Interview script for DGLAB archivists

Presentation

Good morning,

Thank you for accepting my invitation to participate in this interview. I am Luana and I am a student of the master's in information science at the Faculty of Engineering of the University of Porto. In the context of my dissertation, "Study of archives usage profiles and their needs", information was analysed to define the profiles of users of DGLAB's archives. After analysing the information provided by the institution, profiles were created based on the users' reasons for visiting, age, gender, and educational qualifications. The creation of the profiles was achieved through the analysis of the Satisfaction Surveys published annually by DGLAB (from 2015 to 2022).

This interview aims to validate the characteristics of each user profile and to complement it with information about their information-seeking behaviour in the archive.

Please feel free to intervene and give your opinion on any question or subject addressed. Any questions please do not hesitate to ask.

*** start recording - record the consent response***

Consent to recording

Before the interview begins, I would like your permission to record this interaction so that I can later analyse the data in more detail. These recordings will not be published and will only serve the scientific purpose of this dissertation.

Questions to validate the characteristics of the profiles

When analysing the data from the DGLAB Satisfaction Survey, I found that there are 6 different reasons for visiting the archives, these being: Genealogical Research; Historical Research, Legal Purposes, Academic Work, Institutional Purposes and Publication Purposes. The profiles I created were based on these reasons. Therefore, I would like you to answer some initial questions about their characteristics and their behaviour.

1) The majority of users whose reason for visiting is *mention which, in order*, are male or female?

2) What is the most frequent age range for users visiting the archive for this reason?

3) What is the most frequent educational background among users visiting the archive for this reason?

*** Presentation of the profile I created with DGLAB data ***

Questions about the behaviour of the profiles

1) Do these users often visit the physical archive?

2) Although the reason is *mention which, in order*, their information needs are not explicit (e.g., creation of family tree/search for historical information to present in a history lesson). What is the most frequent motivation or information need among these users? If possible, please give some examples.

3) When visiting the archive, do these users often need help?

   a. What kind of help do they ask for?

4) Do you think that the behaviour of these users differs according to their age, gender and/or education?

5) Any characteristic that distinguishes them from other users?

*** stop recording (if accepted initially) ***

Closing of the interview

Thank you very much for your contribution to my work and thank you again for accepting my invitation.