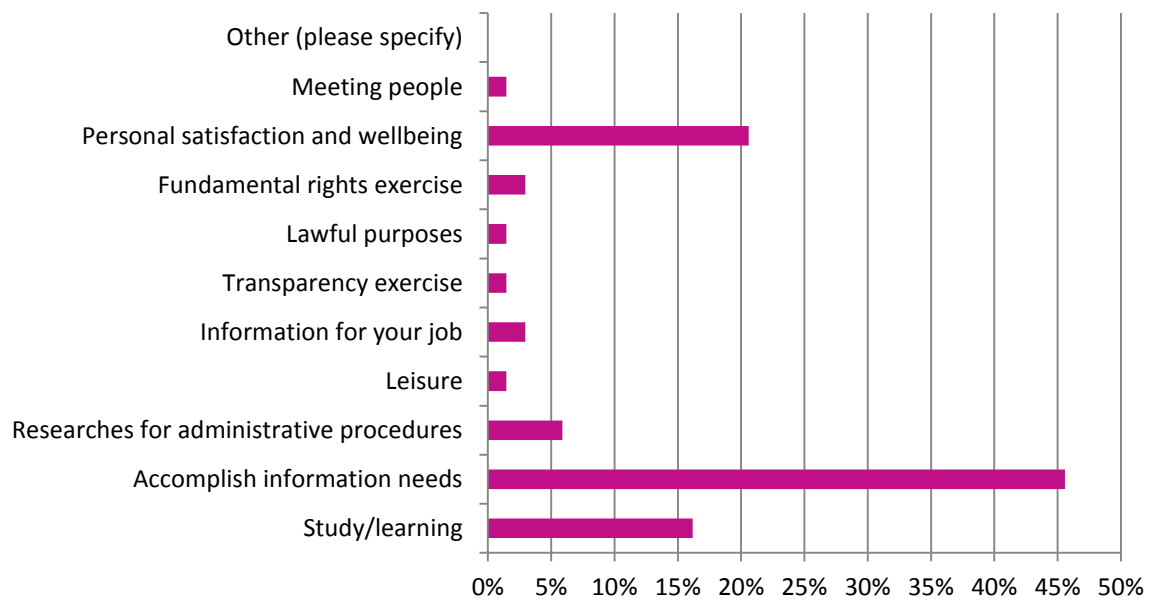
Norway



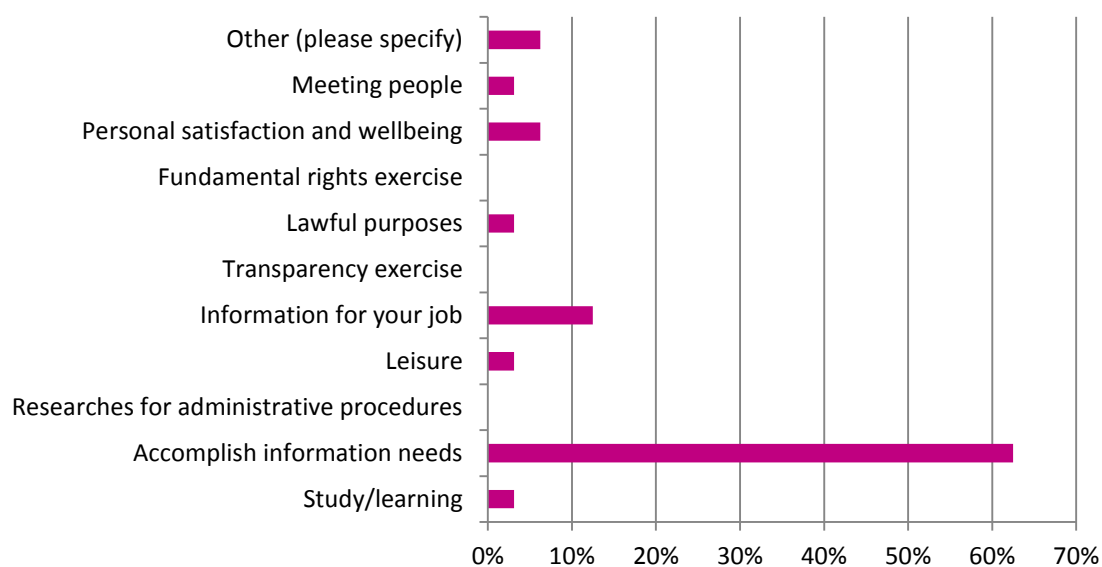
German speaking countries



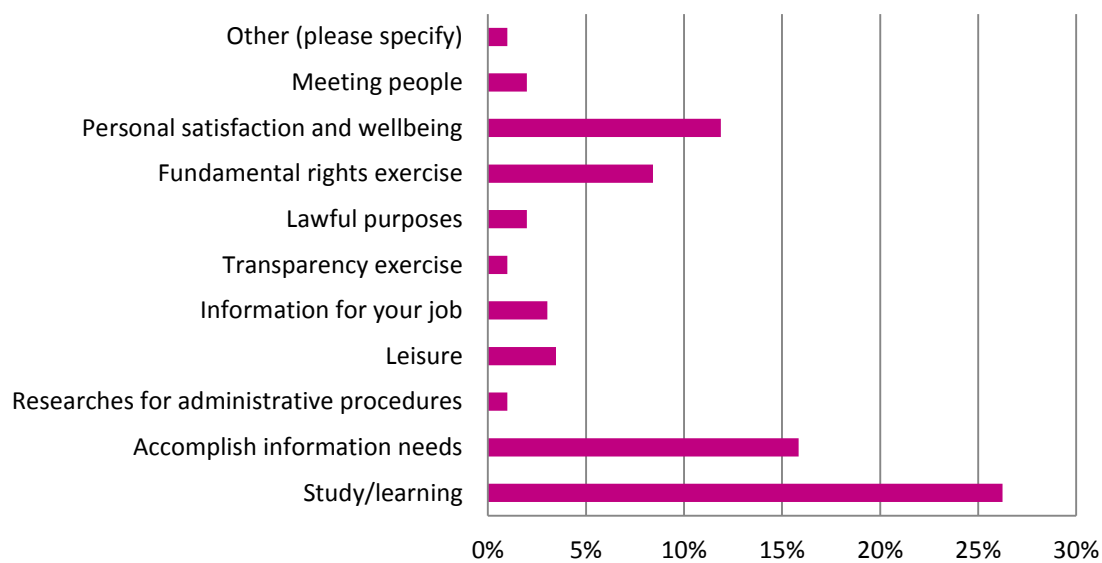
Malta



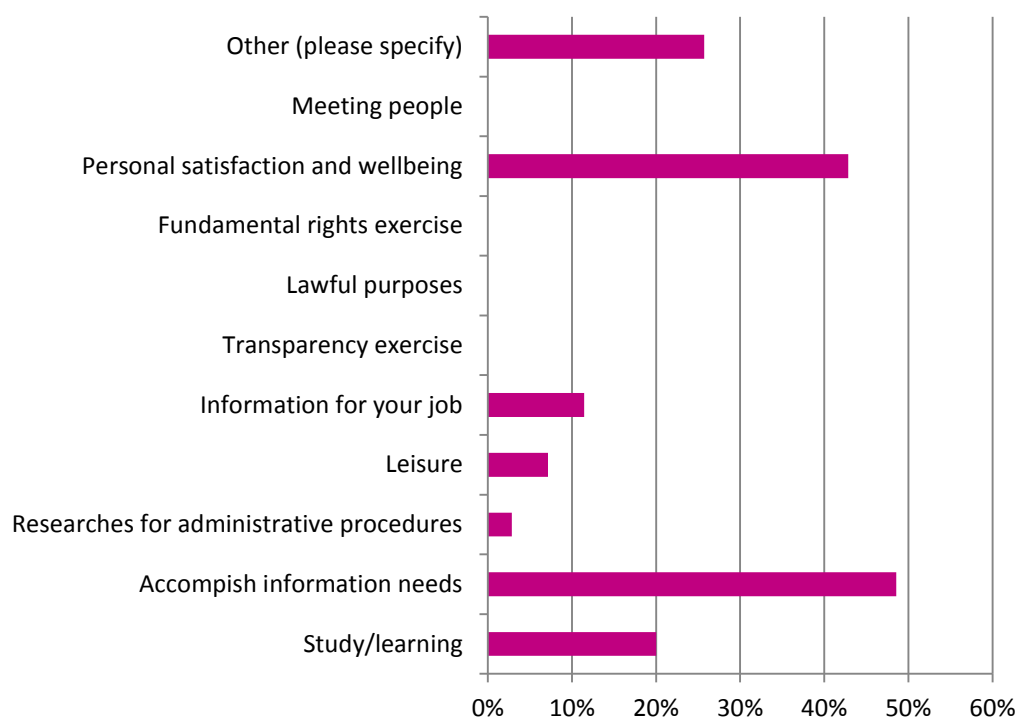
Portugal



Spain



Hungary



The highest rated answer is “accomplish information needs”, but it is a very broad option, a bit of a hotchpotch for options that do not fit the rest.

Study / Learning and Personal Satisfaction are also important for all countries, except for Portugal.

With a score of 32% Leisure is the highest option in Norway, which defines the perception of the archives as places for leisure time in the country. In the rest of the countries this perception is almost invisible, showing the big differences between senior users in the North and South of Europe.

14. Did you miss on any facilities or services in the Archive? If yes, which ones?

	Yes	No
Norway	12%	88%
German Speaking Countries	21%	79%
Malta	6%	94%
Portugal	19%	81%
Spain	28%	72%
Hungary	26%	74%

In general terms, the percentage of users who do not miss any service or installation in the archives is very high, between 70 and 90%.

Within what they are missing, there are common elements such as the fact of being able to photograph, good internet connection, a reprography service, more digitalized documents or the possibility of working in groups.

A good canteen or place to take a break and drink a coffee is something in demand in Norway and Germanic countries, which is consistent with their answers regarding “leisure” in the previous question (13). The countries of northern Europe understand that it is essential that there are places of relaxation and recreation in the archives because they consider them as places where you can have fun and take advantage of your free time.

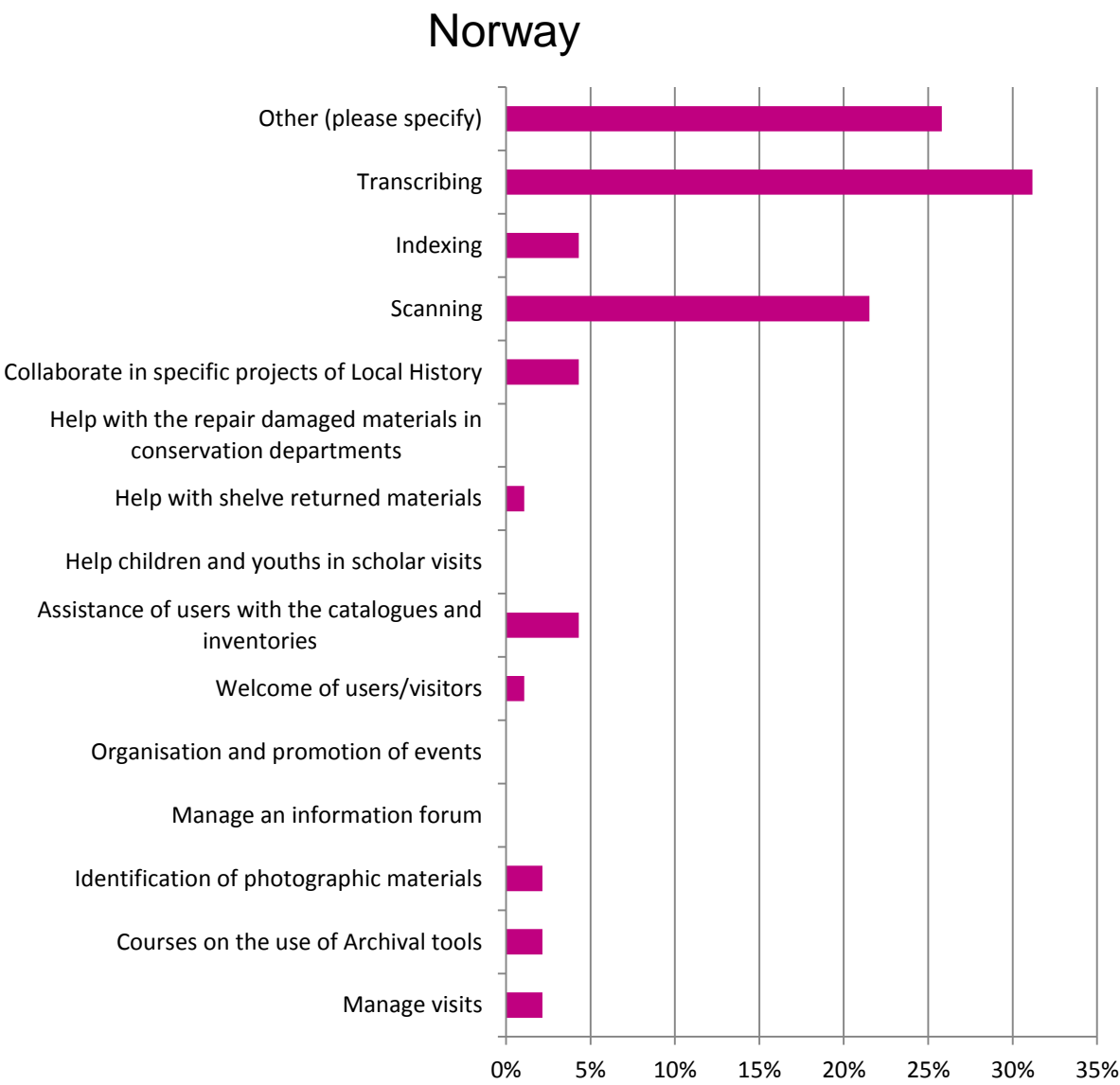
15. What did you find more interesting in the Archive?

The most repeated is the professionalism of the staff and the quality of the funds.

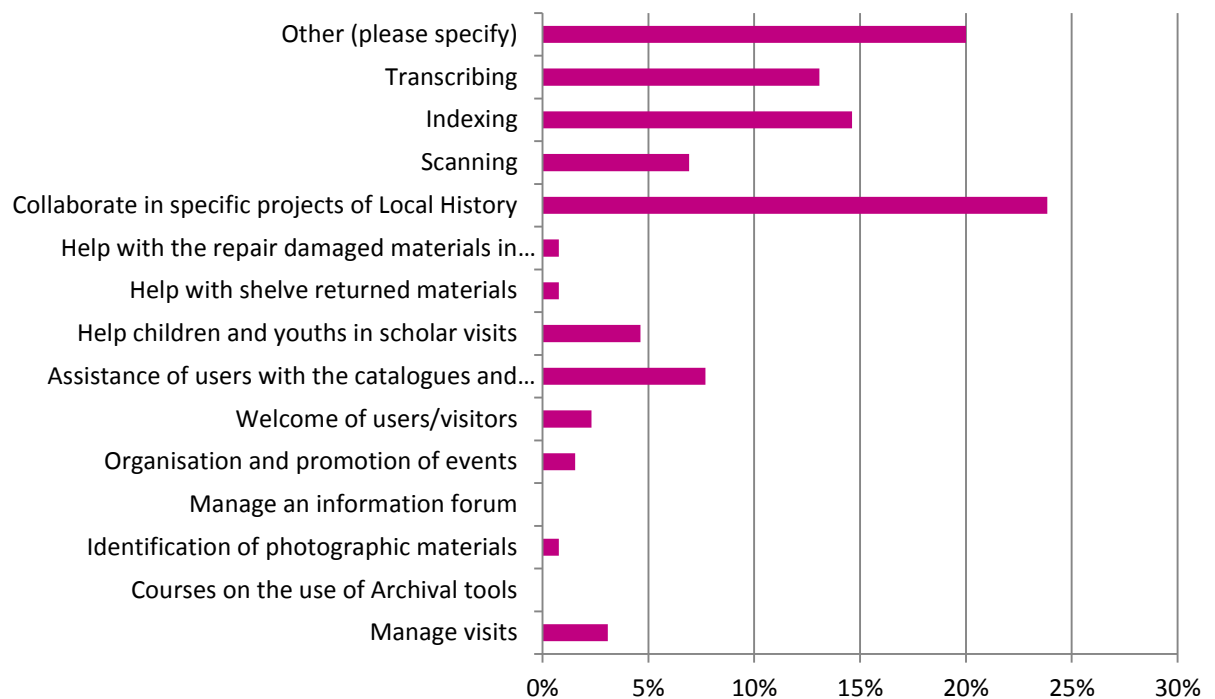
On the other hand, the quality and quantity of church funds and genealogical archives are much repeated in Norway and Germanic countries, highlighting genealogy research as one of the most important activities in the archives.

Exhibitions or the possibility of debating with people who have the same interests are other notable choices. In Hungary, the building itself is a focus of interest.

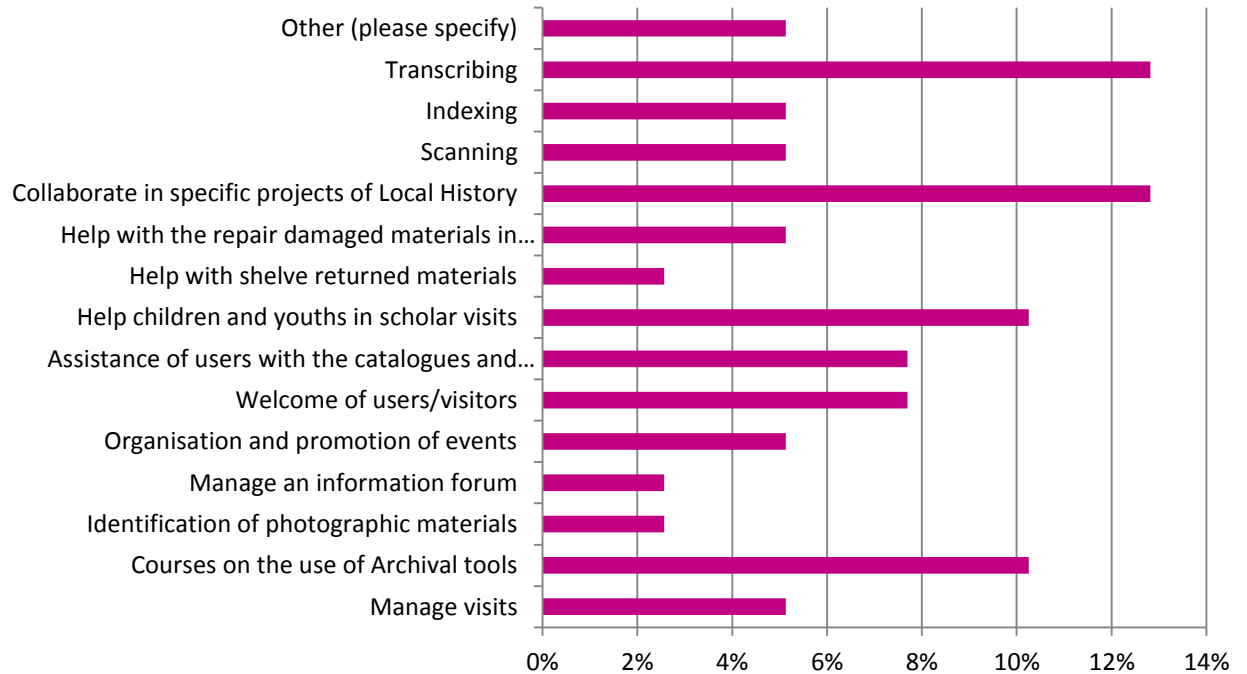
16.In which programmes would you participate as an unpaid volunteer for the archive?



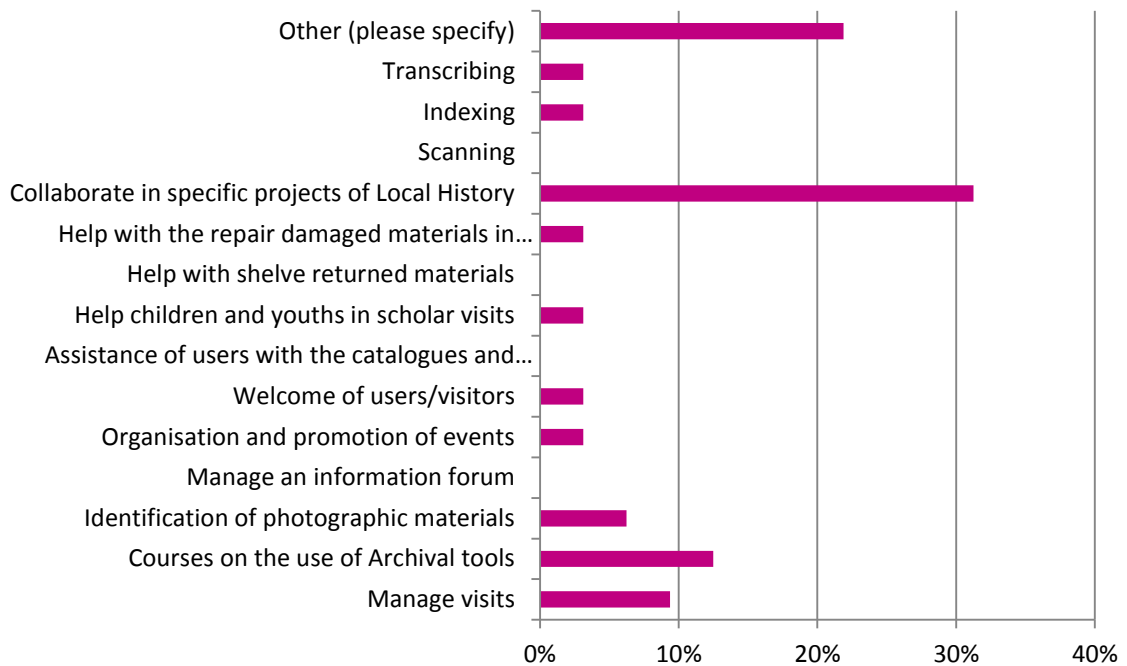
German speaking countries



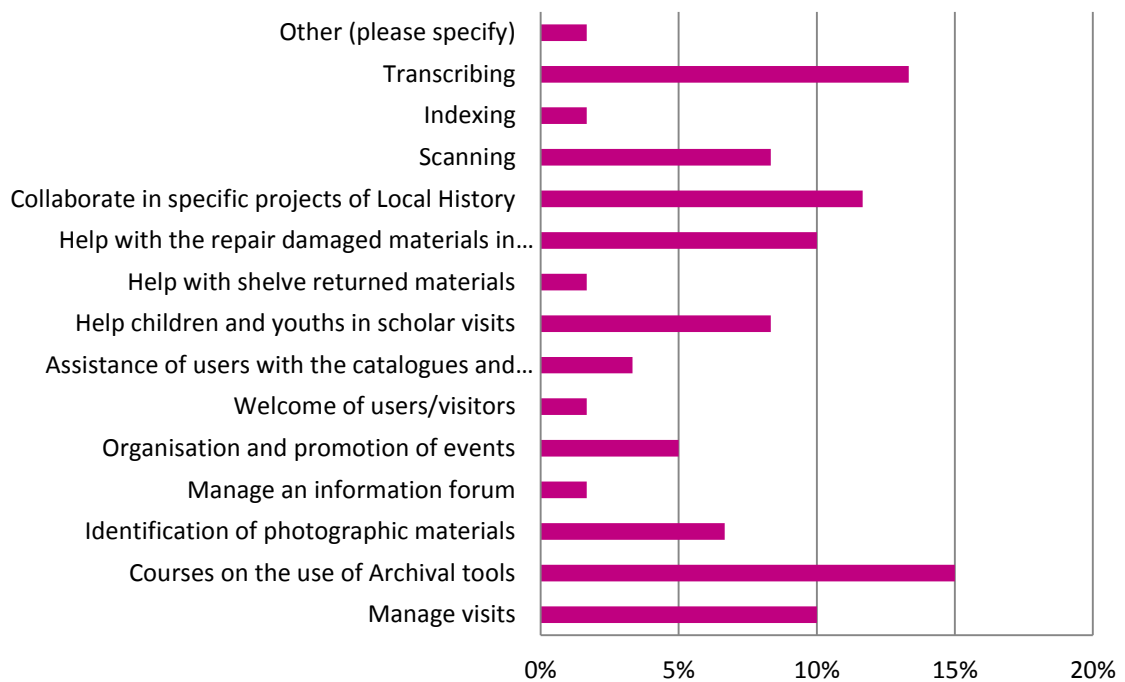
Malta



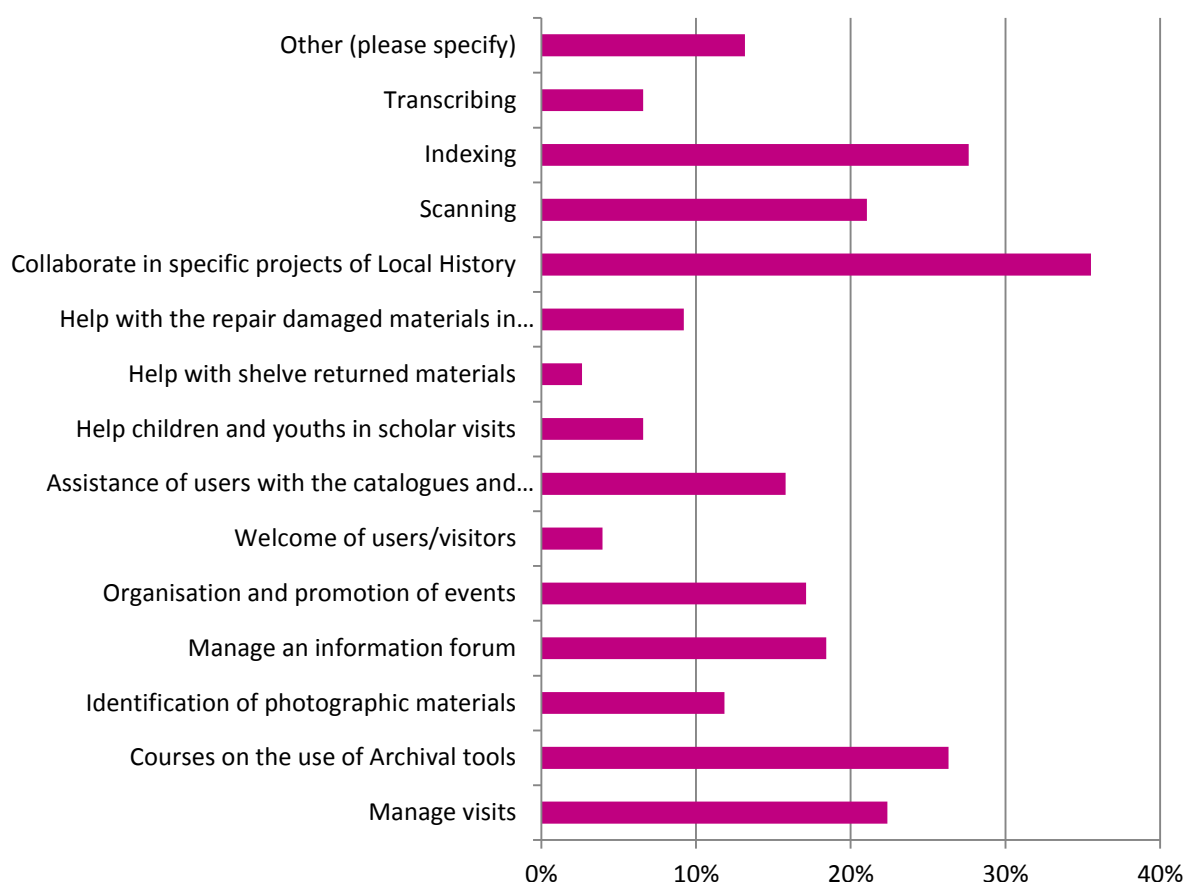
Portugal



Spain



Hungary



In Norway and German speaking countries, *scanning*, *indexing* and *transcribing* are the activities in which they would participate with more volunteers. We must not forget that there are a very high percentage of respondents who are users of digital files. In German speaking countries, as in the rest of the countries except for Norway, there are also a high percentage of users willing to participate in *specific local history projects*.

Courses on the use of archival tools and *help children and youth in scholar visits* are the other two of the most adept options.

In the case of Spain, two options apart from those mentioned above stand out: *manage visits* and *help with the repair damage materials*.

Recommendations

1. The increasing percentage of senior citizens in Europe make this collective one of the most important target groups for the EU archives in the upcoming years.
2. It is important to encourage the participation of senior women, since they represent only the 30% of the senior users, and take care that they remain an active part of the archives.
3. Archives should offer services and design activities that are appropriate to senior users' profile: 60% have university studies and a professional background mainly on *history, education* and *public administration*.

Since most of senior users are retired, they usually attend the archives for personal interests. The most frequent reason for visiting the archives is to conduct *family history/genealogical research* (41%) and *personal reasons* (26%)

4. 70% of the respondents have been using the archives for more than three years, which reflects the high rate of loyalty generated by the archives; though the regularity of the visits are low, with more than half of the users visiting the archives very occasionally. It would be interesting to take advantage of the loyalty and good opinion users have of the archives to develop services or activities that engage them, so they become regular users and can see archives as open places to spend more time in.
5. EU archives must keep on investing on digital modernisation and new technologies. Senior users are increasingly claiming for better digital services in the archives.
6. There should be spaces for taking a break or socializing in the archives. Users from specific countries as Norway declare that they would like to have more of these spaces. Having them might enrich the experience of using the archives and improve the personal satisfaction and well-being that senior users already get when visiting the archives.
7. A high number of senior users are willing to participate as volunteers for the archives, so specific volunteering programmes or participatory activities should be launched. The development of these activities must be taken into account in the strategy and the work planning of the archives, in order to allocate the necessary resources and establish the corresponding impact measure mechanisms. *Local history, scanning, indexing* and *transcribing* should be the subjects to put the focus on.

ANNEX

The survey

European Digital Treasures - Silver Researchers Survey

Survey description and declaration of consent according to data protection

On the following pages we would like to ask you a few questions to learn more about the nature of silver researchers in archives. The aim of our survey is to get better acquainted with users of archives in the European context and to give the archives participating in the EU-funded project "European Digital Treasures" tips on improving their services.

If you are part of the silver researcher community (60+ years old), please be kindly invited to answer the questions on the following pages.

Your participation will be an important contribution to further amplify the services of archives as well as enhance the cooperation between the public and archives in the digital age.

As part of the survey, we also want to ask for more information about you in order to be able to include various social factors (age, education, nationality) in our results and thus to be able to improve the evaluation.

Participation in this survey is possible without giving us your name.

Registration is not required for participation.

Before you finally submit your answers, you will have the opportunity to review them in an overall view and modify them if necessary.

Note: The survey is open until 15 December 2019.

Even in the case of a survey, you have the right to information as well as the deletion of your personal data in accordance with the privacy policy of the information carrier. You can revoke this declaration of consent at any time. After revocation your data will be deleted.

A. General user data

1. Age ranges

- ☐ 60-65 years
- ☐ 66-70 years
- ☐ 71-75 years
- ☐ more than 75 years

2. Gender

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer

3. Academic background (Every partner should establish its own response template according to its education system)

- ☐ Without academic training
- ☐ Primary School
- ☐ Secondary School
- ☐ High School
- ☐ Vocational training
- ☐ Graduate (1st Cycle)
- ☐ Master (2nd Cycle)
- ☐ Doctor (3rd Cycle)

4. Professional background

- ☐ Cultural and creative sector
 - ☐ History
 - ☐ Philology and literature
 - ☐ Philosophy
 - ☐ Geography
 - ☐ Arts
 - ☐ Cinema, theatre, dancing and circus
 - ☐ Music
 - ☐ Other activities related
- ☐ Information science
- ☐ Education
- ☐ Public Administration (civil servants)
- ☐ Research (scientific community)
- ☐ Law
- ☐ Health System
- ☐ Agriculture, Livestock, Hunting, Forestry and Fishing
- ☐ Energy, Water, Mining and the Chemical Industry
- ☐ Industries of Aeronautics, Telecommunications and Precision Mechanics
- ☐ Other Manufacturing Industries
- ☐ Construction
- ☐ Trade and Hospitality
- ☐ Transportation and Communications
- ☐ Financial, Legal, Insurance and Rental Activities
- ☐ Sports
- ☐ Other Services

5. Nationality

.....

B. Specific data about the Archive

6. What archive are you in? (Every partner should establish its own response template according to its archival system; Spanish example:)

- ☐ Archivo de la Corona de Aragón
- ☐ Archivo Histórico Nacional
- ☐ Archivo General de la Administración
- ☐ Centro Documental de la Memoria Histórica
- ☐ Archivo General de Indias
- ☐ Archivo de la Nobleza
- ☐ Archivo de la Real Chancillería de Valladolid
- ☐ Archivo General de Simancas

7. Reason of your visit

- ☐ Professional Research
- ☐ Personal Research
- ☐ Genealogical research
- ☐ Lawful purposes
- ☐ Exhibition
- ☐ General visit
- ☐ Curiosity
- ☐ Complete knowledge about the Archive and its archival holdings
- ☐ Other cultural activities. Which one.....

8. For how long have you been visiting this Archive?

- ☐ This is my first visit
- ☐ Less than 1 year
- ☐ Between 1 and 3 years
- ☐ More than 3 years

9. How often do you visit this archive?

- ☐ everyday
- ☐ once a week
- ☐ once a month
- ☐ very occasionally

10. What do you think about the Archives you visited?

(1. Very good; 2. Good; 3. Adequate; 4. Poor; 5. Very poor; 6. Don't know/Not available)

- ☐ Welcome/reception
- ☐ Physical access to the building
- ☐ Lockers/toilets/ refreshment areas
- ☐ User attention
- ☐ Quality appropriateness of staff advises
- ☐ Opening hours

- ☐ Attractiveness of the work and the documentary heritage preserved in the Archives
- ☐ Attractiveness of the building

11. Are you satisfied with the results from your visit today?

- ☐ Very good
- ☐ Good
- ☐ Adequate
- ☐ Poor
- ☐ Very poor
- ☐ Don't know/Not available

12. Value the Services related to the research

(1. Very good; 2. Good; 3. Adequate; 4. Poor; 5. Very poor; 6. Don't know/Not available)

- ☐ Seating capacity
- ☐ Document delivery system
- ☐ Document ordering system
- ☐ Self-service Photography
- ☐ Copy services
- ☐ Quality of paper catalogues
- ☐ Quality of other paper resources
- ☐ Microfilm and microfiche facilities
- ☐ Availability of computers
- ☐ Access to other online resources
- ☐ Speed of the computers
- ☐ Quality of the online catalogue/services
- ☐ Usability of the online catalogue/services
- ☐ Other

13. What did you get from your visit today?

- ☐ Study/learning
- ☐ Accomplish information needs
- ☐ Researches for administrative procedures
- ☐ Leisure
- ☐ Information for your job
- ☐ Transparency exercise
- ☐ Lawful purposes
- ☐ Fundamental rights exercise
- ☐ Personal satisfaction and wellbeing
- ☐ Meeting people
- ☐ Other

14. Did you miss on any facilities or services in the Archive?

- ☐ Yes

☐ No

If yes, what did you miss?

15. What did you find more interesting in the Archive?

16. In which programmes would you participate as an unpaid volunteer for the archive?

- ☐ Manage visits
- ☐ Courses on the use of Archival tools
- ☐ Identification of photographic materials
- ☐ Manage an information forum
- ☐ Organisation and promotion of events
- ☐ Welcome of users/visitors
- ☐ Assistance of users with the catalogues and inventories
- ☐ Help children and youths in scholar visits
- ☐ Help with shelve returned materials
- ☐ Help with the repair damaged materials in conservation departments
- ☐ Collaborate in specific projects of Local History
- ☐ Scanning
- ☐ Indexing
- ☐ transcribing
- ☐ Others

Thank you for taking your time to answer the questions.

Case studies

Case Studies

Hungary

HUNGARY CASE STUDIES - № 1.	
Promoter	National Archives of Hungary (NAH)
Justification (Why?)	A public meeting / workshop to exchange experience and ideas with researchers in a specific and widely-researched genealogical topic
Target Group(s) / Audience (for Whom)	Readers of the NAH's archival blog (Aktakaland), basically elderly people with experience in genealogic research
Activities carried out (What/How/When/Where?)	<p>What & How: As a project partner in CO:OP (Community as Opportunity, The creative archives' and users' network), the National Archives of Hungary invited experts to make presentations ...</p> <ol style="list-style-type: none">1. ... on research opportunities of Catholic, Lutheran, Reformed (Calvinist) and Jewish parish registers,2. ... on the history of the registers and formation of the microfilm collection of parish registers in the State Archives of the NAH,3. ... on a forming conception of a cadastre of register-records. <p>The presenters were archivists of the State Archives of the NAH and leading archivists of ecclesiastical archives and collections. A round table discussion was also held to make knowledge exchange possible between the professional archivists and the researchers with certain knowledge on genealogical research.</p> <p>When: It was held on 20.01.2017, from 10.00 to 14.30 (planned till 13.30)</p> <p>Where: At the Conference / Exhibition Room of the headquarters building of the State Archives of the NAH. (H-1014 Budapest, 2-4. Bécsi kapu sq.)</p>
Evaluations/ Results/ Impacts	The participants achieved a very comprehensive and intensive exchange of knowledge of their experiences and their expectations about the professional cooperation and synergy, both sides.
Recommendations	The possibilities for building a cadastre of parish registers, given that the Hungarian archives have already started to publish their records online, not offering them free of charge. So a future archival cadastre (database & webpage) is recommended to collect these essential data in a database, which

would give the user a briefing on which institutions hold researchable genealogical materials for which municipalities, in what form and how much does the subscription cost, across the country.

Links of interest (available only in Hungarian)

https://mnl.gov.hu/mnl/ol/blogok/aktakaland_3_blogtalalkozo_az_egyhazi_anyakonyvek_kutatasi_lehetosegeirol (a report on the event with pictures)

https://mnl.gov.hu/mnl/ol/hirek/beszamolo_aktakaland_3_blogtalalkozo (a small summary of each presentations with videos)

Pictures



I. Welcome



II. Presenters and listeners

(presenters: left side, 1st row, L-R: György Ujj, Sára Kohút PhD, Csaba T. Reisz PhD; right side, 1st row, L-R: Eleonóra Kovács, Ádám Vajk)



III. Public



IV. A presentation (by Dávid Világi)



V. Round table session



VI. Listeners of the round table session

HUNGARY CASE STUDIES - № 2.
Promoter
National Archives of Hungary (NAH)
Justification (Why?)
A public meeting / workshop to exchange experience and ideas with researchers in another specific and widely-researched genealogical topic
Target Group(s) / Audience (for Whom)
Readers of the NAH's archival blog (Aktakaland), basically elderly people with experience in genealogic research
Activities carried out (What/How/When/Where?)
<p>What & How: As a project partner in CO:OP (Community as Opportunity, The creative archives' and users' network), the National Archives of Hungary invited experts to make presentations on the sources of the Hungarian military past:</p> <ol style="list-style-type: none"> 4. ... on various organisations keeping and/or identify & explore military records, 5. ... on development of administrative digital services of the NAH, called KÖFOP 6. ... on other electronic / digital databases available for searching military records. <p>The presenters were archivists and historians of several institutions and a non-profit foundation:</p> <ul style="list-style-type: none"> ❖ the NAH, ❖ the Military History Institute, Museum and Archives, ❖ their Military Archival Branch Office in Vienna, at the State Archives of Austria (<i>Österreichisches Staatsarchiv</i>), ❖ the Directorate of Military Memory & Maintenance of War Graves, ❖ the Research Centre for the Humanities of the Hungarian Academy of Sciences, ❖ the The Great War Blog (<i>Nagy Háború Blog</i>). <p>The apropos of the event was to commemorate the "Day of Hungarian Home Defence" (21st May). The event was divided into two sessions and at the end of both sessions there was held a Questions & Answers panel for the public. A game was also linked to the event. Its topic was to find interesting and unusual pictures amongst the digitized military records and photos. The announcement and rewarding of the winner took place also during the public meeting.</p> <p>When: It was held on 19.05.2017, from 13.00 to 16.30.</p> <p>Where: At the Conference / Exhibition Room of the headquarters building of the State Archives of the NAH. (H-1014 Budapest, 2-4. Bécsi kapu sq.)</p>
Evaluations/ Results/ Impacts
The participants achieved a very complex exchange of experiences' knowledge about the research on military history records, in many ways.
Recommendations
n/a
Links of interest (available mostly in Hungarian)
https://mnl.gov.hu/mnl/ol/blogok/aktakaland_4_blogtalalkozo_a_magyar_katonai_mult_forrasai (call in Hungarian and in English) https://aktakaland.wordpress.com/2017/05/04/4-blogtalalkozo-a-magyar-katonai-mult-forrasai/ (a report on the event with pictures and linked videos per presentation)

Pictures



III. Welcoming words



II. Listeners and presenters (1st row: Ildikó Szerényi, NAH; 2nd row: János Pótó Hungarian Academy of Sciences)



IVII. Presenters (L-R: Ildikó Szerényi, János Pótó, Gábor Kiss, Zoltán Völgyesi)



IV. A presentation (by Zoltán Szatucsek)



V. Questions and answers



VI. Questions and answers

HUNGARY CASE STUDIES - № 3.
Promoter
National Archives of Hungary (NAH)
Justification (Why?)
A public meeting / workshop to exchange experience and ideas with researchers in another specific and not very well-known, but very useful topic
Target Group(s) / Audience (for Whom)
Readers of the NAH's archival blog (Aktakaland), basically trained researchers with scientific knowledge / background
Activities carried out (What/How/When/Where?)
<p>What & How: As a project partner in CO:OP (Community as Opportunity, The creative archives' and users' network), the National Archives of Hungary invited experts to make presentations on the so-called Hungarica-research (Hungary-related foreign printed material) opportunities:</p> <ol style="list-style-type: none"> 7. ... on research options in the State (Central) Archives of the NAH, 8. ... on research options in county archival institutions of the NAH. <p>The presenters were archivists of the NAH:</p> <ul style="list-style-type: none"> ❖ the State Archives of the NAH, ❖ the Veszprém County Archives of the NAH, ❖ the Hajdú-Bihar County Archives of the NAH, ❖ the Győr-Moson-Sopron County Archives of the NAH (Sopron Branch), ❖ the Vas County Archives of the NAH. <p>The event was divided into two sessions (State Archives' and County Archives' sessions) and a round-table discussion, to make knowledge exchange possible between the professional archivists and the researchers with certain knowledge or interest in Hungarica research.</p> <p>When: It was held on 06.12.2017, from 14.00 to 17.00.</p> <p>Where: At the Conference / Exhibition Room of the headquarters building of the State Archives of the NAH. (H-1014 Budapest, 2-4. Bécsi kapu sq.)</p>
Evaluations/ Results/ Impacts
The participants achieved a very complex exchange of experiences' knowledge about the research on Hungarica-related research, in five institutions of the NAH.
Recommendations
Experiences of building a cadastre of Hungarica materials worldwide and possibilities how to expand it following the researchers' needs.
Links of interest (available mostly in Hungarian)
https://mnl.gov.hu/mnl/ol/blogok/aktakaland_5_blogtalalkozo_a_hungarikakutatas (call in Hungarian and in English) https://aktakaland.wordpress.com/2017/11/17/5-blogtalalkozo-hungarika/ (a report on the event with pictures and linked videos per presentation)
Pictures



V. Welcoming words (L-R: Csaba Szabó Dr.habil. director-general, Krisztina Arany PhD, György Laczlavik PhD)



II. A presentation by György Laczlavik PhD (State Archives of the NAH)



VIII. A presentation by Réka Jakab PhD (Veszprém County Archives of the NAH)



IV. Listeners (mixed age groups)

HUNGARY CASE STUDIES - № 4.
Promoter
National Archives of Hungary (NAH)
Justification (Why?)
A public meeting / workshop to introduce the renewed complex online database collection and electronic archival system of the NAH
Target Group(s) / Audience (for Whom)
Trained and beginner researchers of the NAH
Activities carried out (What/How/When/Where?)
<p>What & How: The National Archives of Hungary invited researchers with various background and knowledge to introduce its renewed online database and archival system, called Adatbázisok Online (Databases Online).</p> <p>The presenters were archivists of the State Archives of the NAH. The event was divided into two parts:</p> <ul style="list-style-type: none"> ❖ the first part had three introductory presentations about the new site of Adatbázisok Online, presenting basic data and usability of the system, ❖ the second part was about guiding the audience through the most frequently researched databases, like: <ul style="list-style-type: none"> ❖ collection and database of the Hungarian state parties (the Hungarian Communist Party, the Hungarian Working People's Party and the Hungarian Socialist Workers' Party), ❖ collection and database of genealogical research, ❖ collection and database of the Hungarian Protestantism, ❖ collection and database of medieval charters. <p>The apropos of the event was to commemorate the “Day of Hungarian Culture” (22nd January).</p> <p>When: It was held on 22.01.2020, from 14.00 to 16.00.</p> <p>Where: At the Conference / Exhibition Room of the headquarters building of the State Archives of the NAH. (H-1014 Budapest, 2-4. Bécsi kapu sq.)</p>
Evaluations/ Results/ Impacts
The participants had the possibility to discover new ways of online research in a very complex way at the newly re-opened webpage of Adatbázisok Online of the NAH.
Recommendations
n/a
Links of interest (available in Hungarian)
https://aktakaland.wordpress.com/2020/01/15/adatbazisokonline-a-megujulo-szolgalatas/ (call in Hungarian)
https://mnl.gov.hu/mnl/ol/hirek/elindult_az_adatbazisok_online_szolgalatas (a report on the event with pictures, in Hungarian)
Pictures



VII. Welcoming words by Zsuzsanna Mikó dr., deputy director-general



II. Welcome scene with the main title



VIII. A presentation by Pár Germuska PhD



IV. Listeners and presenters (1st row, L-R: Ildikó Szerényi, György Laczlavik PhD, 2nd row, L: Pál Germuska PhD)

Portugal

NAME

Promotor: Arquivo Distrital do Porto

Justification (Why?):

- Build a facilitating and friendlier channel, as far as public service and proximity to the citizen is concerned.
- Make accessible, through individualized appointments, a set of knowledge and technical support materials, selected by the Oporto Archive' professionals (an archivist and a conservator), and customize them for ordinary citizens and their needs on archives' organization and preservation.
- Encourage the appraisal and protection of archives with permanent value, regardless of their support.
- Avoid irreversible errors in the treatment and handling of documentation.

- Identify possible funds or collections of manifest cultural interest.

Target Group(s) / Audience (for Whom)

Due to the opening hours (between 9:30 am and 4:00 pm), it has a main focus as far as senior citizens (over 60 years old) are concerned, usually more available and interested in participating in this kind of actions, but it is also popular with younger audiences.

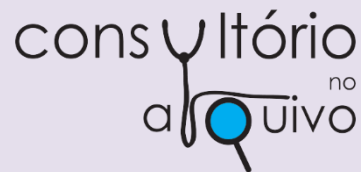
Activities carried out (What/How/When/Where?)

Nowadays there the four available formats are:

- a) individual sessions;
- b) group sessions;
- c) workshops on «Basic notions on records/archives' organization and preservation» and other subjects related to conservation and records/archives management;
- d) outdoor workshops (promoted in external institutions, upon formal request).

Evaluations/ Results/ Impacts

In general, the project “Consultório no Arquivo” (Archives' Clinic) aims to be informative, educational, enlightening but close to people. This concept is guaranteed by the relaxed atmosphere that we try to ensure during the sessions and by the logo itself, which informally plays with the concepts of the **office** (with the immediate analogy to the doctor's office, reinforced by the use of the stethoscope, the documents being the patients themselves) and **archive** (with the magnifying glass representing the search for information, on the one hand, and the detailed analysis and observation of the archival documents, on the other).



In order to eliminate anonymity in the service and encourage contact with the participants, identification cards are used during the appointments. Other tangible elements include the adequate reorganization of the physical space, the use of white “medical” gowns, the controlled and customized production of information material, the use of notifications and reminders about appointments, etc.

Other dimensions worked on include: reliability (ability to perform the service accurately, reliably and quickly), responsiveness (willingness to help users obtain the desired information quickly, immediately by e-mail), care/safety (the information provided must be trustworthy in order to strengthen the importance of archivists and conservators) and empathy (paying attention, listening and understanding our “patients” in order to build up and embrace the relationship between the user and the service provider).

It is also available, for sale, with the support of the Associação dos Amigos do Arquivo Distrital do Porto, a basic kit with the necessary material for the preservation of the documents, which includes packaging materials (samples) and mechanical dry cleaning tools. During the session, a practical simulation is made of how the materials should be applied, always mentioning that more complex interventions should be held only by professionals or with the guidance of a professional in the area.

At the end of each appointment, a dossier is delivered with recommendations, contacts of suppliers, conservators (listed on the website of the Professional Association of Conservators-Restorers of Portugal), among others, and an evaluation survey is requested, having in mind the continuous adjustment and improvement (which, among others, led to the creation of group and thematic sessions and outdoor sessions), which also includes a system for collecting opinions and suggestions.

Since 2014, the “Consultório no Arquivo” (Archives' Clinic) has served more than two hundred people despite the fact that they are mostly individual appointments, promoted every two months.

Recommendations

Notícia Jornal Público: <https://www.publico.pt/2017/01/17/local/noticia/uma-consulta-para-nos-ajudar-a-salvar-os-documentos-la-de-casa-1758500>

Reportagem Jornalismo Porto Net da Universidade do Porto: <https://jpn.up.pt/2017/03/26/as-memorias-vao-um-consultorio/>

Gostaríamos de agradecer à Dra. e à colega todo o apoio facultado, bem como as orientações transmitidas, para as diligências a efectuarmos, no sentido de descobrirmos mais sobre a minha bisavó Ludovina.

Estávamos tão entusiasmadas, que acabamos por nos esquecer de trazer o *Dossier* que tão amavelmente tinham preparado para nós. Fica para uma outra oportunidade.

Gostaríamos finalmente de as felicitar pela prestação deste fantástico serviço, graciosamente, dedicando-nos toda a atenção e cuidado.

Muitos Parabéns!
Bem hajam!

Um abraço,

Alexandra Paulo e Maria de Lurdes Paulo.

Helena David Muitos parabéns, espero que continuem para eu continuar a aprender convosco!

Ex.mas Sras. Dr.ªs

Gostaria de partilhar com todas a satisfação e a alegria que vivenciei no " Consultório no Arquivo" e sinceramente agradecer-lhes o profissionalismo e a simpatia como fui recebida.

As informações e orientações técnicas recebidas são (serão) de uma enorme valia para a preservação do meu espólio familiar.

Felicito-as também por esta Iniciativa que reporto de grande valia não só para as famílias mas também para a Região Norte e para o País, pois é um pouquinho da nossa História que estamos preservando.

Desejo-lhes as maiores felicidades pessoais e familiares Com os meus melhores cumprimentos.

Marília Silva

Muitíssimo obrigado pela resposta, faço votos para que consigam melhorar, ainda mais, este excelente serviço prestado, não só aos Portugueses, como também às pessoas de todo o Universo.
Atenciosamente
Nelson W. Freitas

Francisco Dos Santos Portugal no seu melhor.
Faço votos para que não emigrem!

Augusta Sampaio Valeu, gostei



Link of interest

<http://www.adporto.dglab.gov.pt/index.php/styling/consultorio-arquivo>

Pictures



1 - Individual sessions, held periodically and focused on the specific needs of the «patient».



2 - Group sessions, usually more thematic and preferred by those who appreciate the sharing of knowledge and experiences.



3 - Formal sessions or workshops on «Notions on records/archives' organization and preservation», held on the International Archives Day (2014 and 2015) and Open Access Week (2015).



4 - Group session at Trofa's House of Culture (2014), an example of an action promoted outside Arquivo Distrital do Porto.



European Digital Treasures: Management of centenary archives in 21st century

European Digital Treasures is a project selected in 2018 by the European Agency "The Education, Audiovisual and Culture Executive Agency (EACEA)", in the framework of Creative Europe-Culture Program. The State/National Archives of several countries (Hungary, Malta, Norway, Portugal and Spain) and renowned European institutions such as the International Center for Archival Research (ICARUS) and Cork Institute of Technology (CIT) are part of it. The General Subdirectorate of the State Archives of Spain leads the project which aims to address some of the challenges facing the archives in Europe.

Over the last decades, institutions with archival holdings have invested important resources to offer access to digitized items. These "digital treasures" are thus incorporated as primary sources to free access portals, but they do not have a transformation process nor generate economic returns, despite the relatively important costs of digitization.

In that framework, and in line with the general objectives Creative Europe, the project plans to tackle some of the key new challenges faced by the digitized archives in Europe, mostly:

- The generation of a greater added value, profitability and sustainability, through the identification and implementation of new business models and cross-cultural cooperation and hybridisation.
- A greater diversification of the users, through the identification and implementation of new audience's development strategies and activities, especially towards the younger and older generations.
- A major visibility of the European Heritage, History and Culture, behind the available archives, and the transnational mobility of works and professionals.

Co-funded by the
Creative Europe Programme
of the European Union



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