

Subject: Request for information on NRS document usage and reader numbers

FOI reference: 202000075152

Date received: 13 August 2020

Date responded: 2 September 2020

Information requested:

1. Statistics of the documents produced in the Historical Search Room, the West Search Room and the Legal Search Room in the year 2005/2006 – 2013/2014?
2. How many documents was viewed electronically in the HSR, the WSR and the LSR in the year 2005/2006 – 2013/2014?
3. What was total number of readers visits and total number of readers in the HSR and the WSR in the period 2000/2001- 2015/2016?
4. What was total number of readers visits in the Family Records Centre from 2009 to 2019?
5. How many images are now available on the Virtual Volumes system?

NRS Response:

1. Statistics of the documents produced in the Historical Search Room, the West Search Room and the Legal Search Room in the year 2005/2006 – 2013/2014?

Document production statistics are now provided by the Electronic Ordering System. This was introduced into the search rooms sometime in 2005, so the first year for which we can provide figures from this is 2006/2007. Before this date statistics were gathered manually and reported in the printed Annual Report. The printed Annual Reports are stored in General Register House which is at present closed to staff and public during the coronavirus lockdown. To obtain the figures for 2005/2006 please contact us and we will try to provide these once access is again possible.

Dates	Total number of documents (LSR)	Total number of documents (HSR)	Total number of documents (WSR)
2006/2007	13,254	20,973	9,934
2007/2008	77,401	21,776	12,311
2008/2009	57,870	21,571	14,360
2009/2010	43,351	19,711	16,685
2010/2011	36,177	18,016	14,920
2011/2012	20,908	23,854	n/a
2012/2013	11,014	21,694	n/a
2013/2014	8,730	20,498	n/a

Please note West Search Room closed to the public at the end of February 2011, so there are no further statistics for it.

2. How many documents was viewed electronically in the HSR, the WSR and the LSR in the year 2005/2006 – 2013/2014?

Dates	Total number of documents viewed (LSR)	Total number of documents viewed (HSR)	Total number of documents viewed (WSR)
2005/2006	no data	18,194	985
2006/2007	640	19,310	1,726
2007/2008	15,734	19,895	2,525
2008/2009	34,072	17,277	3,183
2009/2010	59,205	20,565	3,187
2010/2011	69,329	19,193	3,165
2011/2012	72,829	34,943	WSR closed
2012/2013	65,753	37,876	WSR closed
2013/2014	69,997	32,040	WSR closed

Please note that our electronic records do not hold information on total number of documents viewed electronically in LSR in 2005/2006. We hope that when we are able to access NRS buildings we may find the answer in our printed Annual Reports.

3. What was total number of readers visits and total number of readers in the HSR and the WSR in the period 2000/2001- 2015/2016?

Reader visitor statistics are now provided by the Electronic Ordering System. This was introduced into the search rooms sometime in 2005, so the first year for which we can provide figures is 2006/2007. Before this date statistics were gathered manually and reported in the Annual Report. The printed Annual Reports are stored in General Register House, which is at present closed to staff and public during the coronavirus lockdown. To obtain the figures for 2000/2001 to 2005/2006 please contact us and we will try to provide these once access is again possible.

Dates	Total number of readers visits (HSR)	Total number of different readers (HSR)	Total number of readers visits (WSR)	Total number of different readers (WSR)
2006/2007	6,726	1,922	2,816	1,124
2007/2008	8,947	2,270	3,224	1,198
2008/2009	8,239	2,188	3,842	1,349
2009/2010	7,355	1,766	3,657	1,354

2010/2011	8,043	1,911	3,657	1,354
2011/2012	10,786	2,368	WSR closed	WSR closed
2012/2013	9,697	2,217	WSR closed	WSR closed
2013/2014	9,122	2,178	WSR closed	WSR closed
2014/2015	9,292	2,132	WSR closed	WSR closed
2015/2016	7,456	1,867	WSR closed	WSR closed

4. What was total number of readers visits in the Family Records Centre from 2009 to 2019?

Visitor statistics for the Scotlandspeople Centre (Family Records Centre) are compiled by reporting year, rather than by annual year.

Dates	Total number of day visitors (SP Centre)	Total number of evening visitors (SP Centre)
2009/2010	22,466	Not available
2010/2011	22,926	Not available
2011/2012	21,441	1,310
2012/2013	17,542	1,200
2013/2014	16,865	1,170
2014/2015	15,659	940
2015/2016	14,405	980
2016/2017	13,042	1,040
2017/2018	12,562	1,040
2018/2019	13,015	1,020
2019/2020	12,022	940

Please note that our electronic records do not hold information on total number on number of evening visitors to ScotlandsPeople Centre for 2009/2010 and 2010/2011. Hopefully once we are able to access our buildings we may find the answer in our printed Annual Reports.

5. How many images are now available on the Virtual Volumes system?

Slightly more than 80 million images are available on the Virtual Volumes system. On 17 August 2020 there were 80,187,745 images on our image servers but this number is constantly changing as images are added or deleted.