

# Library, Archive, Records and Information Management Services Workforce Survey 2012

**LSIS** LEARNING AND SKILLS IMPROVEMENT SERVICE



**cilip**

Chartered Institute of  
Library and Information  
Professionals

**SLiC**  
Scottish Library &  
Information Council

**A** The National Archives

# Contents

Foreword	3
Executive Summary	4
Introduction	6
Section 1: Aims, objectives, survey methodology and response	7
<i>Aims and objectives</i> .....	7
<i>Methodology</i> .....	7
<i>Information on services</i> .....	10
Section 2: The LARIMS sector and workforce	10
<i>Staff roles and employment conditions</i> .....	12
Section 3: Demographics, Qualification Level and Pay	17
<i>Gender</i> .....	17
<i>Age</i> .....	18
<i>Ethnicity</i> .....	20
<i>Disabilities</i> .....	22
<i>Sexual Orientation</i> .....	22
<i>Qualifications</i> .....	23
<i>Pay</i> .....	25
Section 4: Use of Volunteers	27
Section 5: Conclusions and Recommendations	30
<i>Conclusions</i> .....	30
<i>Recommendations</i> .....	31
Appendix 1: LARIMS survey questionnaire	32
Appendix 2: Regional response in England	39
Appendix 3: Specified “Other” types of service	40
Appendix 4: Specified “Other” functions of volunteers	41

## Foreword

We welcome the publication of this latest survey of the workforce in the Library, Archive, Records and Information Management Services sector. It provides those of us working both in and with the sector with a very useful picture of the current demographics and qualifications of the workforce.

We hope that the sector will study the report with interest, but more importantly, will make use of it. We would especially urge those leading services within the sector to study and make use of the survey findings to benchmark their own workforce data. It is crucial that service leaders consider the pressing issues of succession planning and of job design for the future, in a world where economic and other pressures are rewriting our definitions of how we deliver library, archive, records and information management services, and whom we employ to do so.

The survey data will also prove invaluable to national agencies and government, to inform policy development and assess the impact of existing workforce strategies. In particular, the finding that 60 per cent of the sector workforce is aged 45 and above, with just 20 per cent aged less than 35 years, should trigger national debate among all relevant organisations about the need to attract and retain the best young people to work in our sector – debate that should lead to collective action to address the challenges.

LSIS, with its partners the Chartered Institute of Library and Information Professionals (CILIP), the Scottish Library and Information Council (SLIC) and The National Archives, is committed to undertaking this survey at regular intervals in the future, in order to provide useful trend data and to help to monitor the impact of changes in policy and funding within the sector. We hope that, in return, the sector will support this important work by providing the data required to ensure that future reports are as robust, or even more so, as this one.



Mike Hosking  
Chair of the Libraries, Archives,  
Records and Information  
Management panel for LSIS



Rob Wye  
Chief Executive, LSIS

# Executive Summary

- Understanding the workforce is a priority in any workforce development strategy, and a key requirement of this to have reliable and robust data on the demographics and characteristics of the workforce. Data on the workforce provides stakeholders with a greater understanding of their sector to present a case for lobbying with Government – both central and devolved administrations; helps with benchmarking and identification of best practice; as well as enabling providers to inform quality improvement; planning of service development activities and compliance with statutory equality monitoring.
- This is a workforce data report of the Library, Archive, Records and Information Management Services (LARIMS) sector across the UK, based on findings from a study conducted in the summer of 2012.

## Aims, objectives, and methodology

- The findings of this report are based on a sample taken from across the LARIMS sector, which is regarded as comprising specialist Library, Archive, Records and Information Management Services providers. Providers operate across the public, private and third sector.
- This is the first large scale aggregate workforce data survey of the UK LARIMS sector and provides detailed data on demographics and qualifications of the workforce. This information can be used by policy-makers and for provider benchmarking.
- The response rate of 14 per cent is approximate, but reasonable for this initial survey. Any future work will hopefully be based upon firmer estimates of the total number of providers in the sector and achieve greater penetration.

## Main findings from the survey

The survey gathered data from a sample of the LARIMS sector across the UK, with responses from 187 services, accounting for 11,381 members of staff. Responses were received from all four nations and from across the LARIMS sector.

- Most services who responded provide library services in a variety of settings. (64 per cent); 39 per cent provide archive services and 21 per cent provide information or records management services.
- Over half the services who responded (59 per cent), operate with a budget of under £500,000 and a further 30 per cent operate with a budget of over £1million. 75 per cent of services stated that more than half of their budget is staff payroll.
- In terms of demographics, staff in LARIMS services tend to be female and aged 45 or over, of white ethnicity. Data on disability and sexual orientation is very limited, therefore reducing the scope of any further analysis.
- Employment in Archives is most likely to be on a full time basis (more than 30 hours per week). In Libraries part time is almost as likely as full-time employment.
- Front line staff (who serve customers and internal customers on a daily basis) make up much of the total workforce (57 per cent), followed by professional staff (12 per cent) and front line supervisory staff (11 per cent). Archive services employ a higher proportion of professional and managerial staff than the rest of the LARIMS sector.
- The majority of the LARIMS workforce is paid £20,000 per annum or less (over 4,800 staff or 67 per cent of the LARIMS workforce). There is a greater proportion of staff in higher pay brackets in Archives services than there is in Library services.

- Data on staff qualifications is limited, but suggests that Library, Archive, Records and Information Management Services staff tend to be well qualified, with half qualified to first degree or postgraduate level. Furthermore, over a third hold qualifications to this level which are LARIMS-specific.

### Conclusions and Recommendations

The 2012 Library, Archive, Records and Information Management Services (LARIMS) Workforce survey has yielded robust data and can be used as a baseline for future research to track year on year trends. The data can also be used to inform policy decisions, as well as acting as a resource for services to assess their organisation and the landscape they operate within. The survey response is very promising, showing reasonable penetration of the LARIMS sector.

LSIS recommends that:

- The surveys should continue to be undertaken at regular intervals. This will provide useful trend data, and will help to monitor the impact of current changes on LARIMS for both policy makers and employers alike.
- When undertaking any future LARIMS workforce survey, steps should be taken to enhance the response rate from library, record management and information management services, such as communicating the survey through specialist networks. Initial work should be undertaken to approximate service numbers for these types and confirm that there is indeed a need to boost response rate from these services.
- Barriers to disclosing data on disability and sexual orientation should be addressed. Stakeholder engagement with the LARIMS services is recommended, to highlight the benefits of the data, such as benchmarking. The survey may also be used as a prompt for services to update their processes for reporting on equality data. Further assurances on data confidentiality could also enhance disclosure of these details.

# Introduction

## Background

Reliable and robust data is key to building a national picture of the demographics and characteristics of the workforce. Robust workforce data provides LARIMS stakeholders with a greater understanding of their constituency to present a case for lobbying Government; to benchmark practice against sector norms and so focus future workforce planning; and to identify best practice. The data also provides a picture for national agencies and Government, both to evaluate and assess the impact of any existing workforce strategies, and to inform policy development and targets. Findings from a UK-wide workforce data survey is also used at the local level, to inform providers' self-assessment, quality improvement and service planning activities, and compliance with statutory equality monitoring.

LSIS, working in partnership with the Chartered Institute of Library and Information Professionals (CILIP), the Scottish Library and Information Council (SLIC) and The National Archives undertook a data collection exercise to meet this need to gather data on workforce demographics and qualifications from the LARIMS sector. This report delivers the findings of this first large scale workforce data survey of the LARIMS sector across the UK, conducted in the summer of 2012.

## Structure of the report

The report is made up of five sections.

**Section 1** of the report explains the survey design and the rationale for selecting this methodology, as well as the aims and objectives of the research. It details the survey response, data cleansing methods, and a short advisory note on how to interpret data.

**Section 2** looks at the data gathered by the survey on the shape and context of the LARIMS workforce; charts and analysis illustrate provider demographics such as budget size and the nation in which they provide their service. Part two of the section looks at staff roles and employment conditions, such as working hours, numbers of staff, and a breakdown of LARIMS sector work roles.

**Section 3** examines the staff demographics in the sector, analysing provider types to determine age, gender, sexual orientation, ethnicity and disability overall and by provider type. The section also explores the level of qualifications held by those working within the sector and the pay bands of staff across the LARIMS sector.

**Section 4** looks at the use of volunteers within services, with information on the number of volunteers, the number of hours they donate and the functions they fulfil.

**Section 5** Conclusions and Recommendations - pulls key points from the data analysis and takes initial feedback from providers and stakeholders into account – this section explains the characteristics of each provider type; how the survey was received; ways in which the survey can be strengthened; and suggestions to boost participation levels for subsequent surveys.

The questionnaire is included in [Appendix 1](#) for reference.

# Section 1: Aims, objectives, survey methodology and response

## Aims and objectives

The aim of this study is to generate demographic and qualifications data from a representative sample of the Library, Archive, Records and Information Management Services (LARIMS) sector, in order to better understand the makeup and volume of the workforce. In previous years, similar data was collected as part of Lifelong Learning UK's (LLUK) Sector Skills Assessment data collection.

LSIS worked in conjunction with CILIP, SLIC and The National Archives to develop an online survey to gather information on staff to provide an aggregated picture of the LARIMS workforce for policy-makers' intelligence needs and for provider benchmarking.

For the purposes of this survey, the 'LARIMS sector' is regarded as comprising library, archive, records management and information management services across the public, private and third sector. Estimates on the number of providers within this scope are incomplete, so the following figures were used for sample preparation:

Archives – approximately 300 services UK-wide

Libraries – approximately 1,060 services UK-wide

Records Management and Information Management services – No estimate was available for providers in this sector.

## Methodology

The estimate of 1,400 Library, Archive, Records and Information Management Services providers was used to develop a sampling frame covering the main provider types within scope of this survey. A minimum response was devised and agreed with the stakeholders, as a number that would be realistic to achieve. This consisted of:

- Around 130 Library services, including representation from across the four nations and different types of library provision.
- Around 35 Archive services including representation across the four nations.

Responses were monitored to ensure that Records and Information Management services were represented in the final sample. The sample frame and the actual response received are shown in Table 1 on page 8.

**Table 1: Minimum sample created from the estimate of provider numbers and actual response received:**

	Total number of providers	Minimum sample size	Actual response	Percentage of sector covered by response
Whole sector	1,360	165	187	14
Archives	300	35	53	18
Libraries	1,060	130	119	11
Records and Information Management services	Unknown	-	15	-

Note: No figure for the total number of Records and Information Management services was available. The estimate of the number of services in the whole sector is therefore an underestimate and so the final estimate of sector covered by the response is likely to be a slight overestimate. The response of 119 libraries includes 18 'Library and archive services'.

An online questionnaire was developed and piloted with eight providers to test usability and functionality. Revisions were made to the survey instrument and the final survey was sent, via stakeholders and membership organisations, to LARIMS providers across the UK. The survey was also promoted via LSIS and stakeholder newsletters and websites.

The survey requested staff totals across the provider organisation and within particular groupings, rather than through the collection of detailed data on each individual staff member. Data was collected on demographics of all staff employed (and on the payroll) and qualifications of teaching staff during the collection period - summer 2012.

**Survey response** – 187 services responded to the survey, accounting for 11,381 members of staff. These responses are shown by nation and type of service (as specified by respondent) in Table 2 below.

**Table 2: Type of LARIMS service by nation.**

	Nation				UK
	England	Northern Ireland	Scotland	Wales	
LARIMS Sector	142	6	27	12	187
Archive	29	1	3	4	37
Combination of services	34	0	8	2	44
Information service	8	0	2	0	10
Library	68	5	13	6	92
Records management service	3	0	1	0	4

In order to show more information on the "Combination of services" responses (as shown in Table 2), a derived variable was generated showing the overall type of service based on the respondents'



detailed description of what type of service their organisation provides. Responses were coded to 'Library', 'Library and other service', 'Archive', 'Archive and other service' or 'Combined Library and Archive'. 'Information services' and 'Records Management services' were combined. This categorisation of the responding providers is used throughout the report and referred to as 'derived type'. The response can be summarised:

38 Archive services  
15 Archive and other services  
93 Library services  
18 Library and Archive services  
15 Records and Information Management services (RIMS)

**Data cleansing and analysis** – Duplicates in the list of responding services were contacted to verify that there was no double counting (some organisations, such as Local Authorities, returned more than one response to the survey to provide details of separate services within the organisation.) Respondents whose data contained apparent errors were contacted to verify their figures. All the data was analysed and interpreted to develop common themes in terms of service type and budget. This report presents information on staff demographics, qualification levels, staff pay and use of volunteers.

**Data Advisory** – Not all respondents were able to answer all questions, so in some cases the total number of staff that analysis is based upon is lower and therefore less robust. For the purpose of reporting, analysis was performed without the missing numbers to accurately process *available* data. Where the number of staff missing from a result was significant, this has been highlighted in the report.

The LARIMS survey has achieved a good penetration of the sector for 2012, forming a positive basis on which future LARIMS workforce surveys may build in coming years.

## Section 2: The LARIMS sector and workforce

This section reviews the information on the responding services, staff roles and their employment within the LARIMS sector.

### Information on services

#### Provider type and location

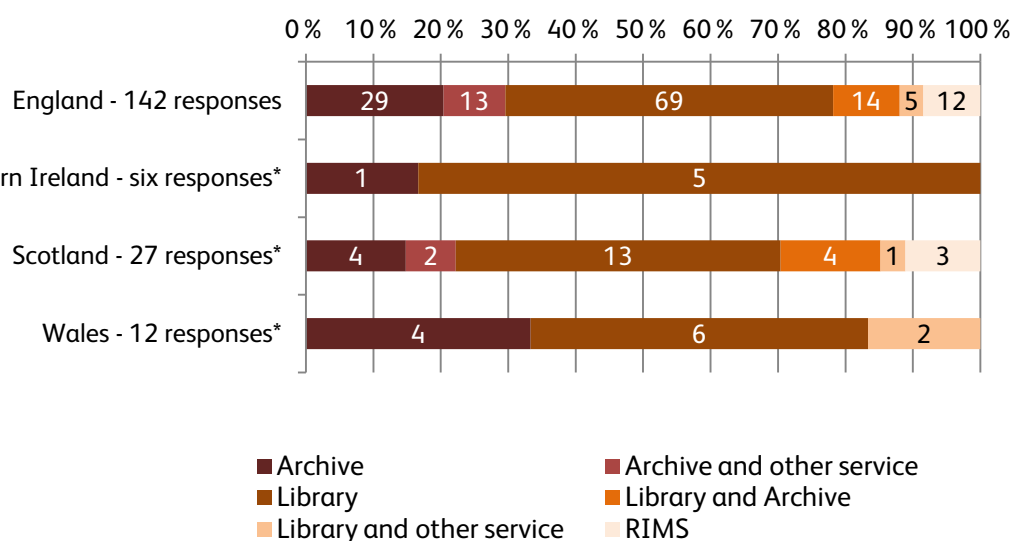
Analysis of the derived type of provider by nation is shown in Table 3 below. A regional analysis of responses from England was carried out to ensure that the response was representative of the whole of England. An analysis of the England responses by region is shown in Appendix 2

**Table 3: Derived service type by nation.**

	Nation				UK
	England	Northern Ireland	Scotland	Wales	
<b>LARIMS Sector</b>	142	6	27	12	187
Archive	29	1	4	4	38
Archive and other service	13	0	2	0	15
Library	69	5	13	6	93
Library and Archive	14	0	4	0	18
Library and other service	5	0	1	2	8
RIMS	12	0	3	0	15

This response is shown in graph form in Figure 1, below.

**Figure 1: Response to the survey, by derived type of service and nation (number of services and percentage within each nation)**



Note: Data labels on the graph show numbers of responses.

\*Percentages based on totals of less than 100 should be treated with caution.

From the description of the services delivered it can be concluded that 119 (or 64 per cent) of respondents provide library services and 73 (or 39 per cent) provide archive services. A total of 40 respondents (21 per cent) provide information or records management services. These groups of providers overlap (because of the multi-service nature of many respondents) and do not total 187.

The respondents were further asked to identify the specific type of organisation they represent and these results are shown in Table 4 below.

**Table 4: Specific type of service responding to the survey**

	Number of respondents	Percentage
Health library	50	26.7
Local Authority archive	39	20.9
Public library	29	15.5
Higher Education library	11	5.9
Private or charity archive	11	5.9
Records management (Public sector)	5	2.7
Not for profit library	4	2.1
Further Education library	3	1.6
National archive	3	1.6
Other Government funded archive	3	1.6
Business or corporate archive	1	0.5
Government library	1	0.5
Industrial and commercial library	1	0.5
National library	1	0.5
School library	1	0.5
Other, or combination of services	24	12.8
Total	187	100.0

Note: A full list of the specified “Other” types of organisation is shown in Appendix 3

### **Budget**

Respondents were asked to categorise their service into budget brackets in order to determine the service ‘size’. The results, by derived type of service are shown in Table 5.

**Table 5: Budget of providers by derived service type.**

	Budget		
	Overall budget of £1m +	Overall budget of £500K - £1m	Overall budget of under £500K
<b>Whole sector</b>	<b>54</b>	<b>21</b>	<b>108</b>
Archive	6	6	24
Archive and other service	2	4	7
Library	35	7	51
Library and Archive	9	3	6
Library and other service	2	0	6
RIMS	0	1	14

Note: Four providers did not provide budget information and are excluded from the data.

The majority (59 per cent) of responses were from providers with a budget of less than £500K. 11 per cent have an overall budget of between £500K and £1million and a further 30 per cent have budgets exceeding £1million.

Respondents were asked what percentage of their budget was allocated to LARIMS staff salary and the results are shown in Table 6. 75 per cent of providers stated that more than half of their budget is allocated to staff payroll. Only nine per cent of services reported that less than 30 per cent of budget is allocated to payroll.

**Table 6: Percentage of budget allocated to payroll by derived type of service.**

	Percentage of budget allocated to payroll			
	Less than 30 per cent	30 - 49 per cent	50 - 69 per cent	70 per cent and over
<b>Whole sector</b>	<b>17</b>	<b>28</b>	<b>80</b>	<b>56</b>
Archive	2	6	17	11
Archive and other service	1	2	5	5
Library	12	14	42	24
Library and Archive	1	2	9	5
Library and other service	0	1	3	4
RIMS	1	3	4	7

Note: Six providers did not provide budget information and are excluded from the data.

## Staff roles and employment conditions

In total **11,381** staff members are accounted for by all providers responding to the survey.

In each of the derived LARIMS provider types, the staff distribution is as follows:

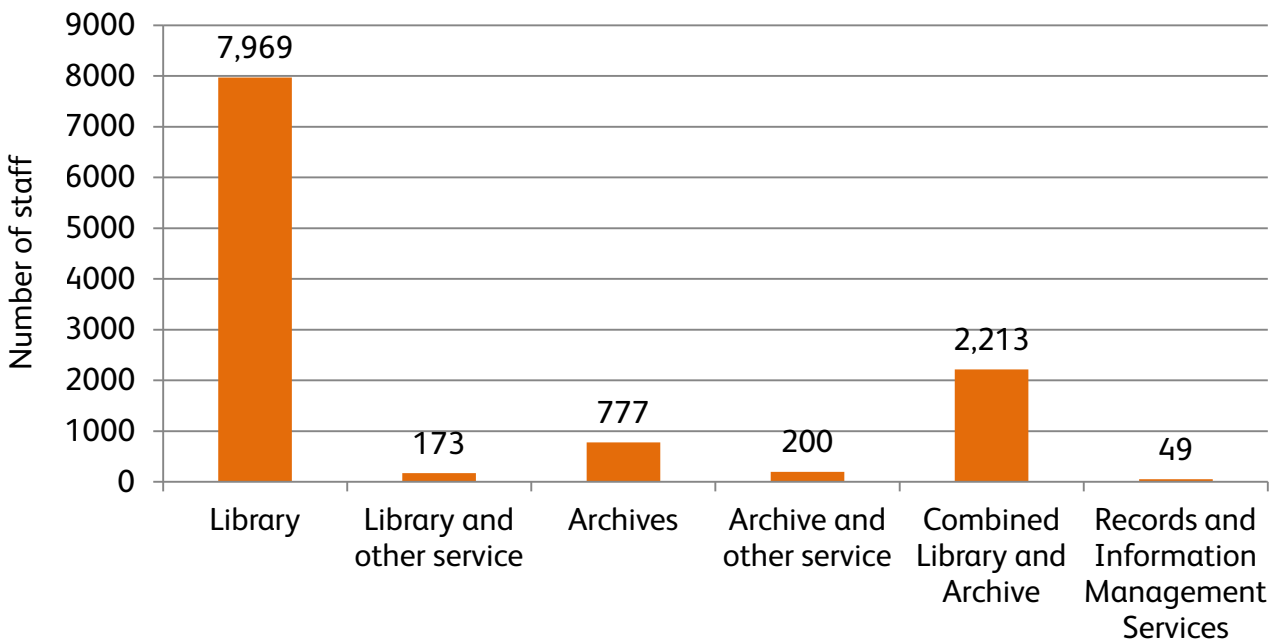
Library services account for a total of 7,969 staff, ranging from a minimum of one to a maximum of 950 staff. Library and other services account for a total of 173 staff, ranging from a minimum of two to a maximum of 81 staff.

Archive services account for a total of 777 staff, ranging from a minimum of one to a maximum of 222 staff. Archive and other services account for a total of 200 staff, ranging from a minimum of one to a maximum of 39 staff.

Combined Library and Archive services account for a total of 2,213 staff, ranging from a minimum of one to a maximum of 640 staff.

Records and Information Management providers responding to the survey employ a total of 49 staff, ranging from a minimum of one to a maximum of twelve staff.

**Figure 2: Number of staff reported by respondents, by derived type of service**



## Hours

Table 7 and Figure 3 show that 4,309 (42 per cent) of the LARIMS sector workforce work over 30 hours per week

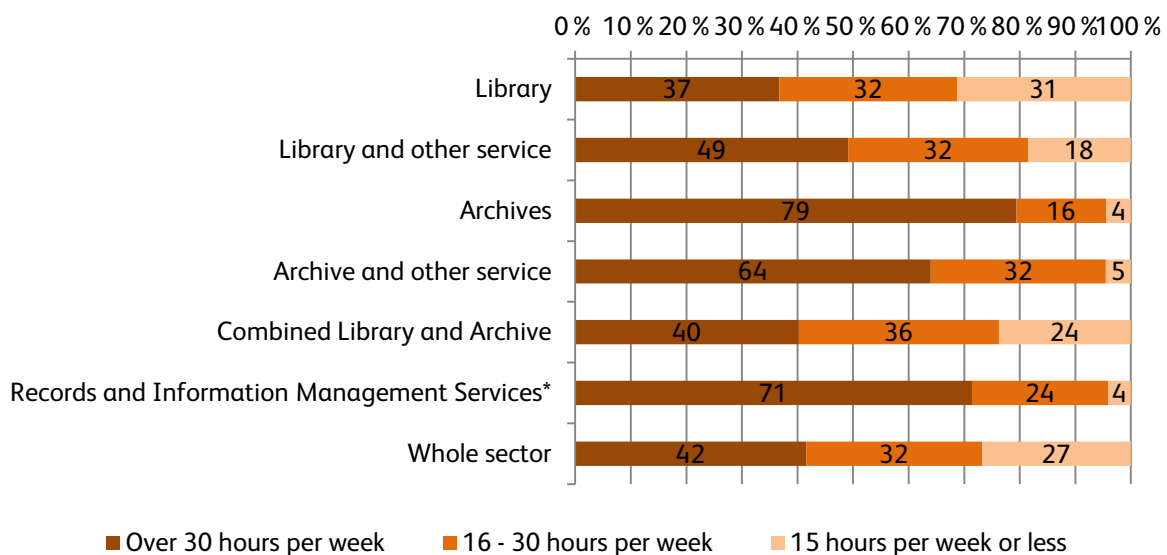
**Table 7: Hours worked per week by derived type of service (number of staff)**

	Hours		
	Over 30 hours per week	16 - 30 hours per week	15 hours per week or less
<b>Whole sector</b>	<b>4,309</b>	<b>3,281</b>	<b>2,775</b>
Archive	617	126	34
Archive and other service	128	63	9
Library	2,554	2,227	2,172
Library and Archive	890	797	526
Library and other service	85	56	32
RIMS	35	12	2

Note: Data was missing for 1,016 staff. These staff are excluded from the analysis above.

There is substantial variation between the different parts of the sector, ranging from 37 per cent of library staff to 79 per cent of archives staff working over 30 hours per week. Records and Information management service staff have a similar hours profile to Archive service staff, (although the percentages are based on a small number of staff).

**Figure 3: Hours worked per week by derived type of service (percentage of staff)**

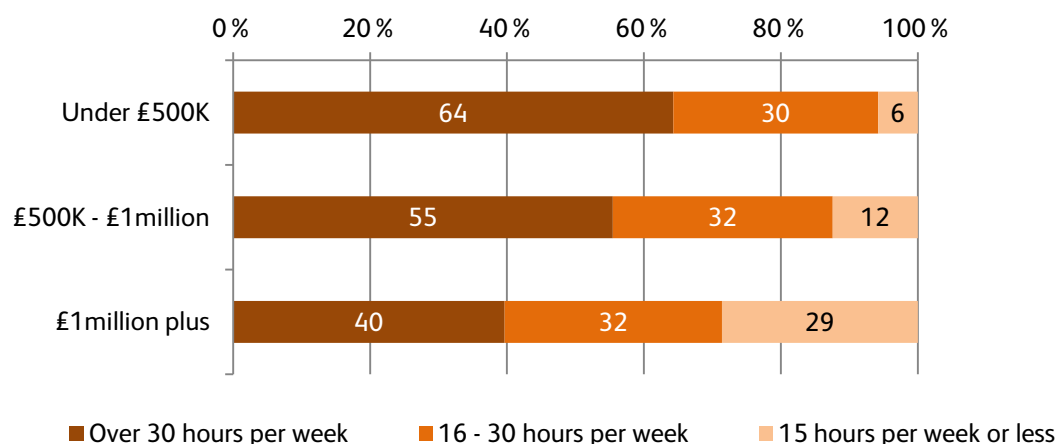


Note: Data was missing for 1,016 staff. These staff are excluded from the analysis above.

\*Percentages for the RIMS workforce are based on a total of only 49 staff so should be treated with a degree of caution.

The percentage of staff who work over 30 hours per week also varies with provider size (as determined by budget). Across the whole LARIMS sector, 64 per cent of staff who work in services with a budget of less than £500,000 and only 40 per cent of staff who work in services with budgets greater than £1million work 30 hours per week or more.

**Figure 4: Hours worked per week by budget of provider (percentage of staff)**



Note: Data was missing for 1,016 staff. These staff are excluded from the analysis above.

### Occupational role

Front line staff (who serve customers and internal customers on a daily basis) make up much of the total workforce (57 per cent), followed by professional staff (12 per cent) and front line supervisory staff (11 per cent). Archive services employ a higher proportion of professional and managerial staff than the rest of the LARIMS sector. This data is presented in Table 8 by type of LARIMS provider.

**Table 8: Occupational role by derived type of service (Numbers of staff)**

	Managers	Professionals	Front line supervisory staff	Front line staff	Support staff	Other staff	Total
<b>Whole sector</b>	<b>449</b>	<b>1,219</b>	<b>1,094</b>	<b>5,867</b>	<b>849</b>	<b>905</b>	<b>10,383</b>
Archives	38	156	40	172	51	7	464
Archive and other service	19	93	15	49	12	11	199
Library	240	649	834	4,280	455	862	7,320
Library and Archive	139	267	190	1,254	305	24	2,179
Library and other service	6	35	11	97	24	0	173
Records and Information Management Services	7	19	4	15	2	1	48

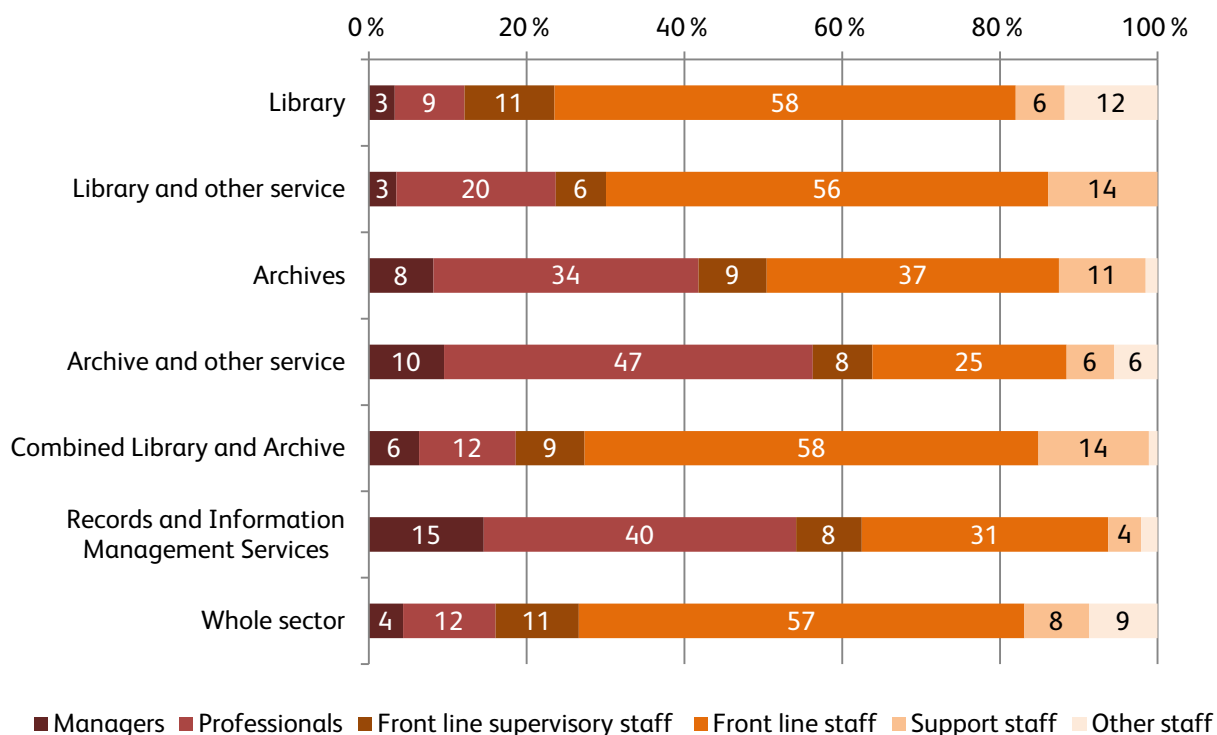
Note: data on 998 staff was missing. These staff are excluded from the analysis above

Records and Information Management service providers have the highest proportion of managerial staff at 15 per cent (although this figure is based on a low number of overall staff in the survey)

response), as seen in Figure 5. This is in comparison to only three per cent in Library services, eight per cent in Archive services. The relatively high numbers of staff in libraries means that the proportion of managerial staff for the whole sector is four per cent.

The majority of staff in Library services, Library and other services and Combined Library and Archive services are ‘Front line staff’<sup>1</sup>, a role which is not as common in the Archive services, Archive and other services and Records and Information Management services. Professional roles are far more common in these services.

**Figure 5: Occupational role by derived type of service (Percentage of staff)**



Note: Note: data on 998 staff was missing. These staff are excluded from the analysis above. For clarity, data labels of less than 3 per cent are not shown.

\*Percentages for the RIMS workforce are based on a total of only 49 staff so should be treated with a degree of caution.

<sup>1</sup> Front line staff was defined in the questionnaire as including all staff with a role that serves customers on a daily basis. "Customer" may include internal clients for some services.



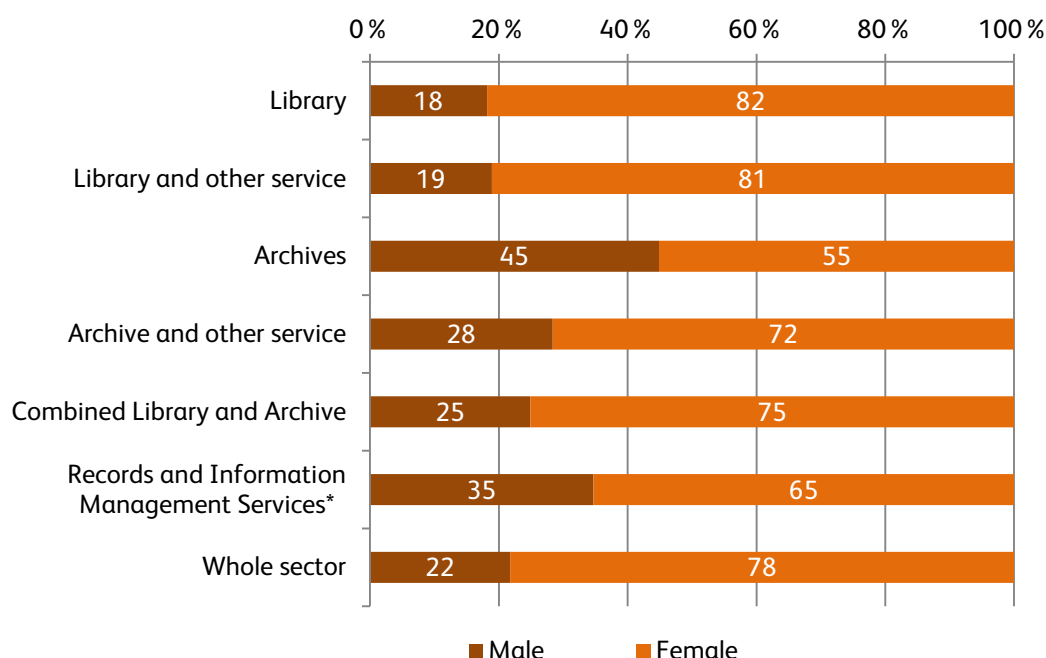
## Section 3: Demographics, Qualification Level and Pay

This section reviews the overall demographics of the LARIMS workforce (gender, age, ethnicity, disability and sexual orientation) and the level of qualifications held by staff. The number of staff members in each analysis varies, as not all respondents were able to answer all the questions in the survey.

### Gender

78 per cent of LARIMS staff are female and 22 per cent are male, compared with 54 per cent female whole UK workforce<sup>2</sup>. Even though two members of staff were identified as transgender (both working within Libraries), there were 640 staff members for whom respondents did not enter the data or preferred not to disclose. This data field (along with others such as ethnicity, disability and sexual orientation) can be considered sensitive.

**Figure 6: Gender of the workforce by derived type of service (Percentage of staff)**



Note: Data on 640 staff was missing. These staff are excluded from the analysis above.

\*Percentages for the RIMS workforce are based on a total of only 49 staff so should be treated with a degree of caution.

It is interesting to note that (in contrast with the rest of the LARIMS workforce) the gender balance in Archives is very similar to the figure across the wider UK workforce.

<sup>2</sup> Labour Force Survey, four quarter average for 2011, Office for National Statistics.

## Age

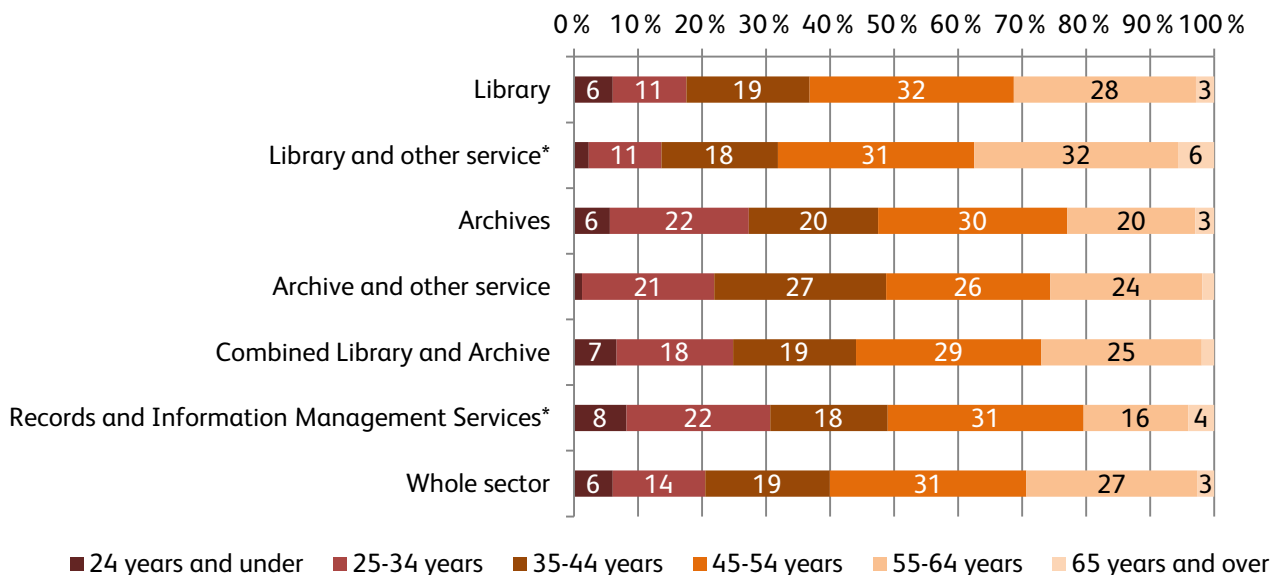
The LARIMS workforce is largely aged 35 years and up, with 20 per cent aged less than 35 years. 60 per cent are aged 45 and above.

**Table 9: Age of the workforce by derived type of service (Number of staff)**

	24 years and under	25-34 years	35-44 years	45-54 years	55-64 years	65 years and over	Total
Library	274	521	873	1,445	1,291	130	4,534
Library and other service*	2	10	16	27	28	5	88
Archives	32	125	116	170	115	17	575
Archive and other service	2	33	43	41	38	3	160
Combined Library and Archive	144	396	418	629	545	43	2,175
Records and Information Management Services*	4	11	9	15	8	2	49
Whole sector	458	1,096	1,475	2,327	2,025	200	7,581

Note: Data on 3,800 staff was missing. These staff are excluded from the table above.

**Figure 7: Age of the workforce by derived type of service (Percentage of staff)**



Note: Data on 3,800 staff was missing. These staff are excluded from the analysis above. For clarity, data labels of less than 3 per cent are not shown.

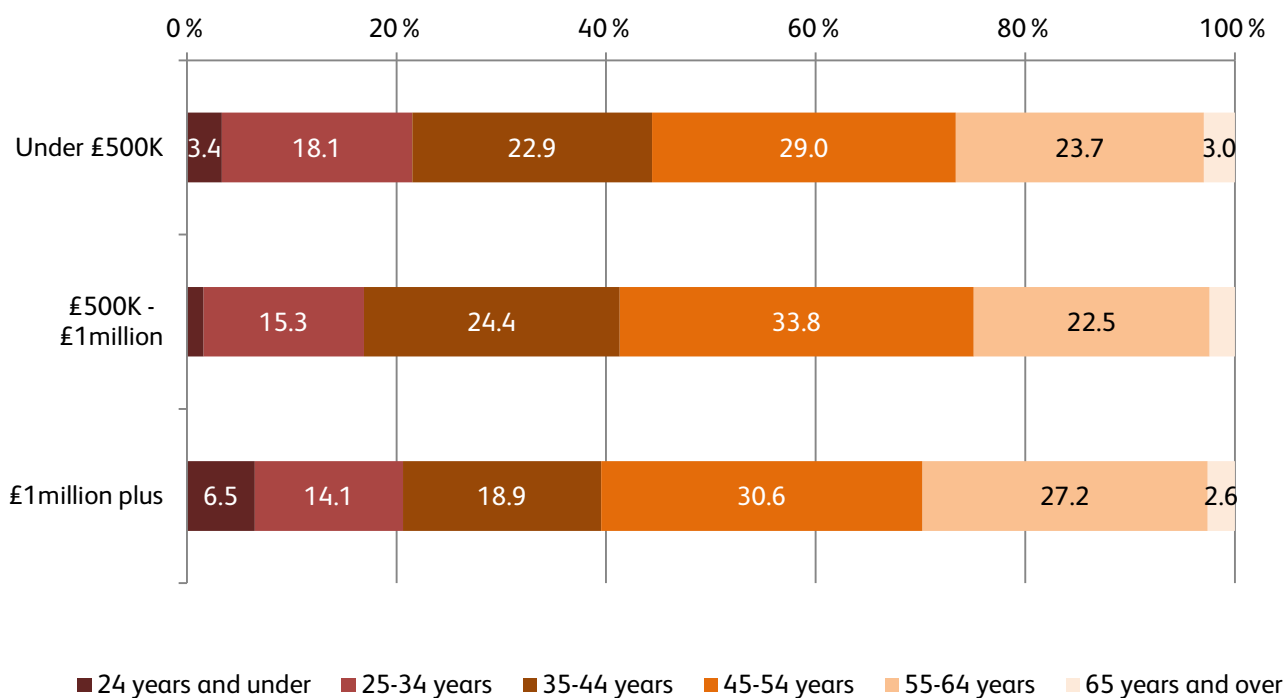
\*Percentages for the Library and other service and RIMS workforces are based on low numbers of staff so should be treated with a degree of caution.

With 60 per cent of staff aged 45 and over, LARIMS has a significantly older workforce than the whole UK labour force, where the comparable figure for 2011 was 41 per cent.

The percentage of the workforce that is aged 45 and over varies across the LARIMS sector. In Archives services and Archives and other services the figure is 53 per cent and 51 per cent respectively. This is lower than the figure for Library services and Library and other services, 63 and 68 per cent respectively.

Differences in the age demographic of staff across services of different size (as defined by budget) are not quite as marked, as shown in Figure 7. Small providers employ a slightly greater proportion of staff under the age of 45 (44 per cent for services with budgets under £500K) compared with larger services (40 per cent for services with budgets of £1million or more).

**Figure 8: Age of the workforce by budget of service (Percentage of staff)**



Note: Data on 3,797 staff was missing. These staff are excluded from the analysis above. For clarity, data labels of less than three per cent are not shown.

## Ethnicity

93.4 per cent of the LARIMS workforce for whom ethnicity data was provided are white, followed by 2.5 per cent Asian / Asian British, 1.6 per cent mixed ethnicity, 1.5 per cent other ethnic groups and 0.8 per cent Black / African / Caribbean / Black British. The whole UK workforce is 90.1 per cent white<sup>3</sup>, suggesting that the LARIMS workforce is under-representative of the black and ethnic minority population.

**Table 10: Ethnicity of the workforce by derived type of service (Number of staff)**

	Asian/Asian British	Black / African / Caribbean / Black British	Mixed / multiple ethnic groups	White	Any other ethnic group	Total
<b>Whole sector</b>	<b>169</b>	<b>52</b>	<b>110</b>	<b>6,432</b>	<b>103</b>	<b>6,866</b>
Archives	0	3	4	555	47	609
Archive and other service	0	0	3	187	1	191
Library	87	30	80	3,841	31	4,069
Library and Archive	80	18	23	1,715	24	1,860
Library and other service*	1	1	0	86	0	88
Records and Information Management Services*	1	0	0	48	0	49

Note: Data on 4,604 staff was missing. These staff are excluded from the analysis above

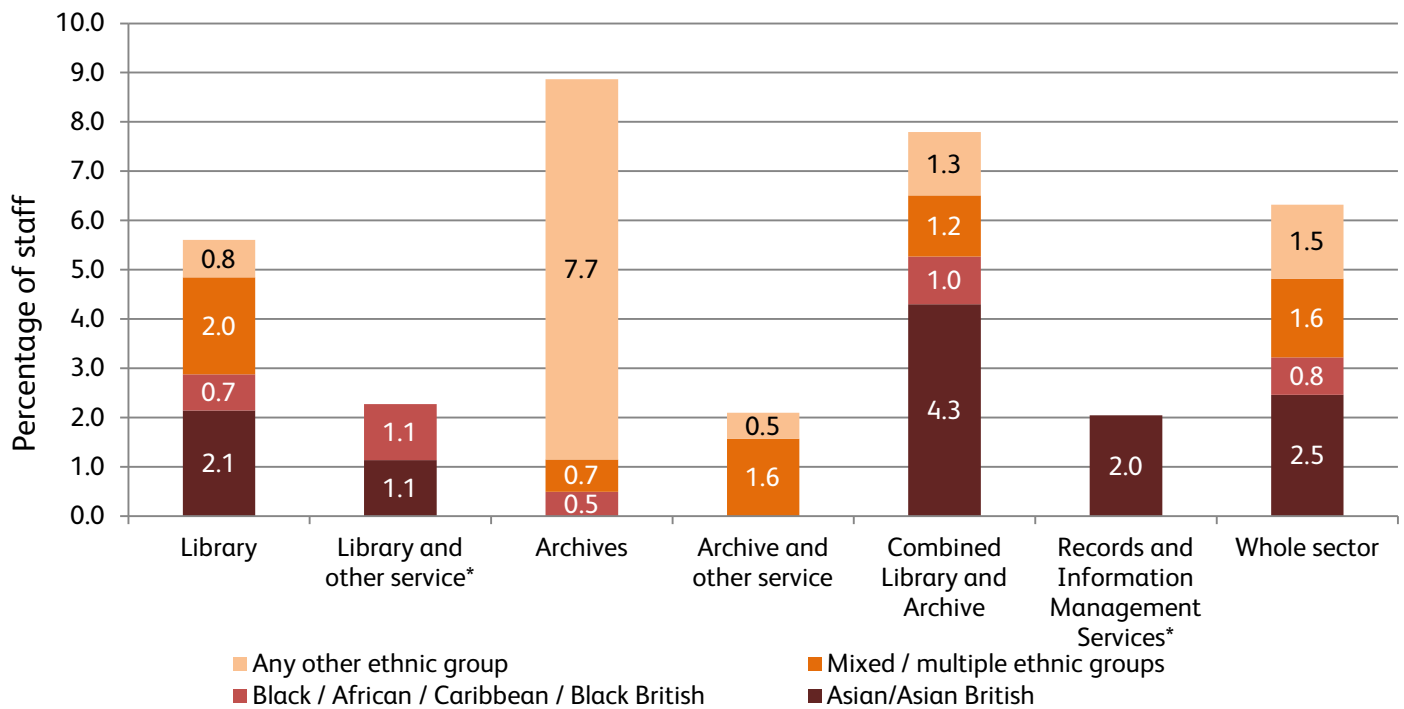
\*Percentages for the Library and other service and RIMS workforces are based on low numbers of staff so should be treated with a degree of caution.

An important point to note is that a high percentage of respondents did not answer the question on ethnicity or preferred not to disclose the information, leading to 40 per cent of the workforce data on ethnicity being missing or unknown.

Data on ethnicity by derived type of service is presented in Figure 9, minus white staff and the unknown data for clarity.

<sup>3</sup> Labour Force Survey, four quarter average for 2011, Office for National Statistics.

**Figure 9: Black and ethnic minority staff in the workforce by derived type of service (Percentage of staff)**



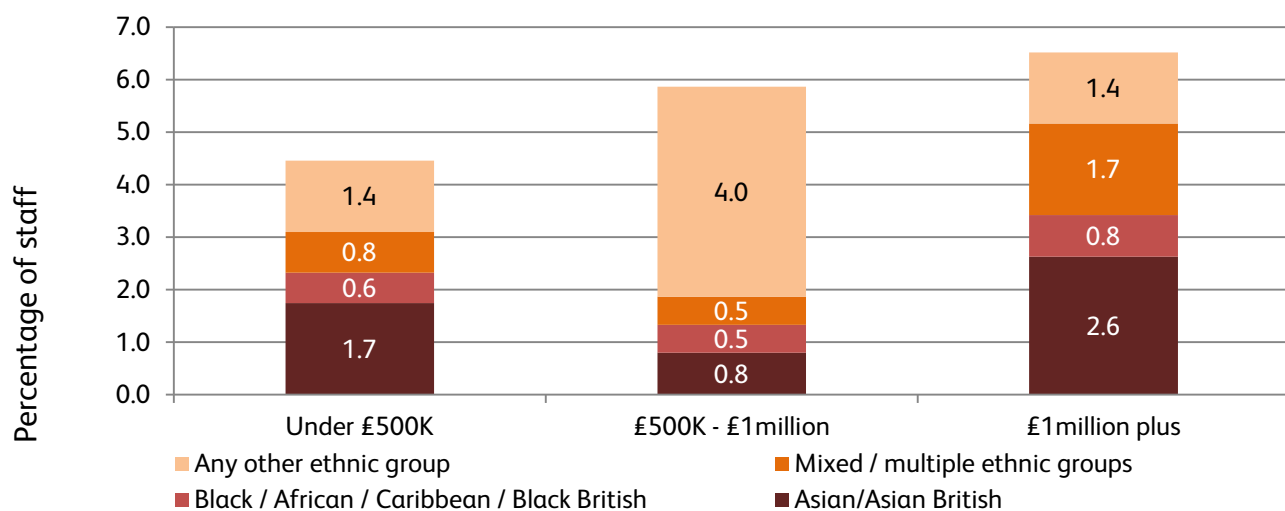
Note: Data on 4,604 staff was missing. These staff are excluded from the analysis above. For clarity, the percentage of staff who are ‘White’ is not shown.

\*Percentages for the Library and other service and RIMS workforces are based on low numbers of staff so should be treated with a degree of caution.

There is a comparatively large number of staff within Archives services who are recorded as ‘Any other ethnic group’. This is due to one large service that responded to the survey that records staff as ‘White’ or ‘Black and minority ethnic’.

The ethnicity of the LARIMS workforce also varies across the different sizes of service, as defined by budget. Data on ethnicity by size of service is presented in Figure 10, minus white staff and the unknown data for clarity. In general, larger organisations employ a more diverse workforce.

**Figure 10: Black and ethnic minority staff in the workforce by size of service (Percentage of staff)**



Note: Data on 4,512 staff was missing. These staff are excluded from the analysis above. For clarity, the percentage of staff who are ‘White’ is not shown.

## Disabilities

Data on disabilities is not well reported in responses to this survey, with 53 per cent preferring not to disclose the information or leaving the response blank. Of the staff for whom disability data was provided, 95.7 per cent have no disability. Two per cent have a physical impairment, 0.3 per cent have mental health issues and 0.1 per cent have a learning difficulty. A further 1.9 per cent of have another disability.

**Table 11: Disability in the workforce (Percentage of staff)**

	Disability	No disability
<b>Whole sector</b>	<b>4.3</b>	<b>95.7</b>
Archives	3.7	96.3
Archive and other service	5.2	94.8
Library	4.0	96.0
Library and Archive	4.8	95.2
Library and other service*	0.0	100.0
Records and Information Management Services*	5.7	94.3

Data for 5,322 staff was missing. These staff are excluded from the analysis above.

Reporting of disability in the whole UK workforce is somewhat higher. The Labour Force Survey<sup>4</sup> data shows 15 per cent of the UK workforce has a disability.

## Sexual Orientation

This data field is largely left as blank or prefer not to say/unknown (87 per cent, with 9,913 people unaccounted for in survey answers). For this reason, any detailed analysis on sexual orientation has not been undertaken, as a true picture cannot be discerned from the data gathered.

High levels of non disclosure of data on disability and sexual orientation impacts on the level of analysis that can be undertaken on the make up of the workforce, however, public sector bodies and organisations that receive public funding, or work with organisations that do, are now required to keep a detailed level of information on staff demographics including ethnicity and sexual orientation, according to the Equality Act 2010.<sup>5</sup> It may therefore be that whilst organisations hold the data internally, there is some concern to share these data with external data collectors, such as LSIS. For this reason, further stakeholder engagement is recommended with employers to highlight the benefits of sharing this data; the workforce data survey could be used as a prompt for providers to update their processes for reporting on equality data. Further assurances on data confidentiality could enhance disclosure of these details.

<sup>4</sup> Labour Force Survey, four quarter average for 2011, Office for National Statistics.

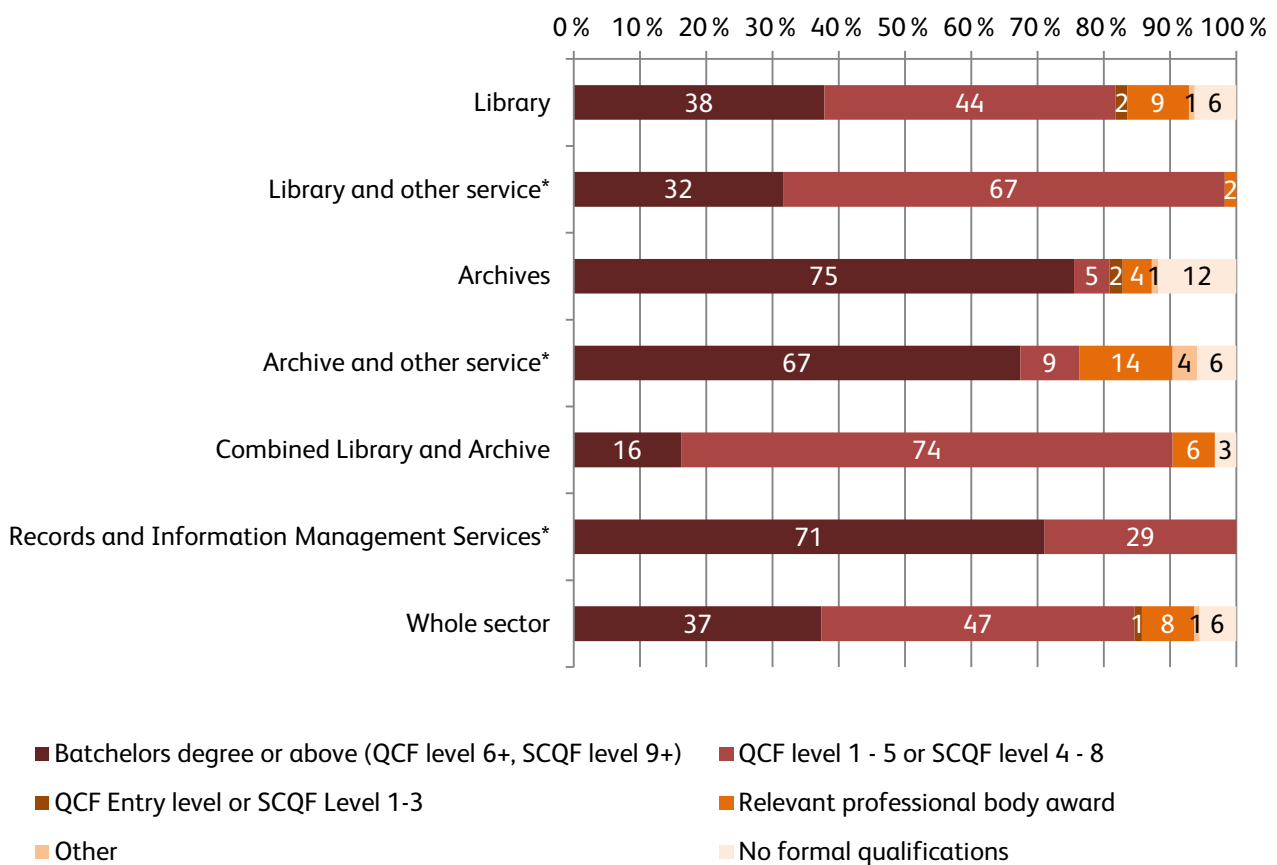
<sup>5</sup> The Act also extends to private and voluntary bodies who bid for tenders and other procurements from the public sector. Regulations are in force to assist public authorities in better performance of the Equality Duty, including a requirement to publish equality objectives every four years and to publish information to demonstrate their compliance with the equality duty at least annually. Authorities with 150 or more staff are required to report workforce equality data for greater transparency and progress checks on equality issues. With the exception of schools, public authorities were required to demonstrate their compliance by January 2012, and have delivered equality objectives by April 2012.

# Qualifications

Respondents were asked to specify how many staff held particular qualifications levels as their highest LARIMS specific qualification, and a similar question for their highest general qualification. The question was worded slightly differently in Scotland to reflect the differing qualifications framework (Scottish Credit and qualifications Framework, or SCQF). The combined data on LARIMS specific qualifications held by staff (by derived type of service) is shown in Figure 11. Data on the general qualifications level of staff was less complete, so a breakdown by derived type is not possible. This data is shown for the whole sector in Figure 12.

It is important to note that data is missing for 8,950 staff (79 per cent of staff in the sample) and as such, the results must be treated with caution. There was a significant amount of feedback from many respondents that this data is not kept centrally in any accessible format, so it was quite difficult for respondents to complete. The unknown/missing data are excluded from the graphs below.

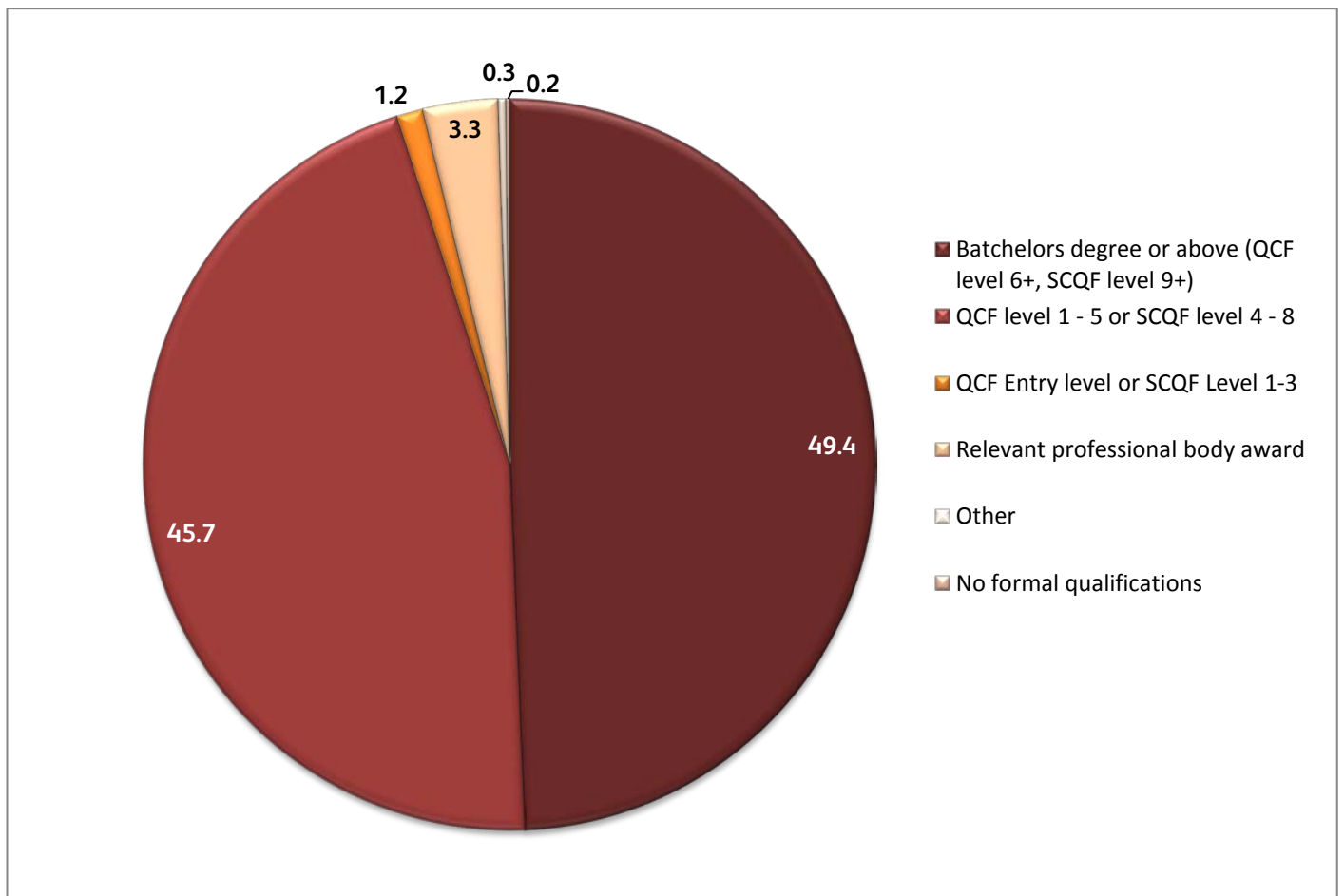
**Figure 11: Level of highest LARIMS specific qualification held (Percentage of staff)**



Note: Data for 8,950 staff is missing. These staff are excluded from the analysis above.

\*Based on low numbers, percentages should be treated with caution.

Figure 12: Level of highest general qualification held (Percentage of staff)



Note: Data for 9,557 staff is missing. These staff are excluded from the analysis above.

Almost half of the workforce (for whom data was submitted) is qualified to degree level or above, a significantly greater proportion than the wider workforce across the UK of which 28 per cent is qualified to this level<sup>6</sup>.

<sup>6</sup> Labour Force Survey, four quarter average for 2011, Office for National Statistics.



## Pay

Respondents were asked to categorise staff into pay bands. The numbers of staff in each band, by derived type of service, is shown in Table 12. The percentages in each pay band within each derived service type is shown in Table 13. For clarity the percentages within each pay band for the whole LARIMS sector is shown in Figure 13.

**Table 12: Pay bands - LARIMS workforce by derived type of service (Number of staff)**

	Less than £15,000	£15,000 - £20,000	£20,001 - £25,000	£25,001 - £30,000	£30,001 - £35,000	£35,001 - £40,000	£40,001 - £45,000	£45,001 - £50,000	More than £50,000
<b>Whole sector</b>	<b>1,719</b>	<b>3,144</b>	<b>959</b>	<b>657</b>	<b>356</b>	<b>200</b>	<b>103</b>	<b>68</b>	<b>49</b>
Archives	65	171	131	142	89	54	15	14	9
Archive and other service	16	49	27	54	27	7	6	1	6
Library	1,286	1,773	372	263	126	59	29	19	15
Library and Archive	253	1,119	406	172	100	69	46	34	14
Library and other service	95	22	15	18	8	5	3	0	3
Records and Information Management Services	4	10	8	8	6	6	4	0	2

Note: Data for 4,126 staff is missing. These staff are excluded from the analysis above.

**Table 13: Pay bands - LARIMS workforce by derived type of service (Percentage of staff)**

	Less than £15,000	£15,000 - £20,000	£20,001 - £25,000	£25,001 - £30,000	£30,001 - £35,000	£35,001 - £40,000	£40,001 - £45,000	£45,001 - £50,000	More than £50,000
<b>Whole sector</b>	<b>24</b>	<b>43</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>
Archives	9	25	19	21	13	8	2	2	1
Archive and other service	8	25	14	28	14	4	3	1	3
Library	33	45	9	7	3	1	1	0	0
Library and Archive	11	51	18	8	5	3	2	2	1
Library and other service	56	13	9	11	5	3	2	0	2
Records and Information Management Services*	8	21	17	17	13	13	8	0	4

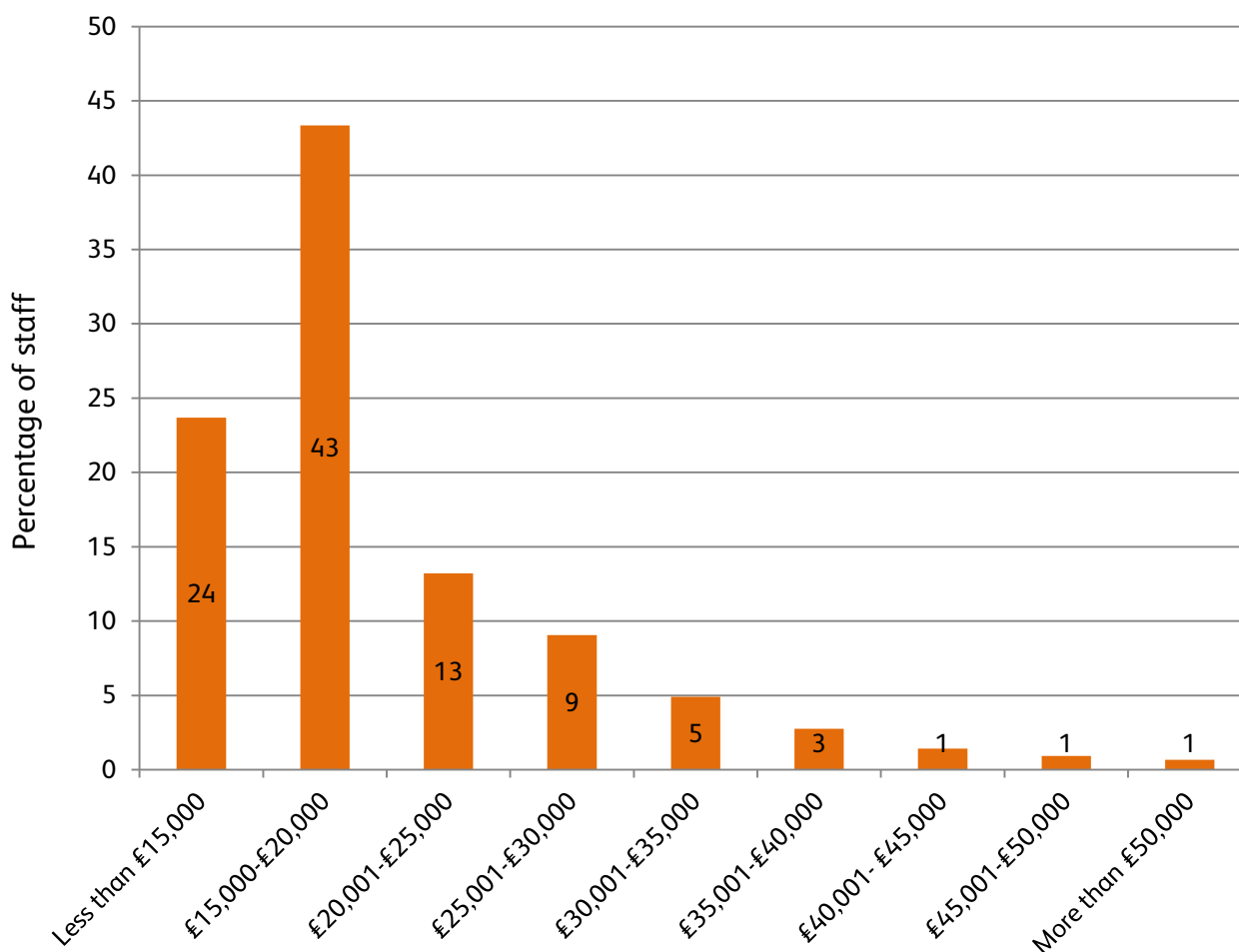
Note: Data for 4,126 staff is missing. These staff are excluded from the analysis above.

\*Based on low numbers, percentages should be treated with caution.

The majority of the LARIMS workforce is paid £20,000 per annum or less (over 4,800 staff or 67 per cent of the LARIMS workforce).

There is a greater proportion of staff in higher pay brackets in Archives services (26 per cent of archives staff earn more than £30,000 per annum) than there is in Library services (only six per cent earn more than £30,000 per annum), which may be due to the greater proportion of Archives staff in professional occupations or to the greater proportion of male staff within Archive services. Without individualised data it is not possible to tell whether this pay difference is related to either occupation or gender.

**Figure 13: Pay bands of whole LARIMS sector (Percentage of staff)**



Note: Data for 4,126 staff is missing. These staff are excluded from the analysis above.

## Section 4: Use of Volunteers

Respondents were asked if their service made use of volunteers. The response is shown in Table 14, by derived type of service and budget of service.

**Table 14: Use of volunteers by derived type of service and budget (Number of services)**

	Service uses volunteers			Percentage of services that use volunteers
	No	Yes	Total	
Whole sector	80	107	187	57
Archive	4	34	38	89*
Archive and other service	2	13	15	87*
Library	56	37	93	40
Library and Archive	0	18	18	100*
Library and other service	6	2	8	25*
RIMS	12	3	15	20*
Overall budget of £1m +	13	41	54	76*
Overall budget of £500K - £1m	7	14	21	67*
Overall budget of under £500K	59	49	108	45

\*Percentages based on low totals should be treated with caution.

In general, Archives services are more likely to use volunteers than Library services or Records Management or Information services. Larger services (based on budget) are more likely to use volunteers than smaller ones, presumably because these larger services have both the infrastructure to utilise the volunteers' work and the greater profile to attract them.

**Table 15: Number of volunteers and donated hours by derived type of service and budget**

	<b>Number of volunteers</b>	<b>Total number of donated hours per week</b>	<b>Average number of hours per week per volunteer</b>
Whole sector	5,557	4,959	0.9
Archive	628	1,286	2.0
Archive and other service	193	2,235	3.0
Library	3,590	1,579	0.4
Library and Archive	1,109	1,450	1.3
Library and other service	31	47	1.5
RIMS	6	18	3.0
Overall budget of £1m +	376	993	2.6
Overall budget of £500K - £1m	396	2,700	2.6
Overall budget of under £500K	4,772	2,902	0.6

In total, the 107 services who do use volunteers use 5,557 volunteers and a total of 4,959 donated hours of work per week (or an average of 0.9 hours per volunteer). In general volunteers at Library services donate fewer hours per week (per volunteer) than volunteers at Archive services.

The comparatively larger proportion of Archive services (and Archive and other services) that use volunteers and the comparatively greater number hours that they donate may be due to a larger proportion of volunteer-run services within this part of the LARIMS sector, or it may simply be the case that there are more roles available within Archives services that are better suited to volunteers.

**Table 16: Functions performed by volunteers by derived type of service (Number of services)**

	Archive	Archive and other service	Library	Library and Archive	Library and other service	RIMS	Total
Cataloguing and Indexing	33	12	8	13	0	1	67
Projects	23	9	14	11	2	2	61
Preservation and conservation	24	7	4	8	1	0	44
Promotional / Marketing / Events	6	2	12	6	2	1	29
Community engagement	9	3	9	6	0	0	27
IT / Support buddies	0	2	17	3	2	0	24
Administrative support	4	1	13	3	1	2	24
Housebound delivery	0	0	18	4	0	0	22
Storytelling, Bookstart/Bookbug	0	0	12	1	1	0	14
Directional help - HE/FE helpers	0	1	1	3	1	0	6
VIP services - recording newspapers/guides	0	0	5	0	0	0	5
Quality assurance / mystery shopping	0	0	3	0	0	0	3
Other	2	1	15	5	0	1	24
Total services that use volunteers	34	13	37	18	2	3	107

The most commonly reported function carried out by volunteers across the sector is 'Cataloguing and Indexing' (67 out of 107 respondents who use volunteers). This is also the most commonly reported function within Archives (33 out of 34 who use volunteers). The most commonly reported function performed by volunteers within Library services is 'Housebound delivery' (18 out of 37 who use volunteers). A further 24 respondents specified 'Other' functions carried out by volunteers, which included fundraising activities, reader services and shelving. A complete list of responses is provided in Appendix 4.

## Section 5: Conclusions and Recommendations

### Conclusions

The 2012 Library, Archive, Records and Information Management Services (LARIMS) Workforce survey has yielded robust data and can be used as a baseline for future research to track year on year trends. The data can also be used to inform policy decisions, as well as acting as a resource for services to assess their organisation and the landscape they operate within.

In the main, the sample of providers obtained of this study are representative of the different types of service across the LARIMS sector, although any future study would benefit from a greater response from certain types of services such as Local Authority libraries. Records and Information Management providers may also be under-represented.

Within this context, the main conclusions from this study are:

- Most services who responded provide library services in a variety of settings. (64 per cent); 39 per cent provide archive services and 21 per cent provide information or records management services.
- Over half the services who responded (59 per cent), operate with a budget of under £500,000 and a further 30 per cent operate with a budget of over £1million.
- 75 per cent of services stated that more than half of their budget is staff payroll.
- In total, the sample reports just under 11,400 staff working in Library, Archive, Records and Information Management Services.
- Employment in Archives is most likely to be on a full time basis (more than 30 hours per week). In Libraries part time is almost as likely as full-time employment.
- Front line staff (who serve customers and internal customers on a daily basis) make up much of the total workforce (57 per cent), followed by professional staff (12 per cent) and front line supervisory staff (11 per cent). Archive services employ a higher proportion of professional and managerial staff than the rest of the LARIMS sector.
- In terms of demographics, staff in LARIMS services tend to be female and aged 45 or over, of white ethnicity. Data on disability and sexual orientation is very limited, therefore reducing the scope of any further analysis.
- The majority of the LARIMS workforce is paid £20,000 per annum or less (over 4,800 staff or 67 per cent of the LARIMS workforce. There is a greater proportion of staff in higher pay brackets in Archives services than there is in Library services.
- Data on staff qualifications is very limited, but suggests that Library, Archive, Records and Information Management Services staff tend to be well qualified, with half qualified to first degree or postgraduate level. Furthermore, over a third hold qualifications to this level which are LARIMS-specific.

# Recommendations

## Recommendations for future research

The response to this survey is very promising, showing reasonable penetration of the LARIMS sector. Therefore, it is recommended that the surveys should continue to be undertaken at regular intervals. This will provide useful trend data, and will help to monitor the impact of current changes on LARIMS for both policy makers and employers alike.

When undertaking any future LARIMS workforce survey, it is recommended that steps be taken to enhance the response rate from library, record management and information management services, such as communicating the survey through specialist networks. Initial work should be undertaken to approximate service numbers for these types and confirm that there is indeed a need to boost response rate from these services.

Furthermore, barriers to disclosing data on disability and sexual orientation need to be addressed. Stakeholder engagement with the sector employers is recommended, to highlight the benefits of the data, such as benchmarking. The survey may also be used as a prompt for services to update their processes for reporting on equality data. Further assurances on data confidentiality could also enhance disclosure of these details.

In designing future surveys, further use of an automatic calculation of totals for respondents should be considered where possible. Additional alerts of any errors before proceeding to the next question may also be added. Although this system was used on some questions in the survey it was not used on all, which may have resulted in some confusion.

The layout of some questions in the survey may be reconsidered. The qualifications questions in particular were difficult to complete, either because such data was not held by services, or because the layout was confusing. There was a significant amount of feedback from many respondents that qualifications data is not kept centrally in any accessible format. Further investigation is required to determine the best way to obtain qualifications data.

# Appendix 1: LARIMS survey questionnaire

## Workforce data collection from the LARIMS sector- 2012

LSIS is gathering data on the composition of the Libraries, Archives, Records and Information Management Services (LARIMS) workforce. The data will be valuable for tracking change in the workforce, both sector-wide and within your own service. Please provide as much information as you can.

It is very important that you use this offline (pdf) version of the questions to gather the required information before completing the survey online.

**What data is being collected:** Data about staff who are *directly employed by your service to deliver or support LARIMS services and are on the payroll on 1st April 2012*. If your service is part of a larger organisation, such as a Local Authority, we are only interested in the staff who work within the LARIMS service.

**Who should complete the survey: LARIMS Service Managers** - someone who has information about all staff in the service in terms of their demographic characteristics and qualifications. If you do not have this information, please forward the survey link to a more appropriate person within the service.

**Confidentiality of data provided:** All information you provide will be treated in confidence and will not be shared. No organisation, service or individual will be identified in our analysis and all analysis will be undertaken to provide an aggregated picture.

For more information: please contact Hal Bonella ([hal.bonella@isis.org.uk](mailto:hal.bonella@isis.org.uk))

Survey closes (extended deadline): 8<sup>th</sup> July 2012

## Section 1: About your service

We would like to ask you some questions about your service. This information will provide us with data that we can analyse to offer you more appropriate benchmarking information.

**1. Please tell us what type of LARIMS service you represent? (Please select one option)**

- Library
- Archive
- Records management service
- Information service
- Combination of services

Please specify

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**2. What kind of organisation do you represent? (Please select one option that most closely matches your business)**

- Local Authority archive
- Business or corporate archive
- Private or charity archive
- National archive
- Other Government funded archive
- Records management (Corporate)
- Records management (Public sector)
- Online information service



- Further Education library
- Government library
- Higher Education library
- Health library
- Industrial and commercial library
- Law library
- National library
- Not for profit library
- Prison library
- Public library
- Public: Children's and Youth library
- School library
- Other, or combination of services

Please specify

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**3. What budget is allocated to your service (please include all budget streams applicable to your service)? (Please select one option)**

- Overall budget of £1m +
- Overall budget of £500K - £1m
- Overall budget of under £500K

**4. What percentage of this budget is allocated to LARIMS staff salary (including on-costs, excluding training costs)? (Please select one option)**

- Less than 30 per cent
- 30 - 49 per cent
- 50 - 69 per cent
- 70 per cent and over

**5. In which nation is your service based/ headquartered? (Please select one option)**

- England
- Northern Ireland
- Scotland
- Wales

**(If Nation = England)**

**6. In which region is your service based/ headquartered? (Please select only one option)**

- East of England
- East Midlands
- Greater London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and Humberside

## Section 2: About your workforce

### We would like to ask you about the people employed by your service.

Please give us information, as accurately as possible, about all LARIMS staff *employed directly by your service who are on the payroll* on 1st April 2012. Please note the following:

Please do not include agency staff, self employed staff, visiting staff who are paid a one off fee or unpaid volunteer workers.

**7. How many LARIMS staff are on your service's payroll?**

Total number of staff \_\_\_\_\_

**8. Of this "all staff total", how many work the following hours per week? (Could you ensure that the total adds up to the total number of staff)**

Over 30 hours per week \_\_\_\_\_

16 - 30 hours per week \_\_\_\_\_

15 hours per week or fewer \_\_\_\_\_

**9. Please tell us the number of LARIMS staff that are primarily engaged in the following occupational categories. (Where an individual works in more than one of the categories, please include them in the category that they spend most of their time working in.)**

**Managers** - includes directors, senior and other managers including Department Heads \_\_\_\_\_

**Professionals** - includes specialist staff such as librarians, archivists, conservators \_\_\_\_\_

**Front line supervisory staff** - includes all paraprofessionals in a supervisory customer facing role. "Customer" may include internal clients for some services. \_\_\_\_\_

**Front line staff** - includes all staff with a role that serves customers on a daily basis. "Customer" may include internal clients for some services. \_\_\_\_\_

**Support staff** - includes all administrative, technical and clerical staff who provide support or information to colleagues within the service. \_\_\_\_\_

**Other staff** \_\_\_\_\_

**10. Please tell us about the gender profile of all LARIMS staff. How many staff are in the following categories? (Could you ensure that the total adds up to the total number of staff)**

Male \_\_\_\_\_

Female \_\_\_\_\_

Transgender \_\_\_\_\_

Prefer not to say/Unknown \_\_\_\_\_

**11. Please tell us about the age profile of all LARIMS staff. How many staff are in the following categories? (Could you ensure that the total adds up to the total number of staff)**

24 years and under \_\_\_\_\_

25-34 years \_\_\_\_\_

35-44 years \_\_\_\_\_

45-54 years \_\_\_\_\_

55-64 years \_\_\_\_\_

65 years and over \_\_\_\_\_

Prefer not to say/Unknown \_\_\_\_\_

**12. Please tell us about the ethnic profile of all LARIMS staff. How many staff are in the following categories? (Could you ensure that the total adds up to the total number of staff)**

Asian/Asian British	_____
Black / African / Caribbean / Black British	_____
Mixed / multiple ethnic groups	_____
White	_____
Any other ethnic group	_____
Prefer not to say/Unknown	_____

**13. Please tell us about the disability profile of all LARIMS staff. How many staff are in the following categories? (Could you ensure that the total adds up to the total number of staff)**

Physical impairment	_____
Learning difficulty	_____
Mental health	_____
Other	_____
No disability	_____
Prefer not to say/Unknown	_____

**14. Please tell us about the sexual orientation of all LARIMS staff. How many staff are in the following categories? (Could you ensure that the total adds up to the total number of staff)**

Heterosexual	_____
Gay	_____
Lesbian	_____
Bisexual	_____
Prefer not to say/Unknown	_____

**15. Please tell us about the annual full time equivalent (FTE) salary of staff employed by your service. How many are in the following annual salary brackets? (Could you ensure that the total adds up to the total number of staff)**

Less than £15,000	_____
£15,000-£20,000	_____
£20,001-£25,000	_____
£25,001-£30,000	_____
£30,001-£35,000	_____
£35,001-£40,000	_____
£40,001- £45,000	_____
£45,001-£50,000	_____
More than £50,000	_____
Prefer not to say/Unknown	_____

**(If Nation = England, NI or Wales)**

These question are about the level of qualifications held by your staff. Please include all staff in both columns, as we are interested in their highest professional qualification, and their highest academic/vocational qualification. For more information on the QCF and comparing levels, please refer to this document:

[http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/Quals\\_cross\\_boundaries.pdf](http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/Quals_cross_boundaries.pdf)

**16. How many of your staff have the following as their highest LARIMS specific qualification?**

**17. How many of your staff have the following as their highest qualification (including all non-LARIMS specific qualifications)?**

Doctorate or equivalent level (QCF Level 8)	_____	_____	<b>(If Nation = Scotland) The questions are about the level of qualifications held by your staff. Please include all staff in</b>
Masters Degree or equivalent level (QCF Level 7)	_____	_____	
Bachelors Degree or equivalent level (QCF Level 6)	_____	_____	
Foundation Degree, HND or equivalent level (QCF Level 5)	_____	_____	
Certificate of Higher Education or equivalent level (QCF Level 4)	_____	_____	
2 A levels, 4 AS levels or equivalent level (QCF Level 3)	_____	_____	
5+ GCSEs at grades A-C or equivalent level (QCF Level 2)	_____	_____	
GCSEs at grades D-G or equivalent level (QCF Level 1)	_____	_____	
Entry level Certificate, Foundation Diploma or equivalent (QCF Entry level)	_____	_____	
Unknown	_____	_____	
Relevant professional body award (such as ARA, ACLIP, Museums Association award, British Computer Society award, etc. <b>NB: awards, not membership</b> )	_____	_____	
Other	_____	_____	
No formal qualifications	_____	_____	

both columns, as we are interested in their highest professional qualification, and their highest academic/vocational qualification. For more information on the SCQF and comparing levels, please refer to this document: [http://www.gaa.ac.uk/Publications/InformationAndGuidance/Documents/Quals\\_cross\\_boundaries.pdf](http://www.gaa.ac.uk/Publications/InformationAndGuidance/Documents/Quals_cross_boundaries.pdf)

**18. How many of your staff have the following as their highest LARIMS specific qualification?**

Doctorate or equivalent level (SCQF Level 12)	_____
Masters Degree or equivalent level (SCQF Level 11)	_____
Bachelors Degree or equivalent level (SCQF Level 9-10)	_____
Foundation Degree, HND or equivalent level (SCQF Level 8)	_____
Certificate of Higher Education or equivalent level (SCQF Level 7)	_____
Highers, SVQ Level 3 or equivalent level (SCQF Level 6)	_____
Credit Standard Grade, SVQ Level 2 or equivalent level (SCQF Level 5)	_____

**19. How many of your staff have the following as their highest qualification (including all non-LARIMS specific qualifications)?**

_____
_____
_____
_____
_____
_____
_____

General Standard Grade, SVQ Level 1 or equivalent level (SCQF Level 4)	_____	_____
Foundation Standard Grades, Access 1-3 or equivalent level (SCQF Level 1-3)	_____	_____
Relevant professional body award (such as ARA, ACLIP, Museums Association award, British Computer Society award, etc. <b>NB: awards, not membership</b> )	_____	_____
Other	_____	_____
No formal qualifications	_____	_____
Unknown	_____	_____

### Section 3: About your workforce

We would like to ask you about any other people who contribute to your service.

**20. Does your service use volunteers?**

- Yes  
 No

**(If Q20 = Yes)**

**21. On average, how many volunteers does your service use?**

(If an exact total is not possible, for example due to seasonal variation, please give an estimate of the average.)

Number of volunteers: \_\_\_\_\_

**(If Q20 = Yes)**

**22. What is the average total hours per week that is donated by this total number of volunteers?**

(If an exact total is not possible please give an estimate of the average.)

Total number of donated hours per week : \_\_\_\_\_

**(If Q20 = Yes)**

**23. What functions do these volunteers undertake? (Please select all that apply)**

- Directional help - HE/FE helpers
- IT/Support buddies
- Cataloguing and Indexing
- Projects
- Preservation and conservation
- Promotional or Marketing (including assistance at events)
- Community engagement
- Quality assurance/mystery shopping
- Story telling, Bookstart/Bookbug
- Housebound delivery
- VIP services - recording newspapers/guides
- Administrative support
- Other

Please specify

## Section 4: Your contact details

Please note that your details will not be shared with anyone. We may, in some cases, need to contact you to clarify aspects of your return.

**24.** Will you be willing to participate in future studies?

- Yes  
 No

**25.** Please provide us with your contact details

Name	_____
Organisation name	_____
Address	_____
Contact number (no spaces)	_____
Email address	_____

Thank you for participating in the survey. Please go to the survey online using the link provided. Once you have entered your data, please press "Submit" so that we receive your response.

A report of findings will be available in August 2012.

For any more information about this survey, please contact Hal Bonella ([hal.bonella@isis.org.uk](mailto:hal.bonella@isis.org.uk))

## Appendix 2: Regional response in England

Region	Count	Percentage
East Midlands	6	4.2
East of England	9	6.3
Greater London	39	27.5
North East	6	4.2
North West	21	14.8
South East	16	11.3
South West	11	7.7
West Midlands	17	12.0
Yorkshire and Humberside	17	12.0

Although the response in the North East and the East Midlands was comparatively low, the distribution of responses across the nine regions is reasonable (to an extent reflecting greater population concentrations in certain regions, i.e. Greater London).

## Appendix 3: Specified “Other” types of service

Archives and information management in local authority

Business - Archives and Records Management

Charity Library, Archive and Information Service

Charity, Information Manager. (archive, online, publications, communications)

Document services department

Health and social care local information, communication and research service

Health charity

Health information service

Higher Education Archive service

Higher Education Information Governance Archive and Museum Service

Information service for & about Voluntary Sector (specifically social care) in Scotland

Knowledge Service - Public Health

LARIMS staff generally (staff who run the reading rooms, work in conservation, deal with the archives sector as a whole, work in records management)

Local authority - public library and archive service

Local authority archive, records management service and public library

Local Authority Libraries, Archives and Records Management Services

Local Authority Library & Archive service

National museum library and archive

NHS archive with mixed, including government, funding

Professional Institution

Professional membership organisation

Public Library - Schools Library Service - Archives - Records Management - Information (ALL Local Authority)

Public, Prison and Schools Library Service

Religious Organisation

Royal College

University



## Appendix 4: Specified “Other” functions of volunteers

### **Archive**

Digitisation, leading and facilitation of courses  
Fund raising

### **Archive and other service**

Fund-raising, search room buddies

### **Library**

Assistance with self service  
Frontline duties in community run libraries  
Hospital Book trolley service; Books Aloud reminiscence with adults  
Inputting to catalogue, inter-library loans, assisting users(directional help?)  
Patient trolley rounds  
Read to Relax - reading aloud for adults with mental health issues  
Reading Group support; read-aloud groups  
Reading Groups and Read to Me (Housebound Customers)  
Reading/Listening Group Support; Summer reading Challenge support; Headspace; Book Pushers; Reading & ; Making local study resources accessible  
Shelving  
Shelving books and shelf tidying  
Summer reading challenge  
Summer reading challenge, Local and family history support

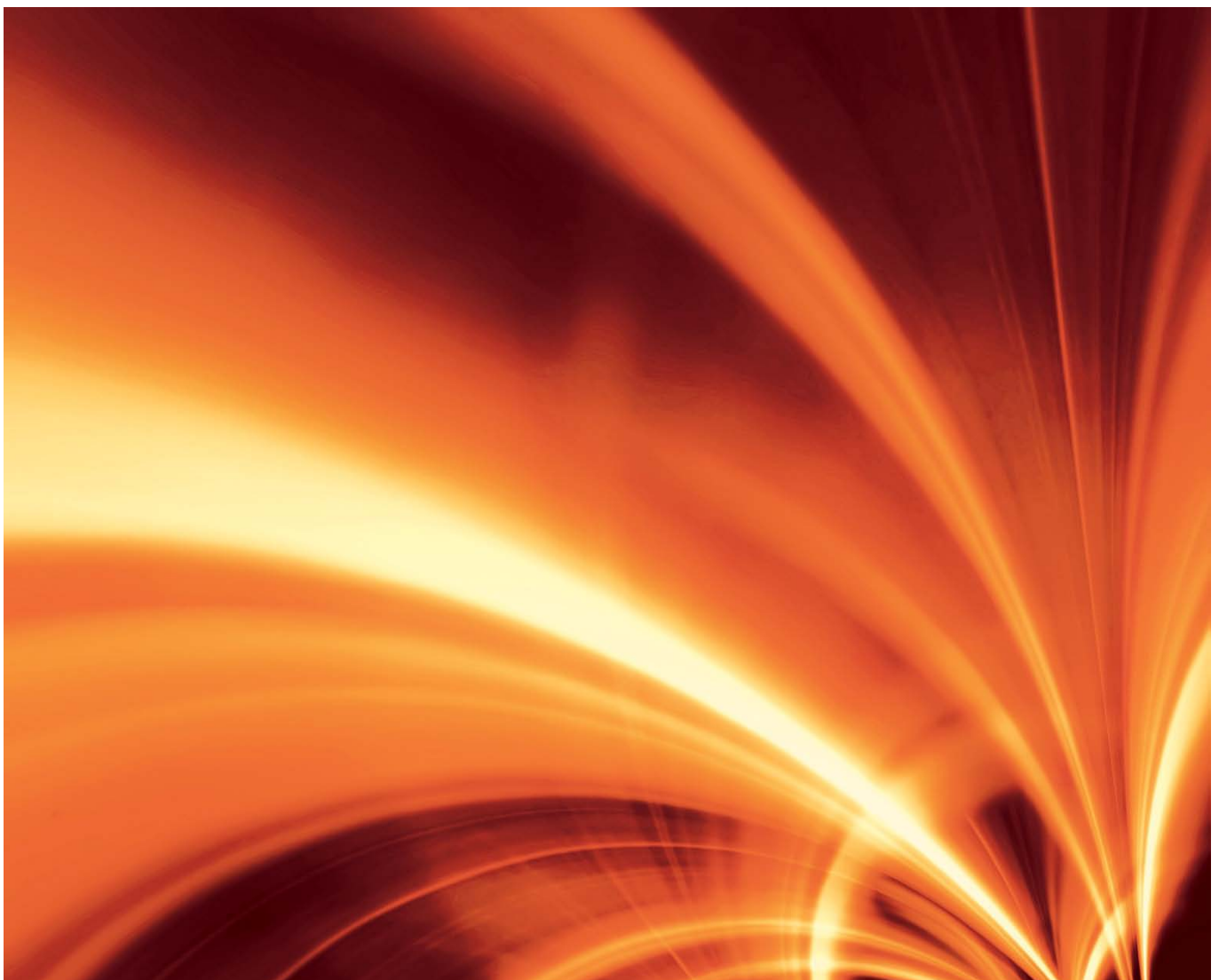
### **Library and Archive**

General and various tasks - filing, sorting, arranging, press cuttings etc  
Reader Services  
Research for exhibitions  
Staffing helpline  
Various library/archive tasks

### **Records or Information Management**

Retrieval of files; appraisal and disposal of time expired records

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