

**Subject:** Request for information on number of users using the archival resources of NRS during the year?

**FOI reference:** FOI/19/02607

**Date received:** 2/12/2019

**Date responded:** 27/12/2019

**Information requested:**

“How many users uses the archival resources of NRS during the year”?

**NRS Response:**

The answer to question asked is detailed below for our various archival resources for the period from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019:

- There were a total of 7,410 reader visits to our Historical Search Room.
- For our Legal Search Room, there are seven desks permanently reserved for legal users. In addition, we get extra visits from members of the public.
- 199 people visited to view their original adoption record.
- Staff working in our Historical Search Room, Legal Search Room and Adoptions Unit dealt with 6,208 calls and wrote 9,086 replies.
- The number of customers to the ScotlandsPeople search rooms located in Edinburgh were over 14,000, which includes over 1,000 people who attended our evening visits.
- Our Outreach and Learning Unit engaged with 6,418 visitors, who were usually located in Edinburgh. We welcomed over 1,700 adult learners, postgraduates, undergraduates and school pupils as part of our talks programme, learning workshops and group visits.
- For our ScotlandsPeople website at [www.scotlandspeople.gov.uk](http://www.scotlandspeople.gov.uk) , the September 2019 newsletter was sent to over 155,000 registered customers who expressed a preference to receive it. This is the most accurate figure we are able to provide for the number of active users online for this website.
- Some of the figures provided above can be found in NRS Annual Report and Accounts 2018-2019 which can be accessed here:  
<https://www.nrscotland.gov.uk/files//about-us/nrs-annual-report-and-accounts-2018-19.pdf>

We have provided answers where possible to your FOI request.