



CENTRU DE ANALIZE ȘI INVESTIGAȚII SOCIOLOGICE,
POLITOLOGICE ȘI PSIHOLOGICE

PUBLIC LIBRARY VISITORS SURVEY– MOLDOVA 2015

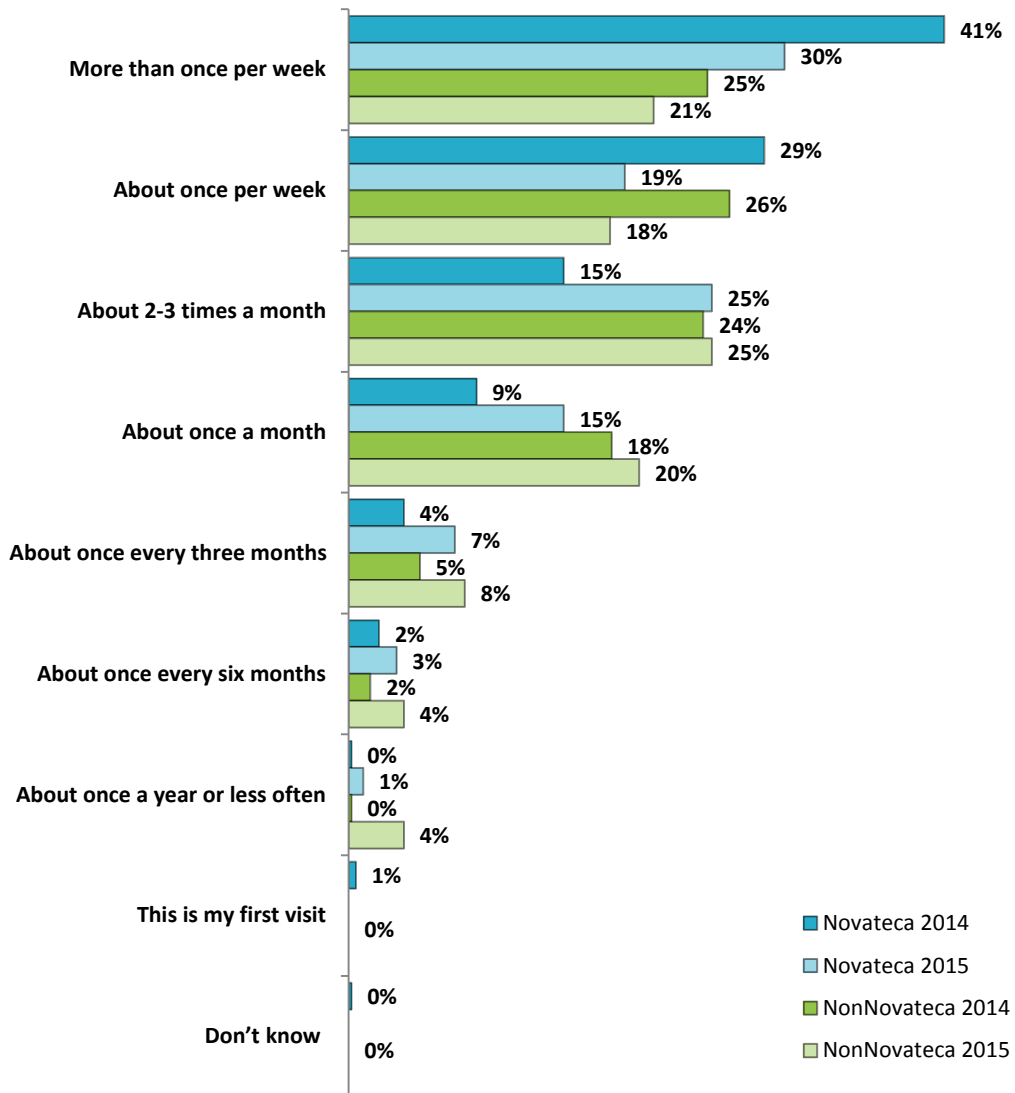
Preliminary marginal frequencies

December 2015 – January 2016 – Wave 2

**PREPARED FOR:
IREX MOLDOVA, NOVATECA PROGRAM**

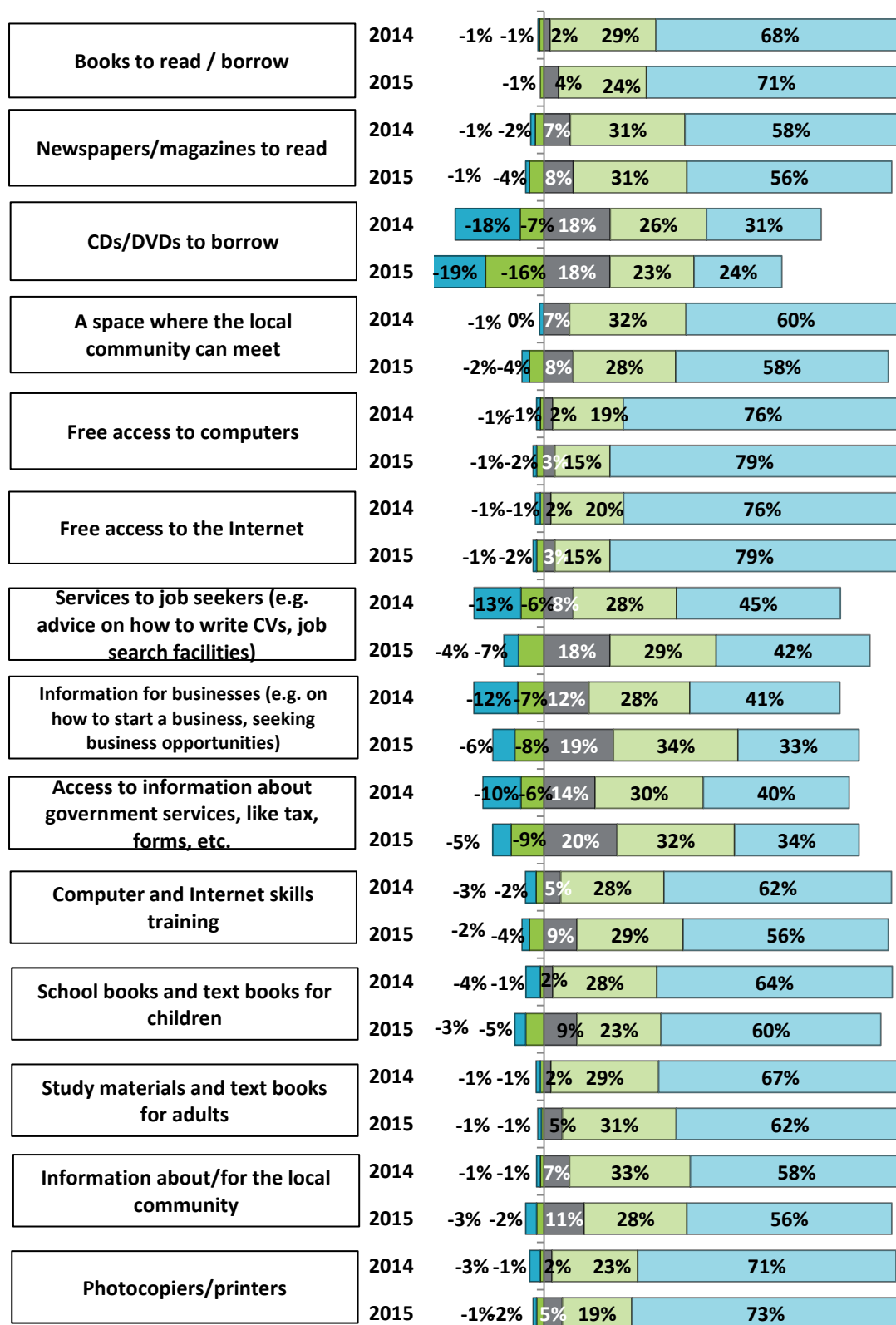
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F1. I visit the public library:



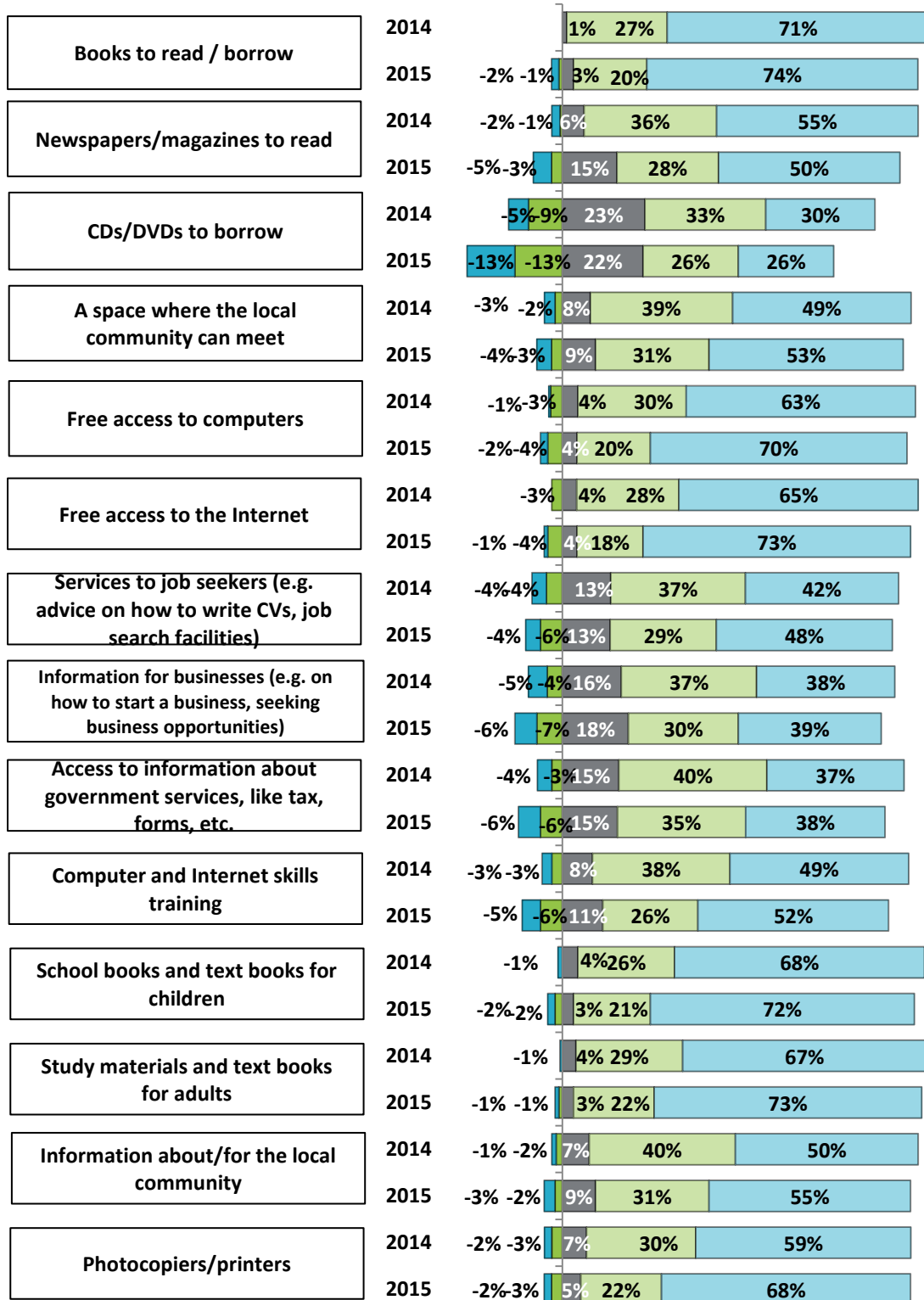
F2.1. Please indicate how important you think each of the following library services is...
NOVATECA

■ Not important
 ■ Not at all important
 ■ Neither important, nor unimportant
 ■ Important
 ■ Extremely important

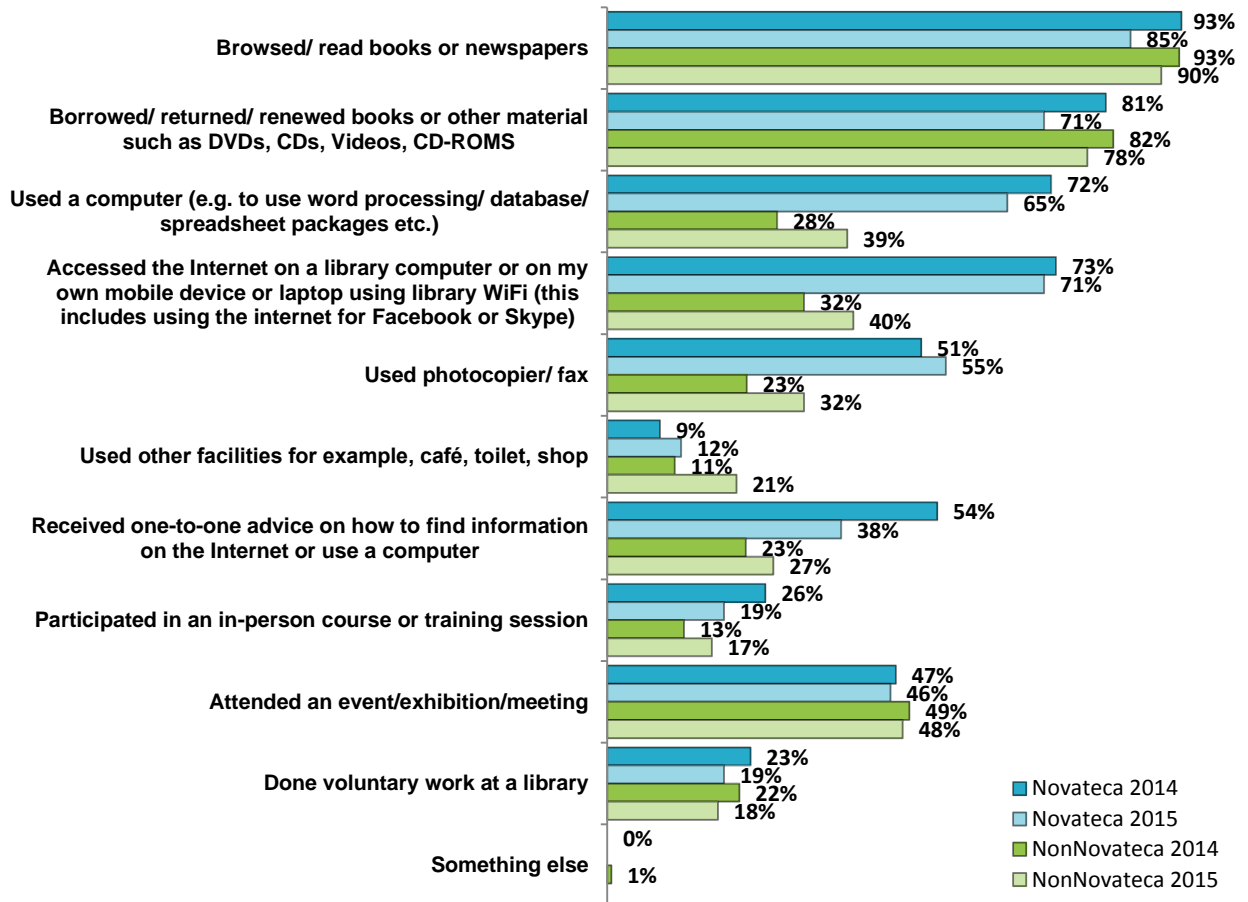


**F2.1. Please indicate how important you think each of the following library services is...
NON-NOVATECA**

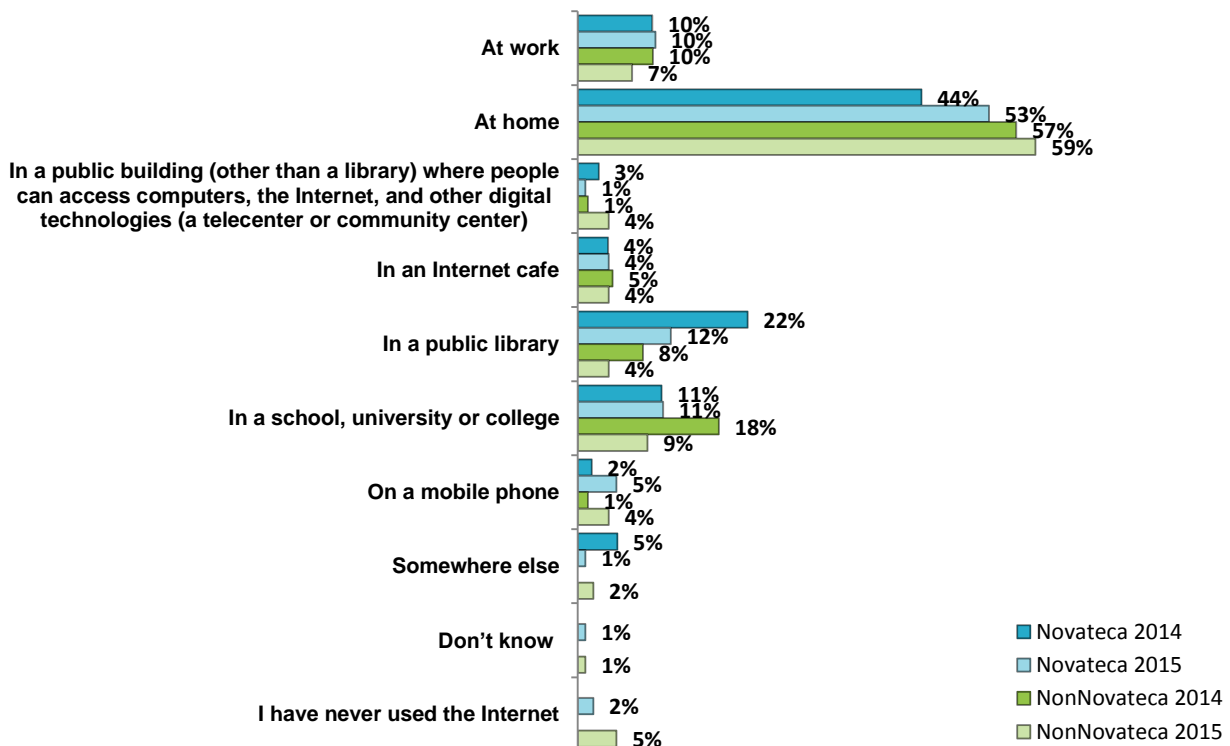
■ Not at all important ■ Not important ■ Neither important, nor unimportant ■ Important ■ Extremely important



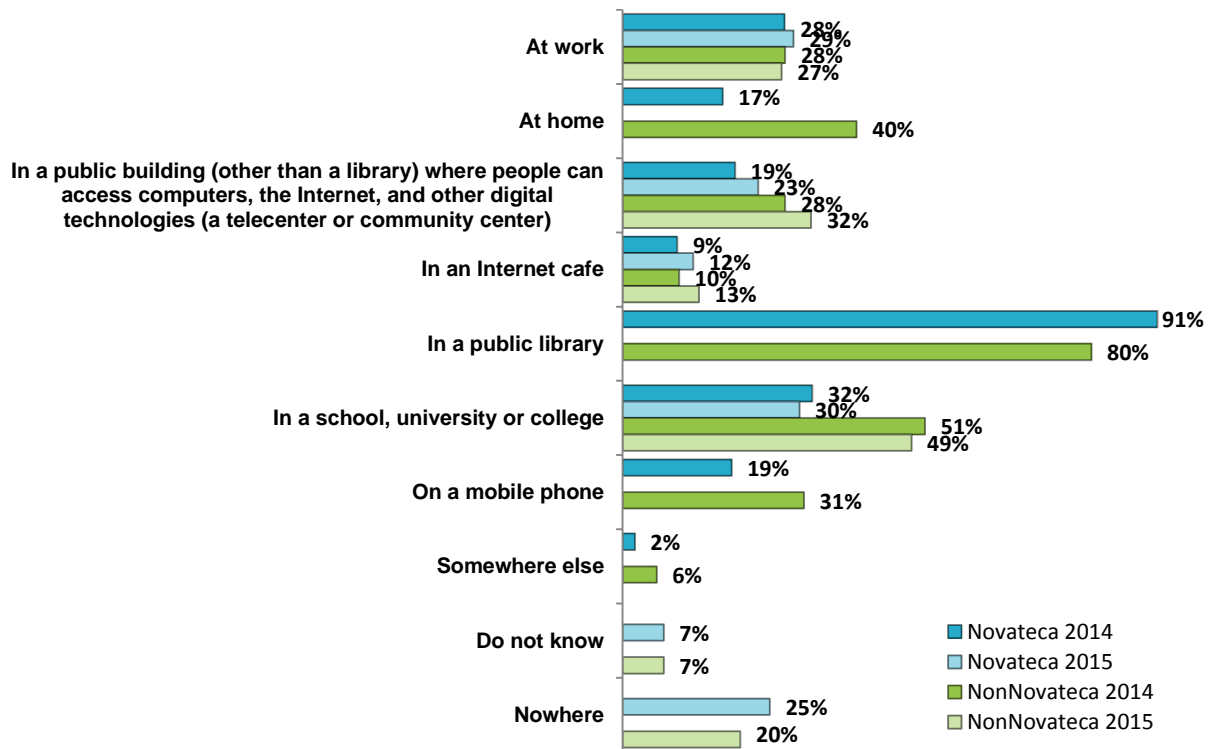
F3. What activities have you engaged in at a public library in the last 12 months? Multiple answer



F4. Where was the first place you used the internet?

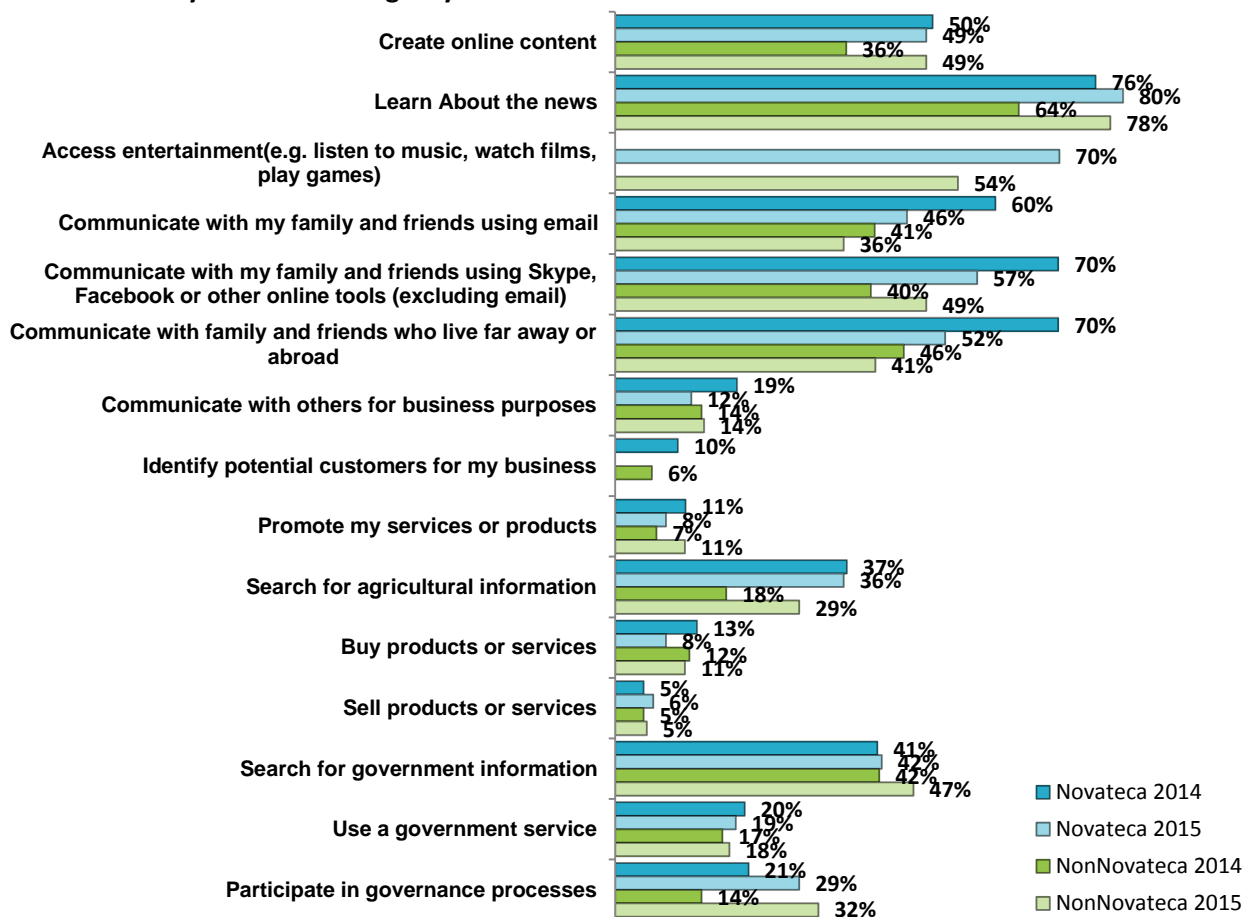


F5. Other than at a public library, where can you access the Internet for free? Multiple answer



*Note - options - At home, In a public library, On a mobile phone - was not included in Wave 2

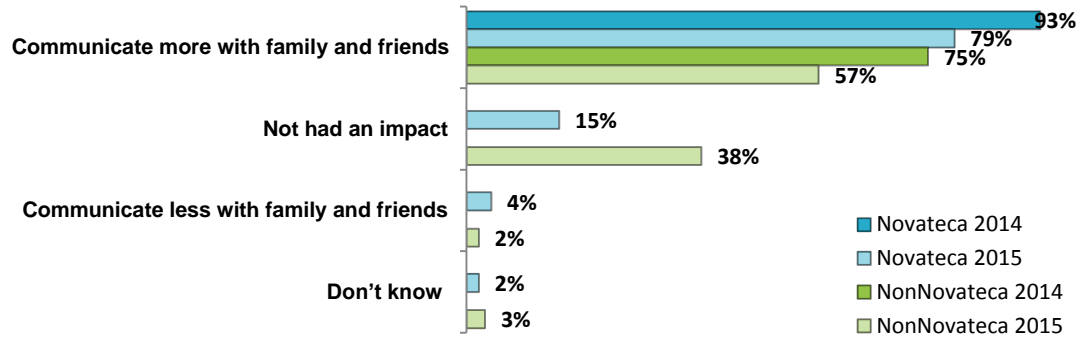
T1. Have you used technology (e.g. WiFi, Internet, computers, Facebook, Skype) at a public library in the last 12 months in any of the following ways?



2015 Sample: Novateca - 470 respondents / NonNovateca - 284 respondents which use computer or Internet at library

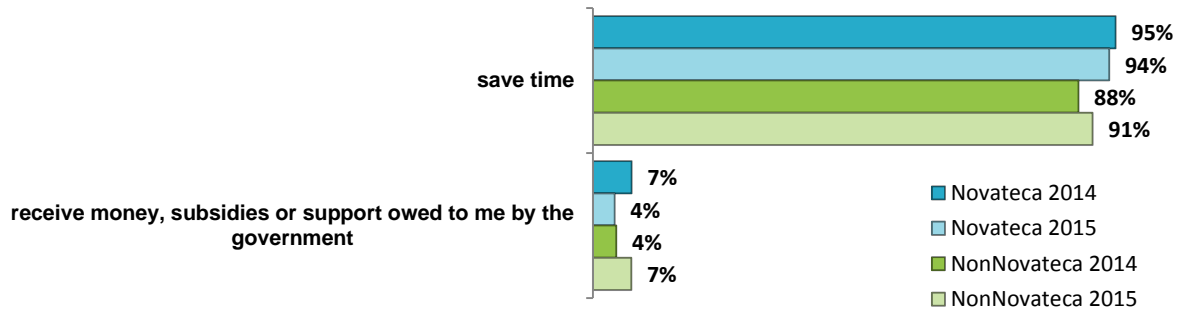
*Note – statement “Identify potential customers for my business” was not included in Wave 2

T2. How has having access to technology such as Wifi, computer, internet within public libraries impacted on how much you communicate with your family and friends?



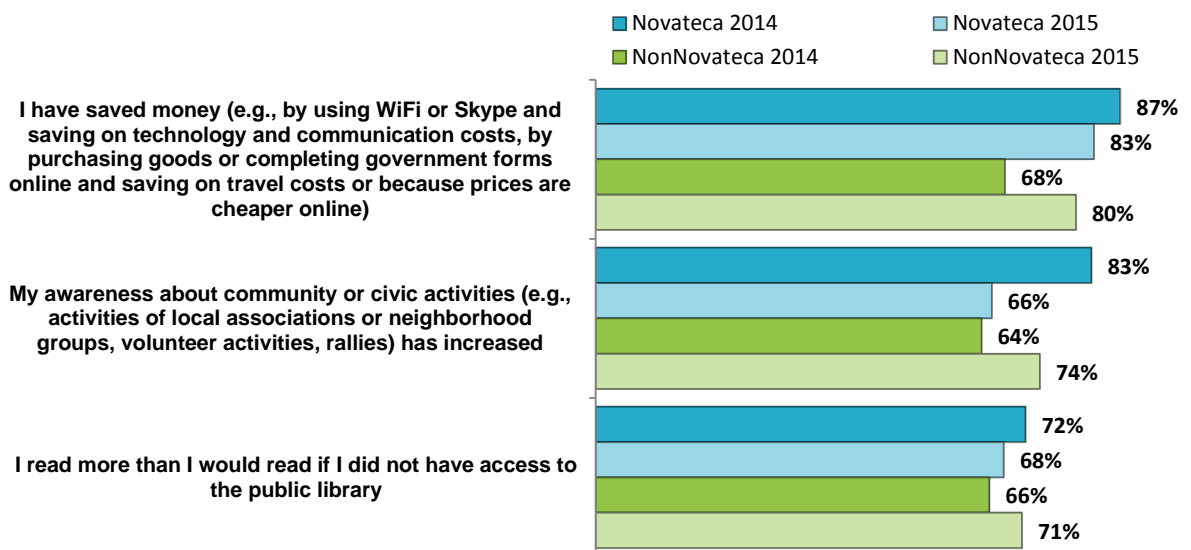
2015 Sample: Novateca – 326 respondents / NonNovateca – 168 respondents which use computer at library and communicate with family through Internet

T3 By accessing a government service using technology at the public library (e.g., WiFi, computer, internet) did you...



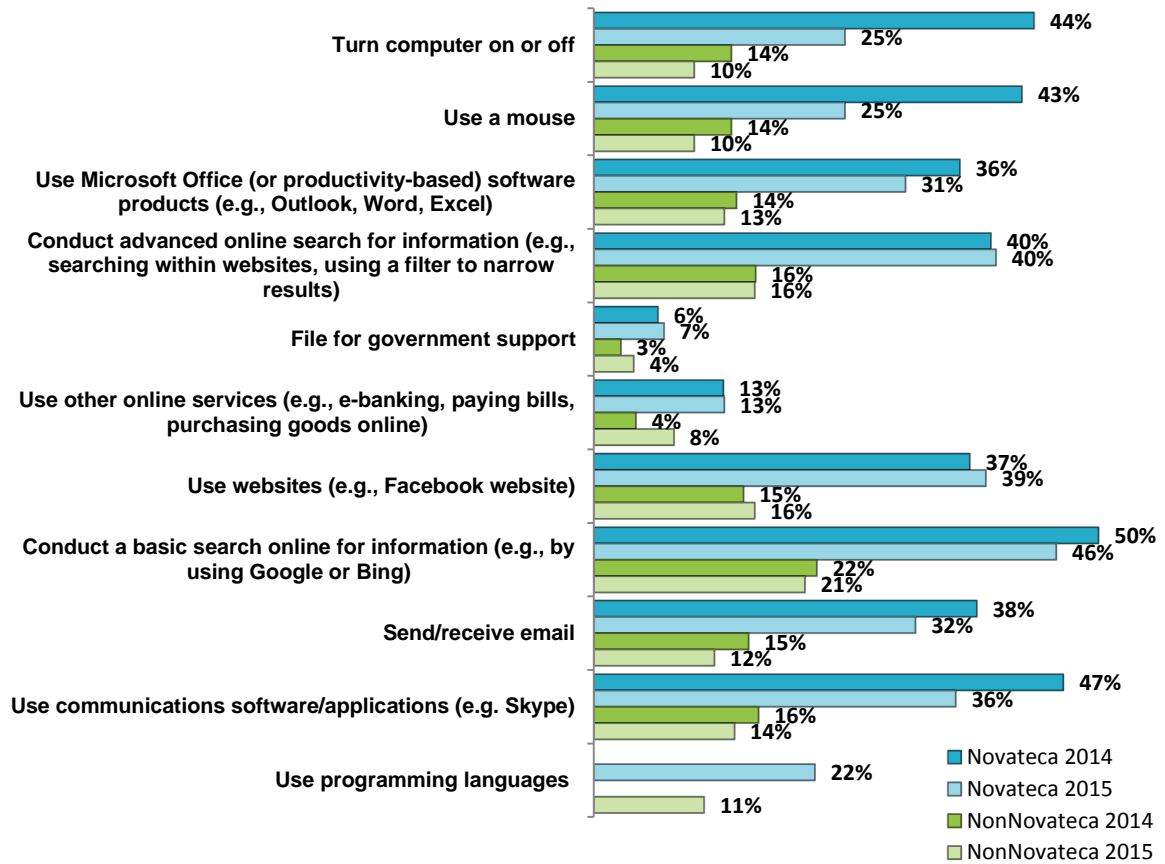
2015 Sample: Novateca - 238 respondents / NonNovateca - 154 respondents which use computer at library search for government information or use a government service or participate in governance processes

T4. I will read out a list of services/ways that the library may have helped you. Please tell me whether you agree or disagree with each statement

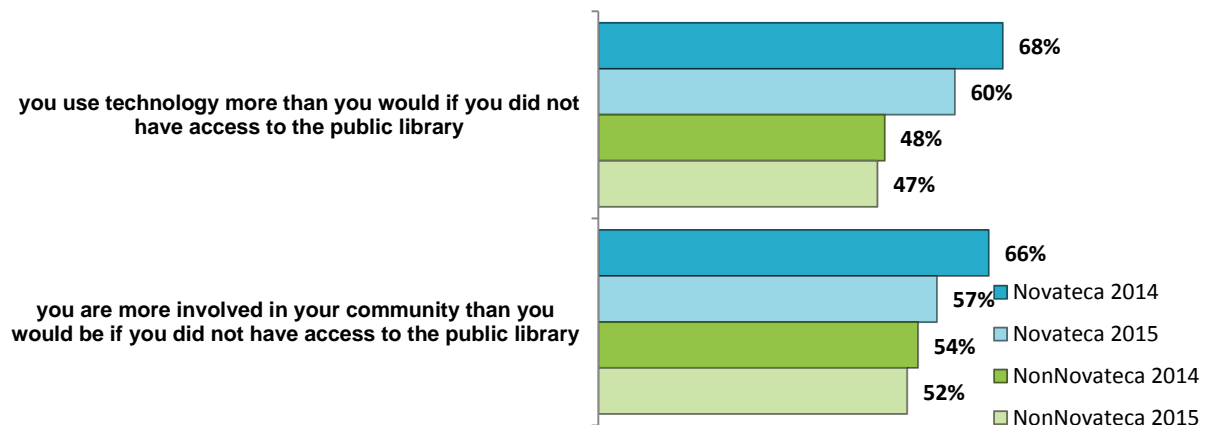


2015 Sample: Novateca - 470 respondents / NonNovateca - 284 respondents which use computer or Internet at library

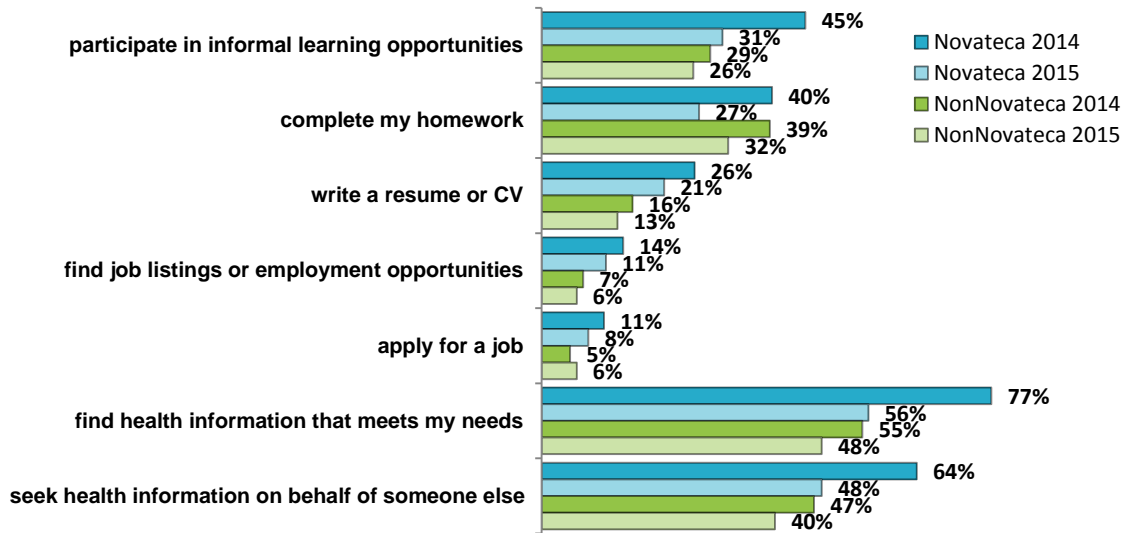
S1. I will read out a list of skills. Which of these have you learnt as a result of public library services? Please include things that you have learnt from using the internet or computers in libraries and training or assistance from library staff or outside experts.



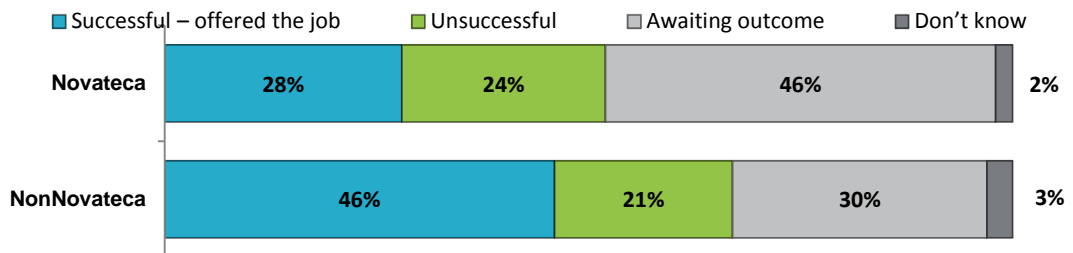
S2. Do you agree or disagree that because of services provided by the public library (e.g., access to computers, Internet, WiFi, or other technology; assistance or training from library staff)...



S3. In the last 12 months, which of the following things have you used public library services to do?

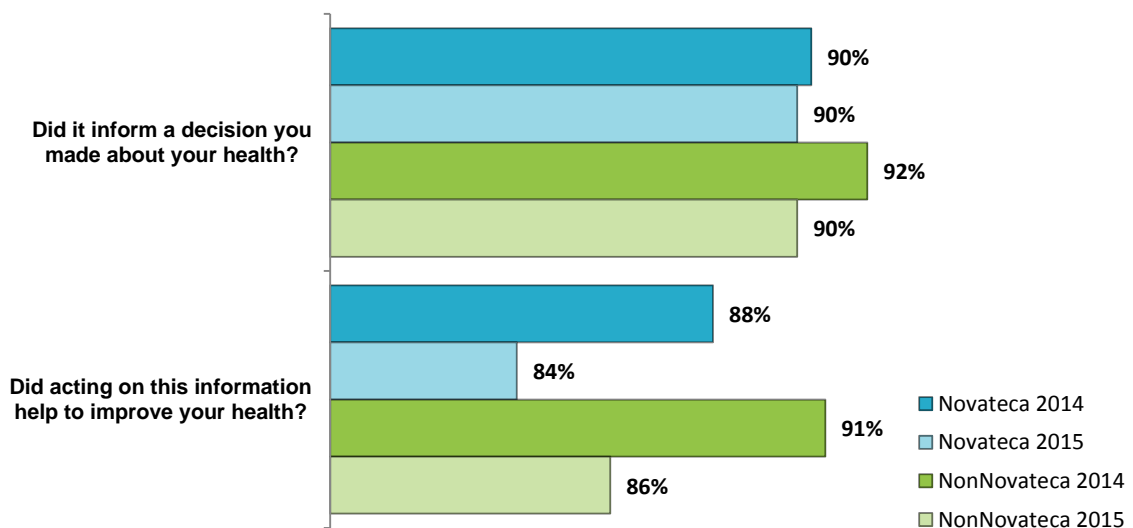


S4. What was the outcome of the job application which you made using the public library services?



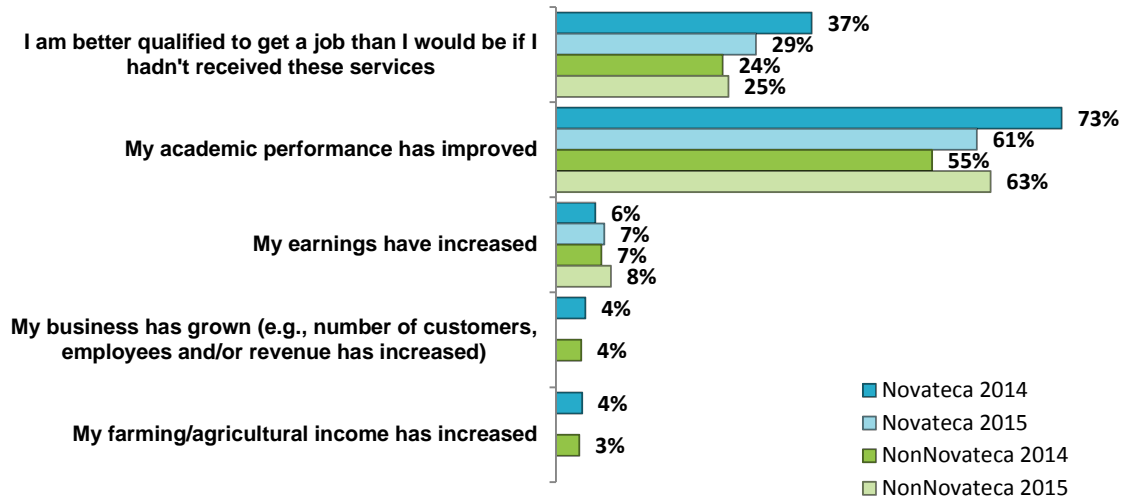
2015 Sample: Novateca – 46 respondents / NonNovateca - 33 respondents which used public library services to apply for a job

S5. Thinking of the health information you found using public library services...



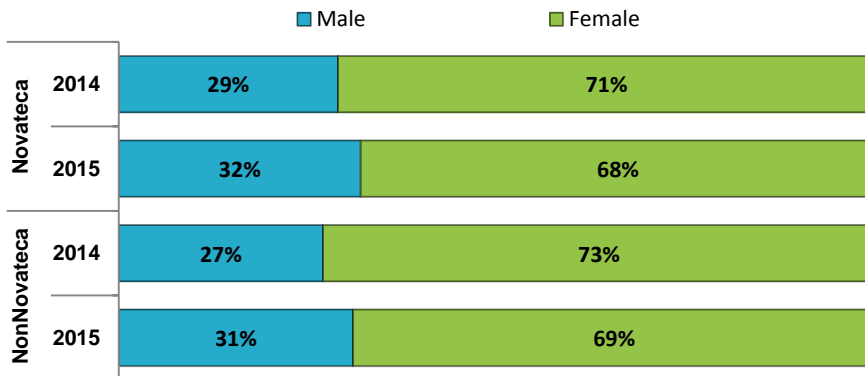
2015 Sample: Novateca – 335 respondents / NonNovateca – 291 respondents which used public library services to health related information

S6. Do you agree or disagree that as a result of resources, information, and opportunities you accessed using public library services (e.g., computers, Internet, WiFi, or other technology; assistance or training from library staff or outside experts)...

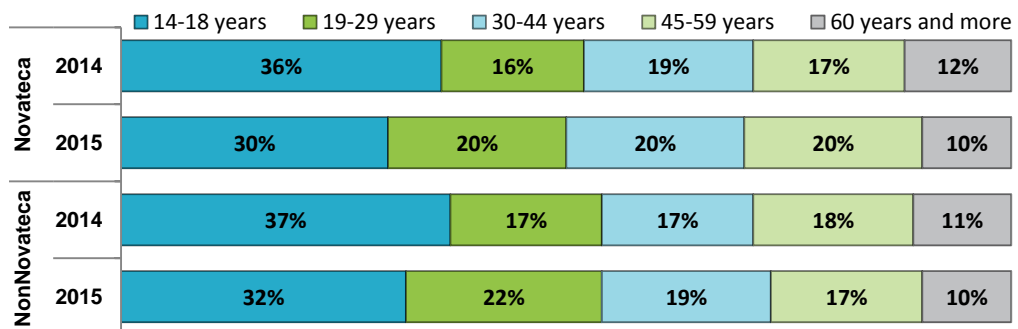


*Note – questions “My business has grown” and “My farming/agricultural income has increased” was not included in Wave 2

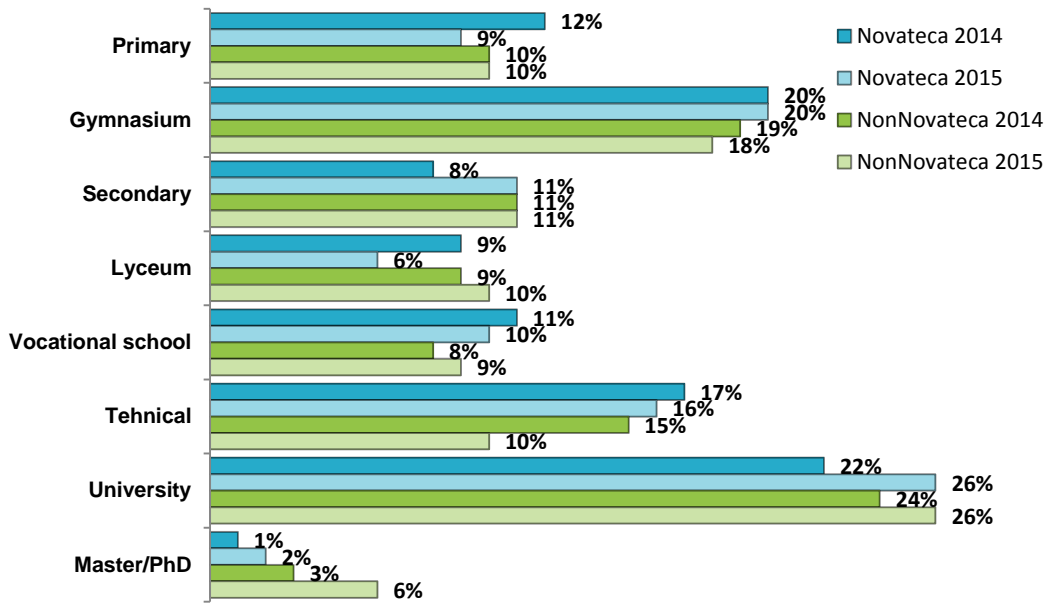
D1. Gender



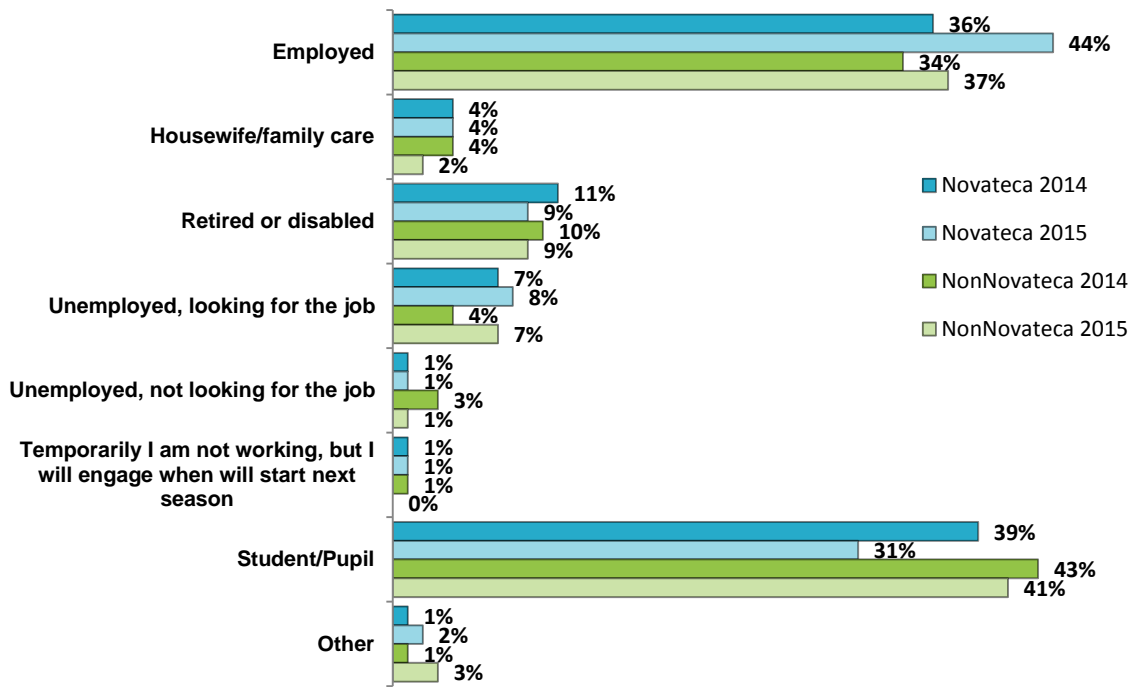
D2. Age



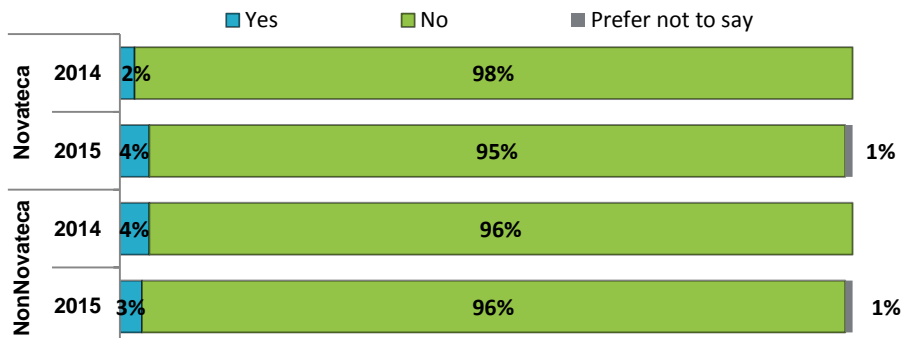
D4. Study



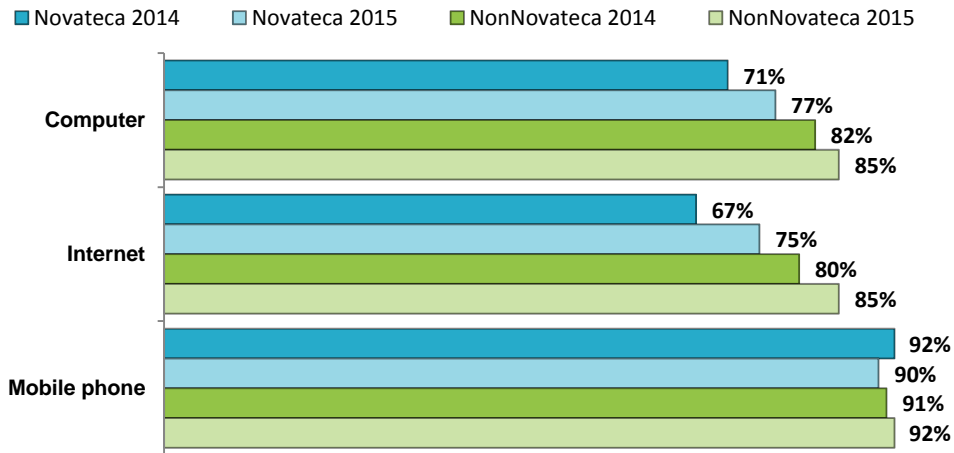
D5. Employment status



D6. Do you have a disability?



D8. In your home, do you have the following technology?



D9. What is your ethnicity?

