

## **OTH Questionnaire**

This questionnaire is part of a review of the current service provision at the Old Town Hall Museum. The review was originally proposed to assess the success of Tourist Information Centre facilities after the first summer of operation at the Old Town Hall.

Because of the changing economic climate and subsequent need to refocus the Museums service, the review has been widened to consider different delivery options for the services currently on offer at the Old Town Hall Museum.

We would be grateful for your answers to the following questions, and any other comments you wish to make.

### **Q1 Current services**

Please consider the following services offered at the Old Town Hall Museum and rate them from 1-5, (with 1= not important to 5 = very important). Please circle your chosen number.

- |  |                  |
|--|------------------|
| 1) Fully accessible building                     | <b>1 2 3 4 5</b> |
| 2) Permanent displays on history of Old Town     | <b>1 2 3 4 5</b> |
| 3) Interactive exhibits                          | <b>1 2 3 4 5</b> |
| 4) Archive film footage                          | <b>1 2 3 4 5</b> |
| 5) Museum Shop                                   | <b>1 2 3 4 5</b> |
| 6) Information and leaflets for tourists         | <b>1 2 3 4 5</b> |
| 7) Railway tickets                               | <b>1 2 3 4 5</b> |
| 8) Accommodation booking                         | <b>1 2 3 4 5</b> |
| 9) ESCC information kiosk                        | <b>1 2 3 4 5</b> |
| 10) Vegetable bag collection point for residents | <b>1 2 3 4 5</b> |
| 11) Toilet and baby-changing facility            | <b>1 2 3 4 5</b> |

## Q2

How important do you consider it to provide these services at an **Old Town location?** (with 1= not important to 5 = very important).

- |  |                  |
|--|------------------|
| 1) Fully accessible building                     | <b>1 2 3 4 5</b> |
| 2) Permanent displays on history of Old Town     | <b>1 2 3 4 5</b> |
| 3) Interactive exhibits                          | <b>1 2 3 4 5</b> |
| 4) Archive film footage                          | <b>1 2 3 4 5</b> |
| 5) Museum Shop                                   | <b>1 2 3 4 5</b> |
| 6) Information and leaflets for tourists         | <b>1 2 3 4 5</b> |
| 7) Railway tickets                               | <b>1 2 3 4 5</b> |
| 8) Accommodation booking                         | <b>1 2 3 4 5</b> |
| 9) ESCC information kiosk                        | <b>1 2 3 4 5</b> |
| 10) Vegetable bag collection point for residents | <b>1 2 3 4 5</b> |
| 11) Toilet and baby-changing facility            | <b>1 2 3 4 5</b> |

## Q3

Do you have any suggestions for alternative ways of delivering these services or other locations ?

**Q4**

Any other comments?

Your name and contact  
details.....

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