digital
Treasures

Archive user communities: Silver Researchers & Hobbyist
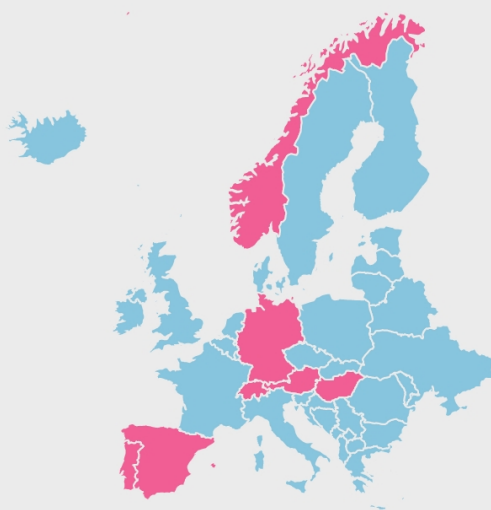
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S U R V E Y

The survey took place from August 1st up to December 15th 2019 in the framework of the project «European Digital Treasures: Management of centennial archives in the 21st century».
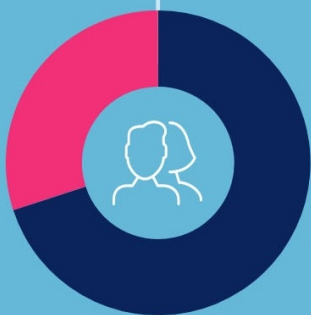
889 validated responses from senior users (over 60).

Countries: Hungary, Norway, Austria, Portugal, Malta, Germany, Switzerland and Spain.

The main goal of the survey is to identify pan-European fields of interests and acquire more knowledge about the needs of silver researcher's community.
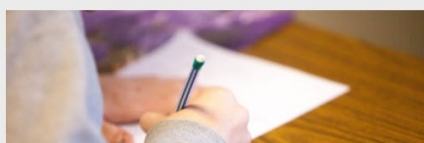
GENDER

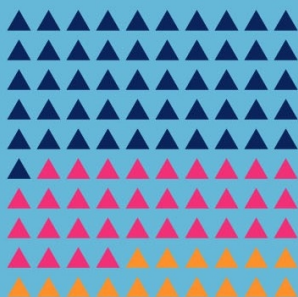**Senior users are eminently male (70%)**, exceeding more than double the percentage of **female users (30%)**.

EDUCATION AND CAREER

60% of silver users have university studies, and professional careers mainly related to **history, education and public administration**.
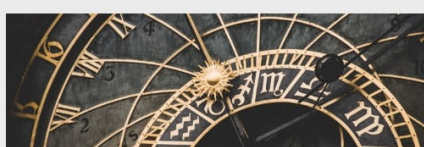
MOTIVATION

The main reasons to visit the archives are: to **conduct family history/genealogical research (41%)**, **personal (26%)** and **professional research (13%)**.
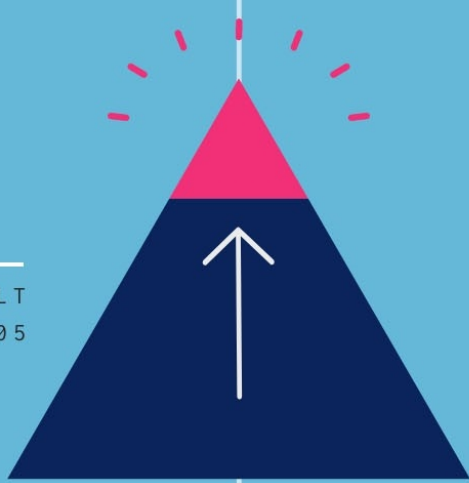
LOYALTY

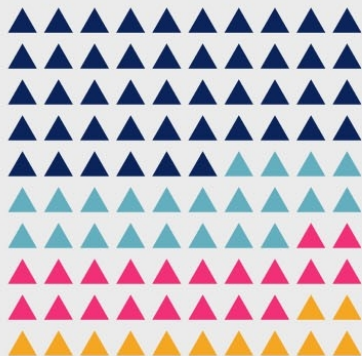**70% of the respondents** have been using the archives for **more than three years**.

SATISFACTION

Overall satisfaction with archives infrastructures and services are **high** (all items are rated between "very good" and "adequate").

REWARDS

Apart from **accomplish information needs (36%)** and **study and learning (17%)**, options like **personal satisfaction and wellbeing (16%)** or **leisure (10%)** are very important when assessing their visit to the archives.
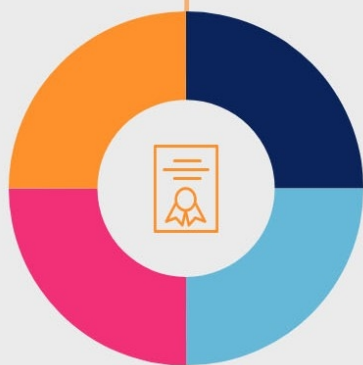
IMPROVEMENTS

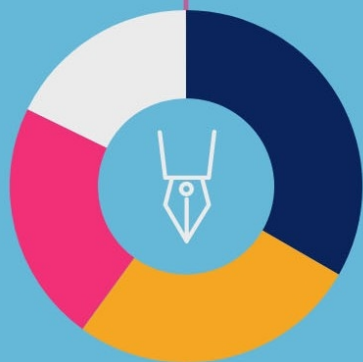Senior users claim for **digital and technical modernization of the archives**.

TOP-RATED

The aspects that senior users find more interesting in the archives are related to: the **professionality of the staff**, the **increasing digitalization of the vast collections**, the **quality of the heritage**; and the **ordering and delivering systems**.

VOLUNTEERING

15% of respondents would collaborate in projects of local history, followed by a **12% that would participate in transcribing tasks**, **10% in scanning** and **8% in indexing activities**.

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