



## PUBLIC LIBRARY VISITORS SURVEY– MOLDOVA 2016

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### Preliminary marginal frequencies

December 2016 – January 2017 – Wave 3

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

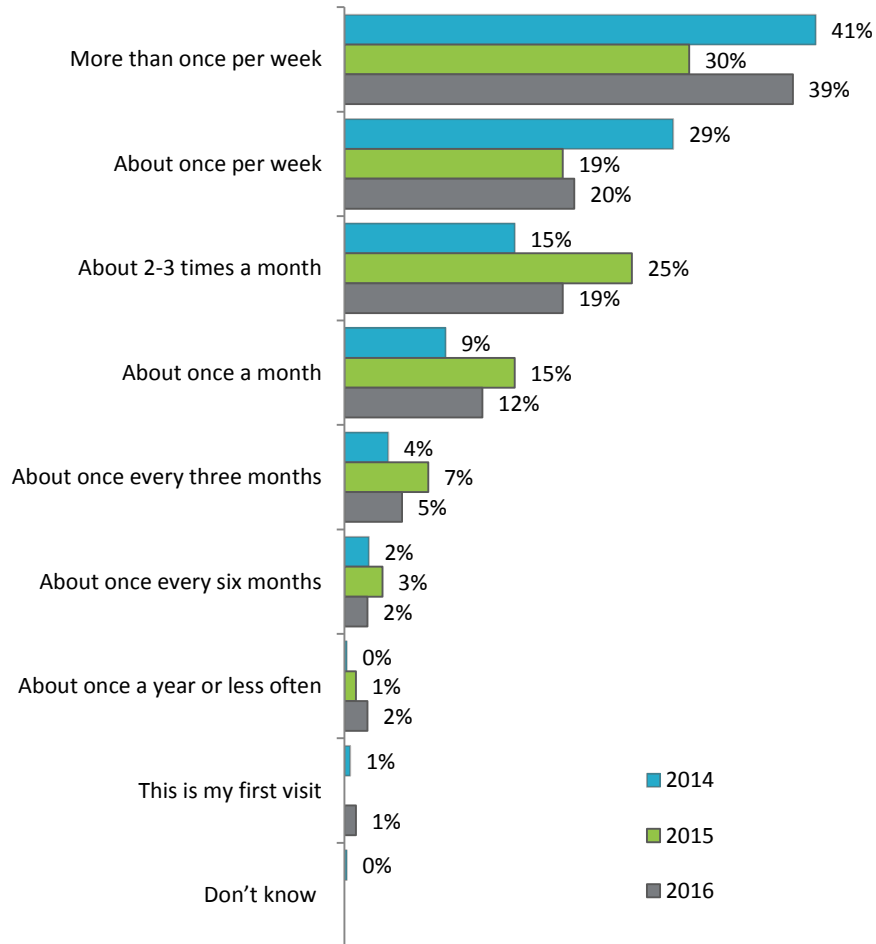
Prepared by: CIVIS

Tel: **00 373 698 30 630**

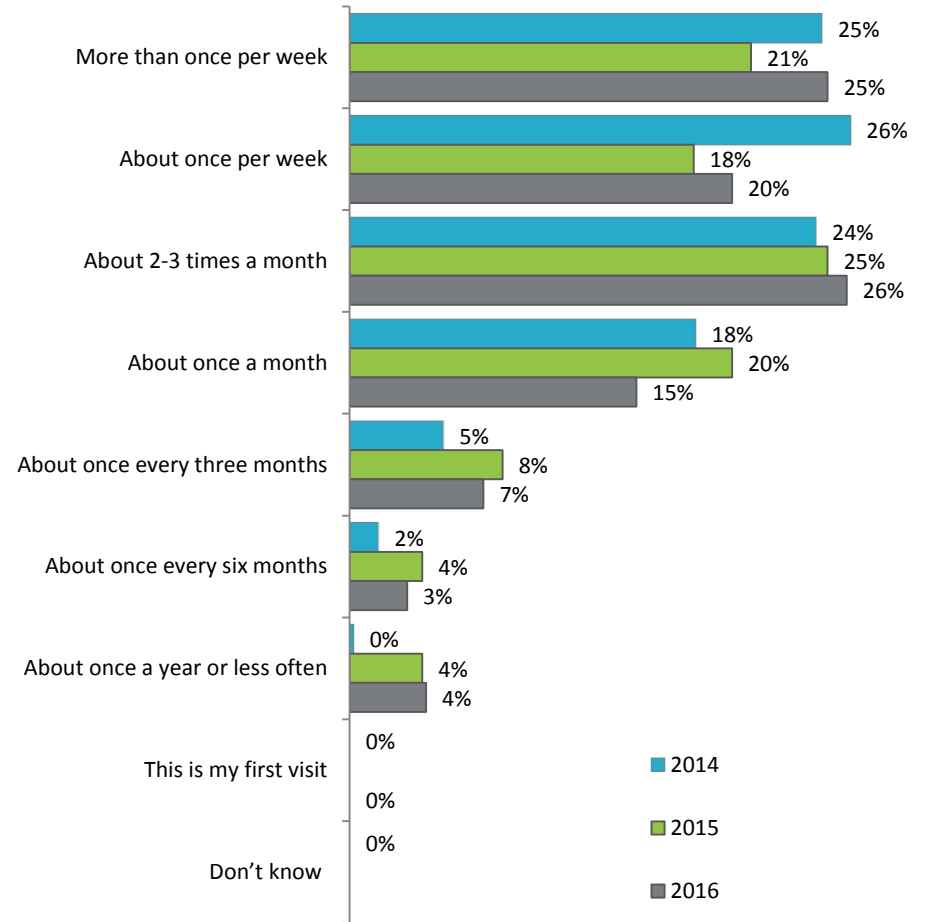
e-mail: [office@civis.md](mailto:office@civis.md)

F1. I visit the public library:

NOVATECA

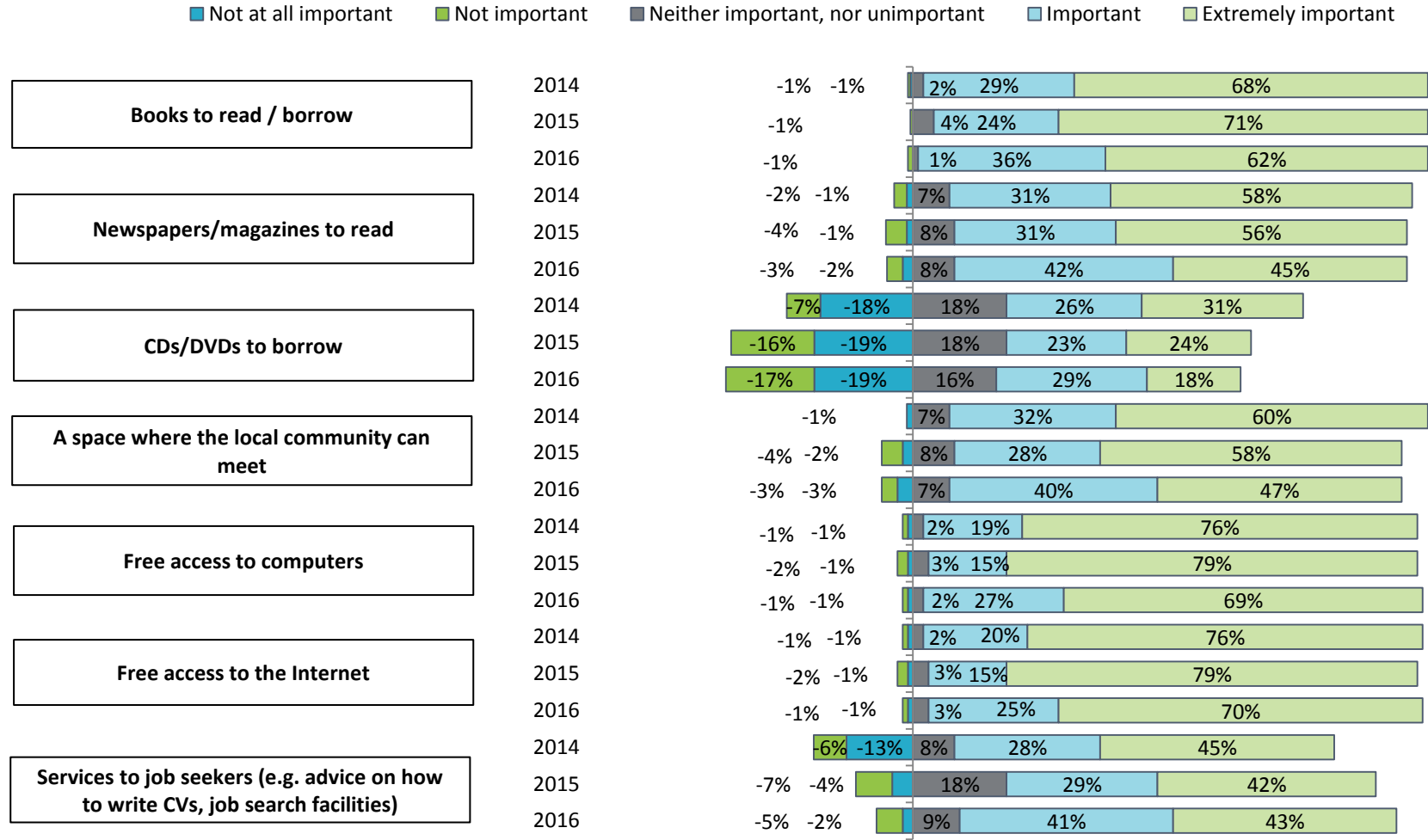


NON-NOVATECA



F2.1. Please indicate how important you think each of the following library services is... (Part I)

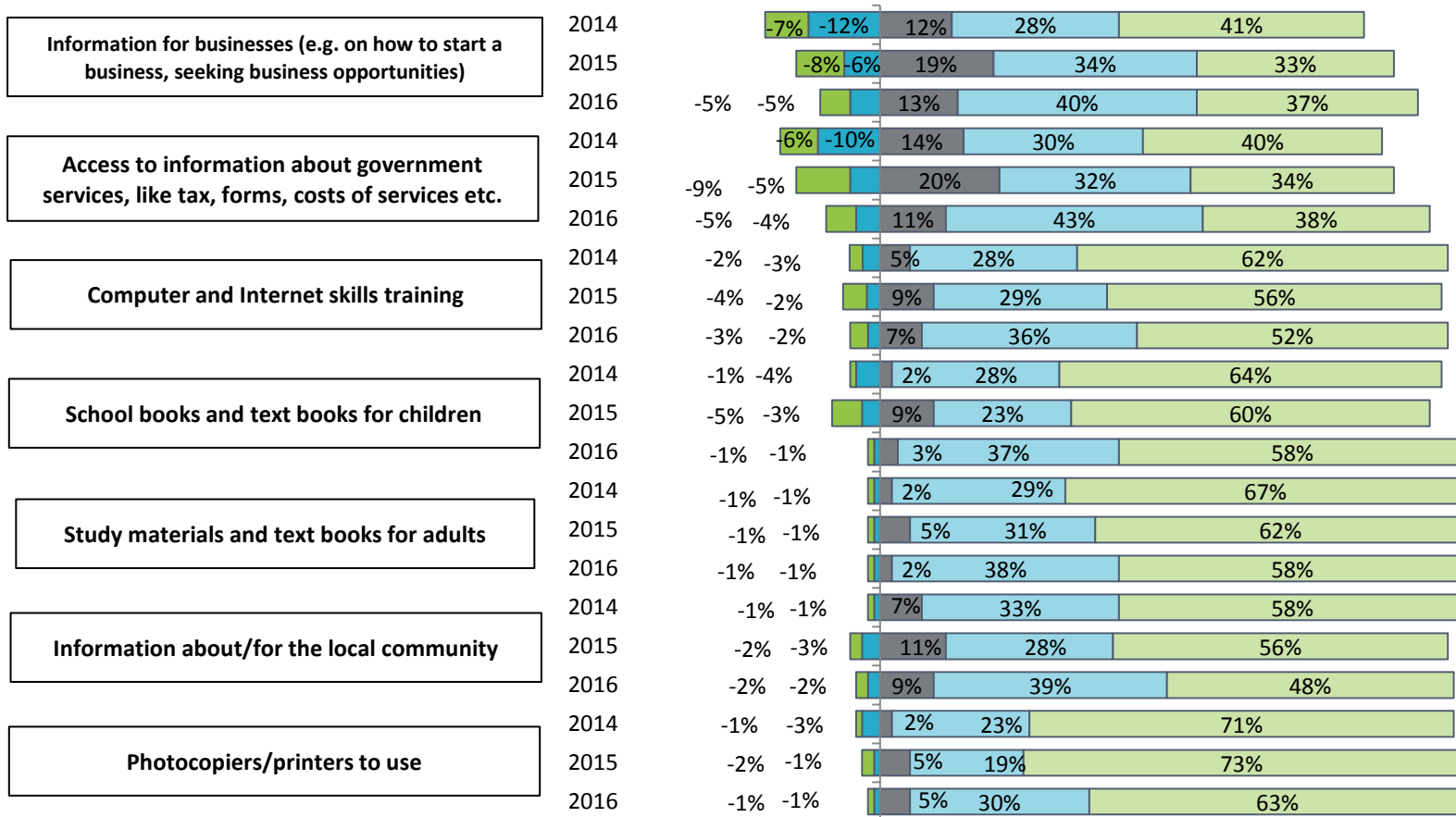
NOVATECA



F2.1. Please indicate how important you think each of the following library services is... (Part II)

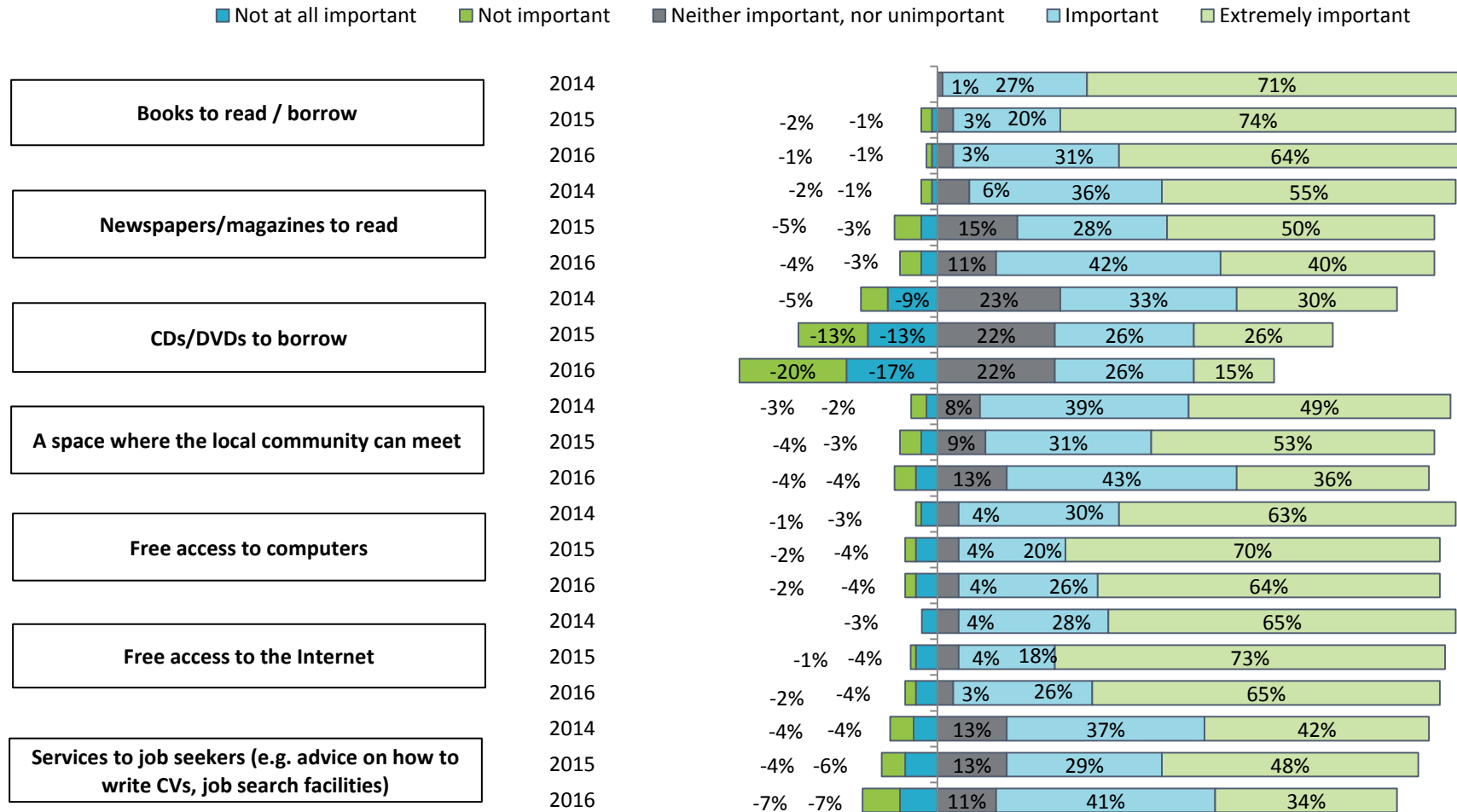
NOVATECA

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



F2.1. Please indicate how important you think each of the following library services is... (Part I)

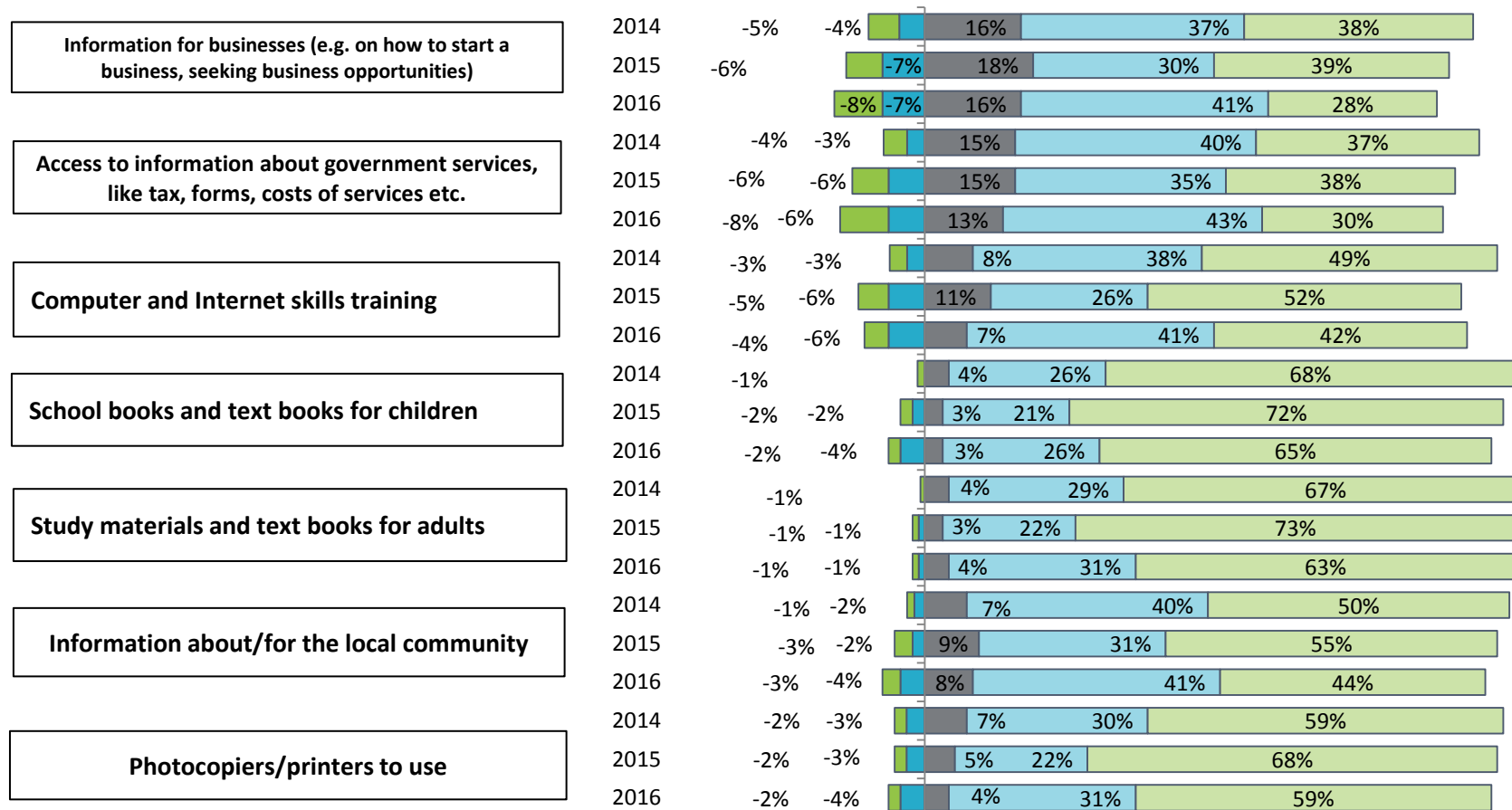
NON-NOVATECA



F2.1. Please indicate how important you think each of the following library services is... (Part II)

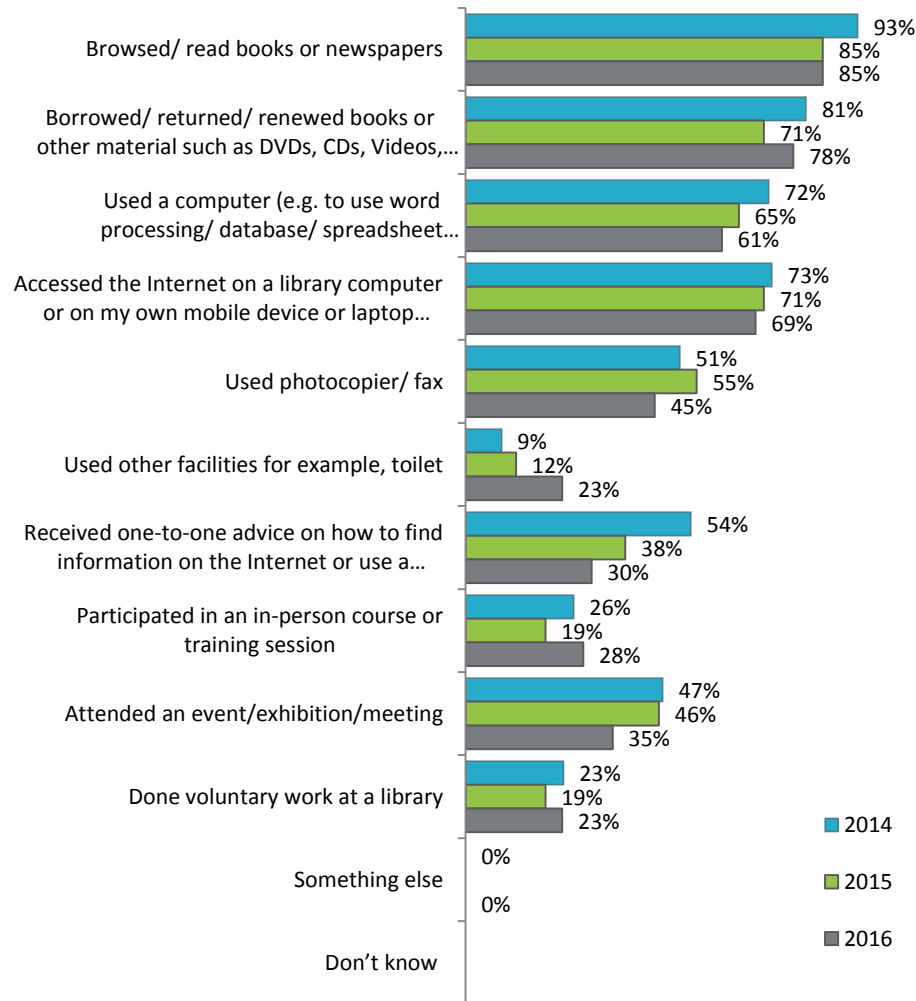
NON-NOVATECA

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

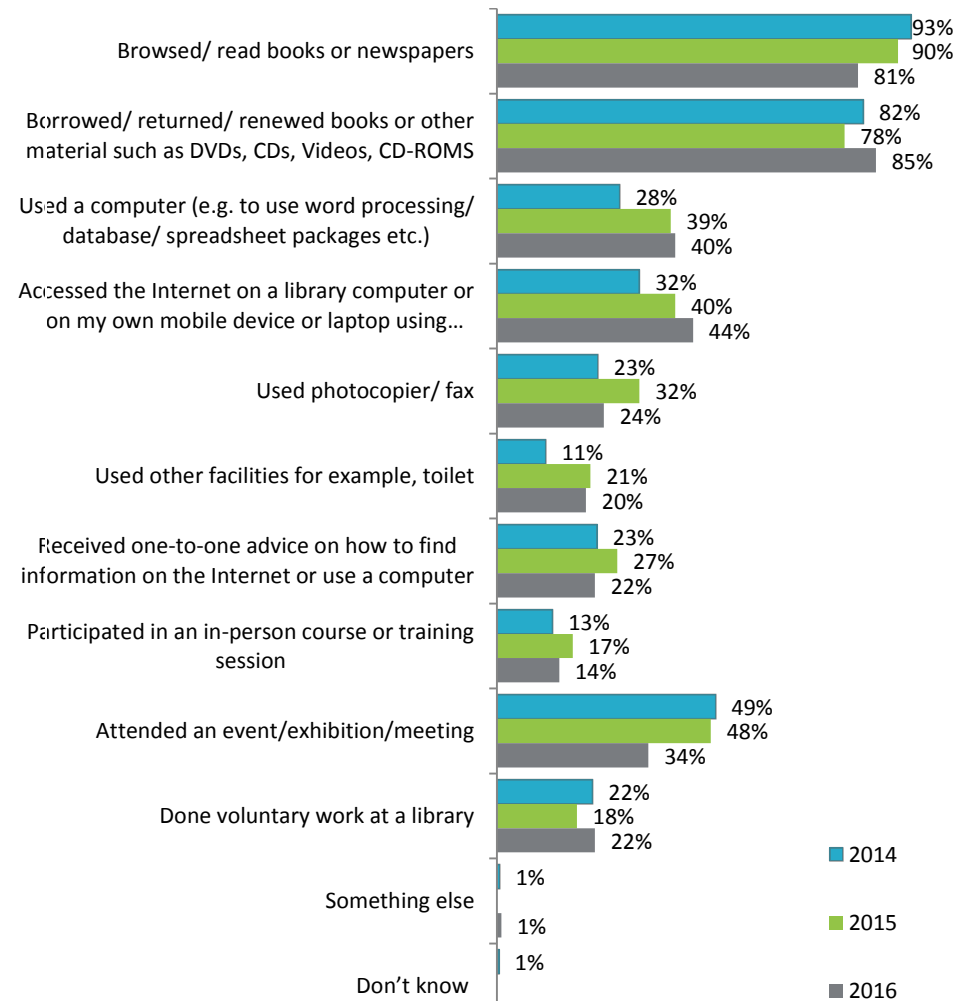


F3. What activities have you engaged in at a public library in the last 12 months? *Multiple answer*

NOVATECA

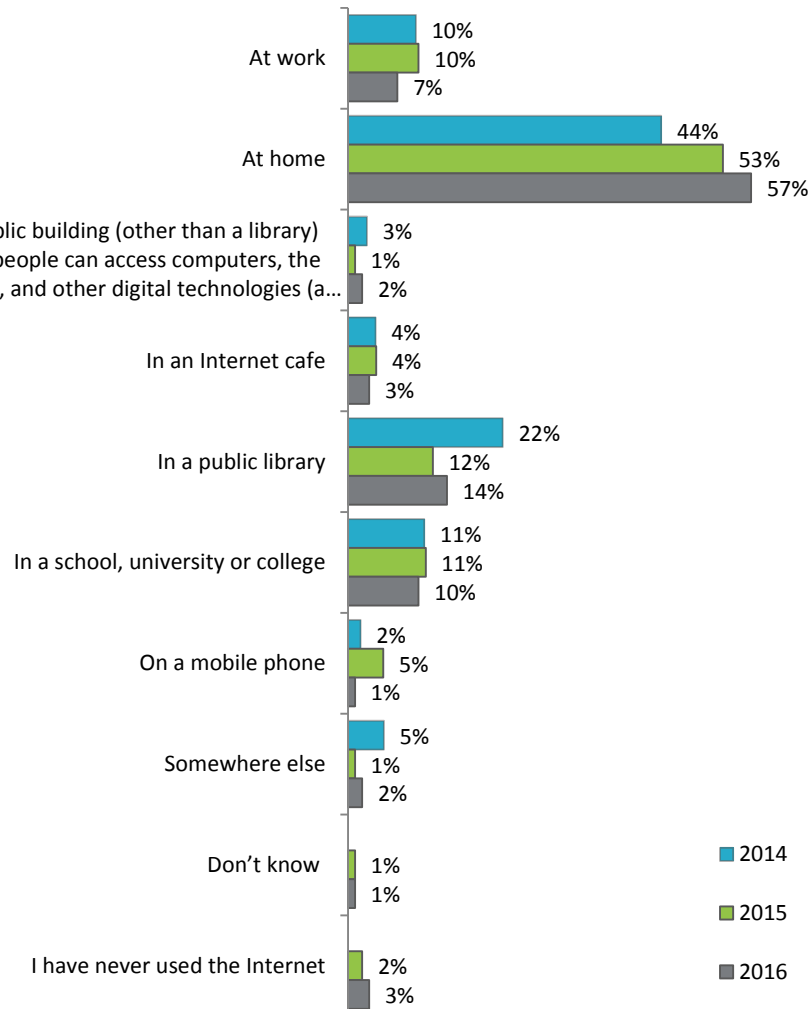


NON-NOVATECA

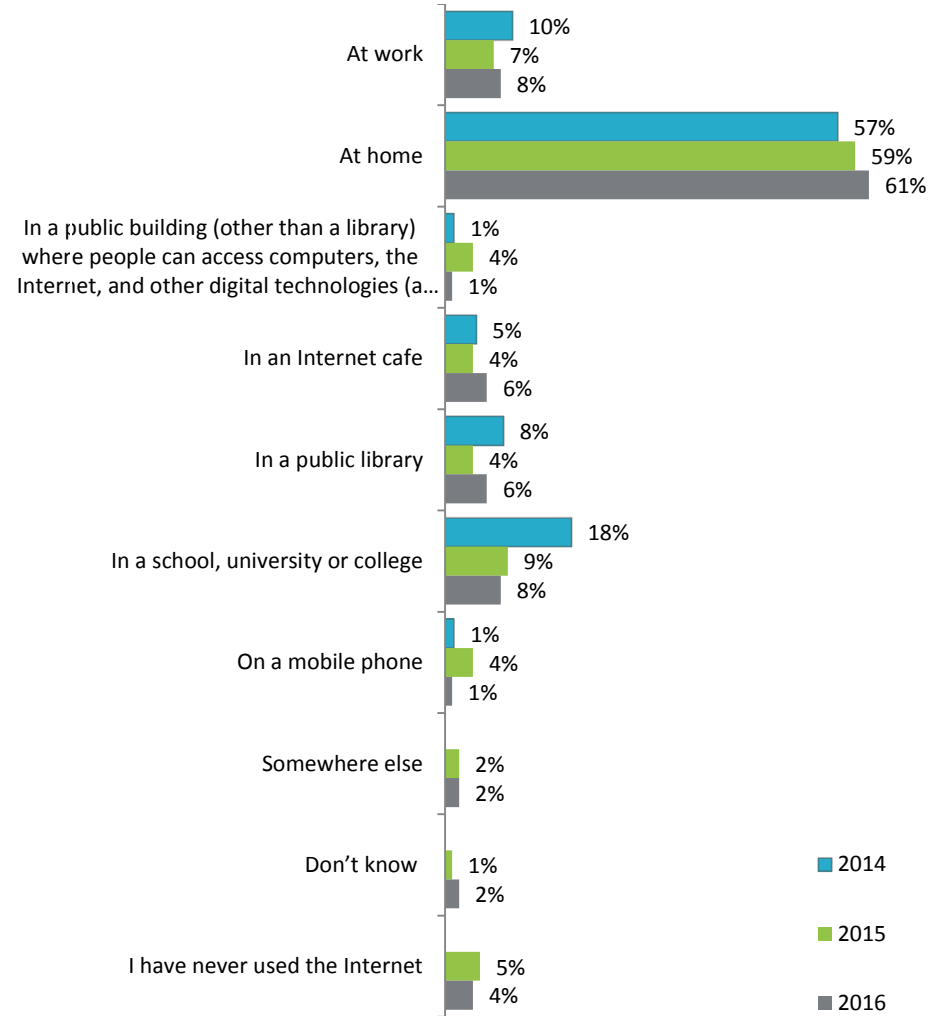


F4. Where was the first place you used the internet?

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NON-NOVATECA

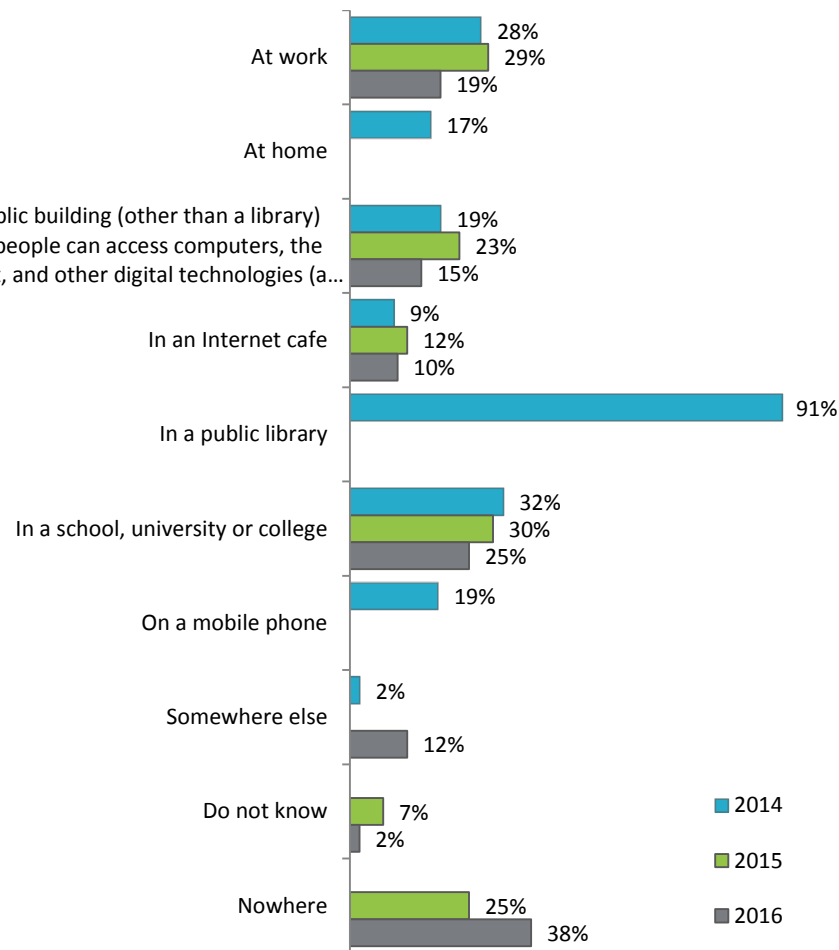




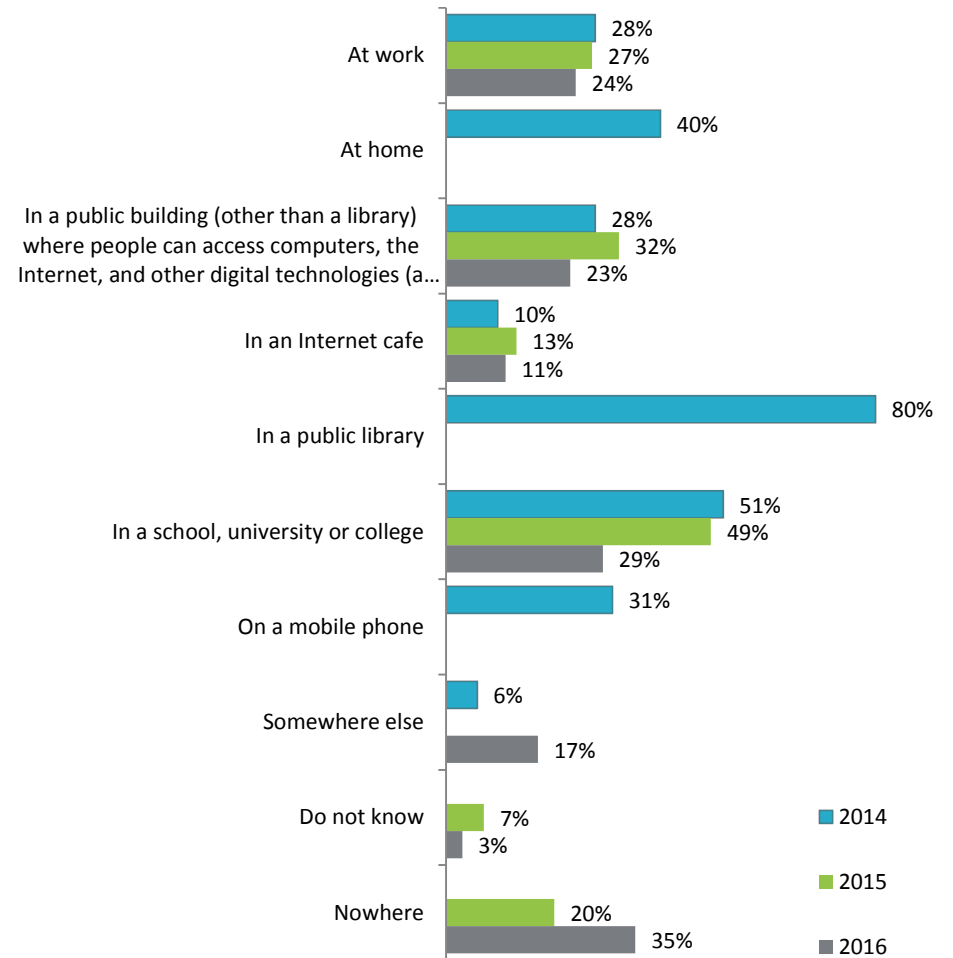
F5. Other than at a public library, where can you access the Internet for free? *Multiple answer*

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

NOVATECA



NON-NOVATECA

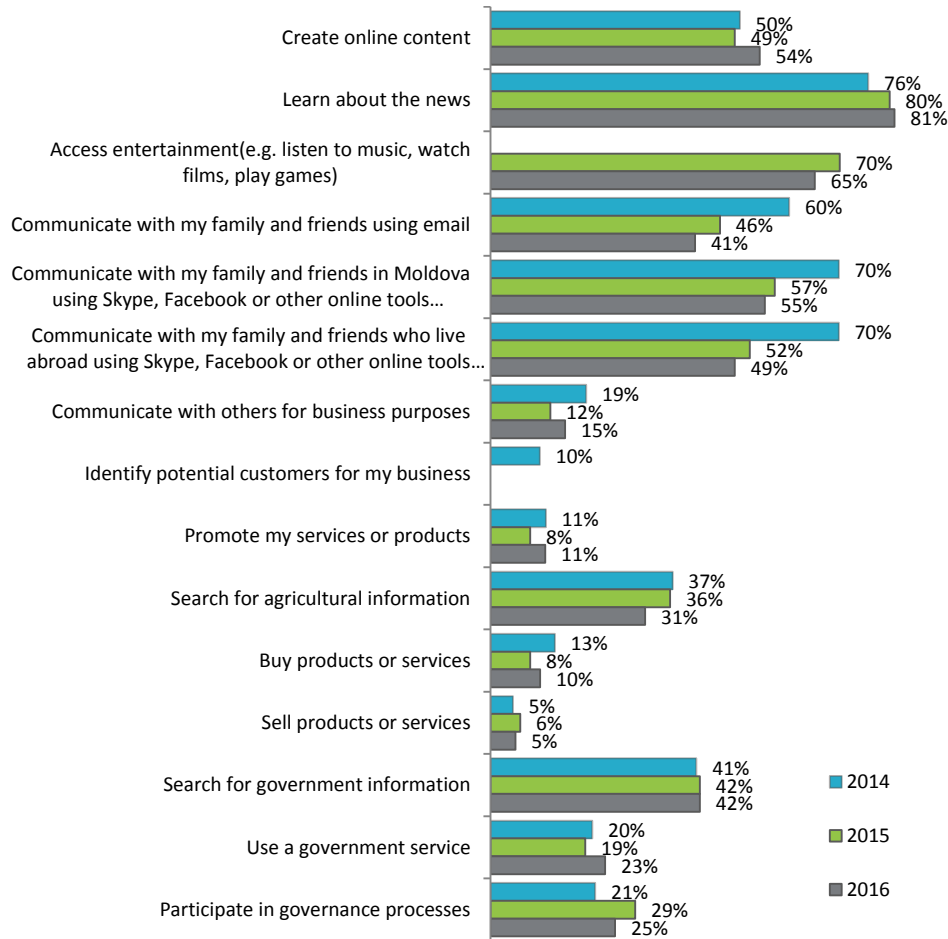


PUBLIC LIBRARY VISITORS SURVEY – 2016 – WAVE 3

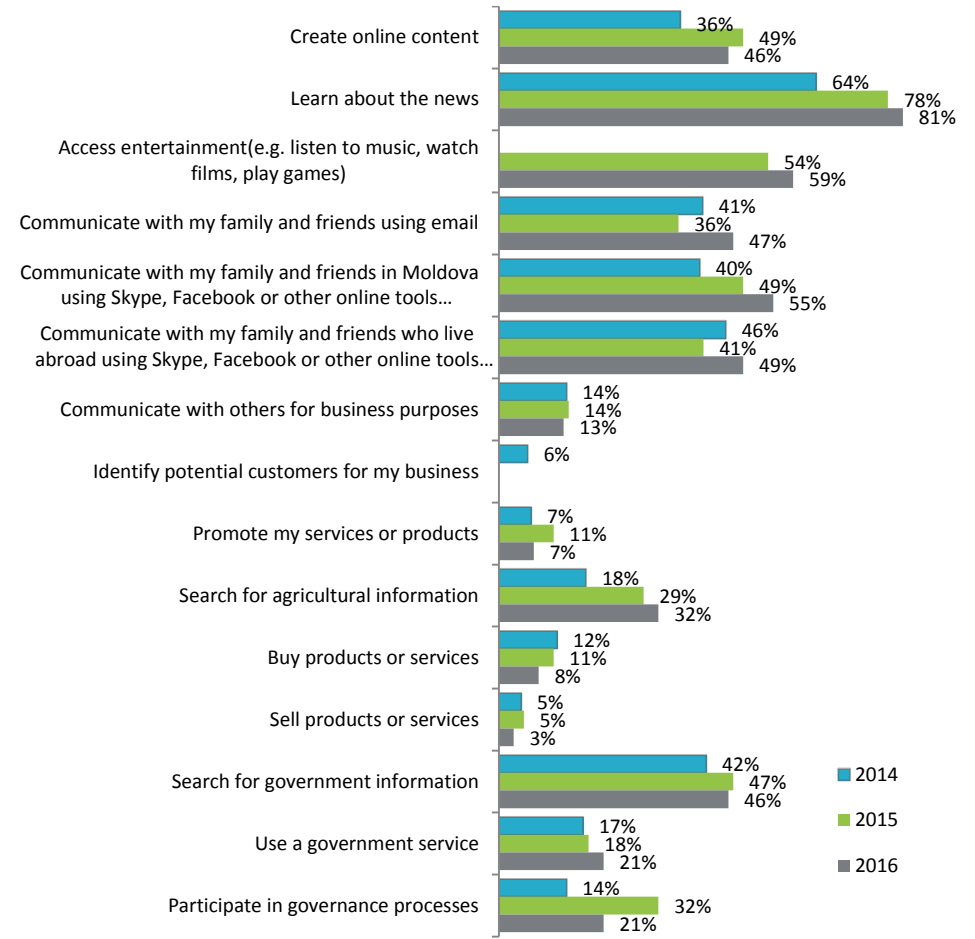
**T1. Have you used technology (e.g. WiFi, Internet, computers, Facebook, Skype) at a public library in the last 12 months in any of the following ways?**

Sample: 2014 ....; 2015 ..... ; 2016 – 457Novateca / 286 Non-Novateca respondents using computer or Internet at library

**NOVATECA**

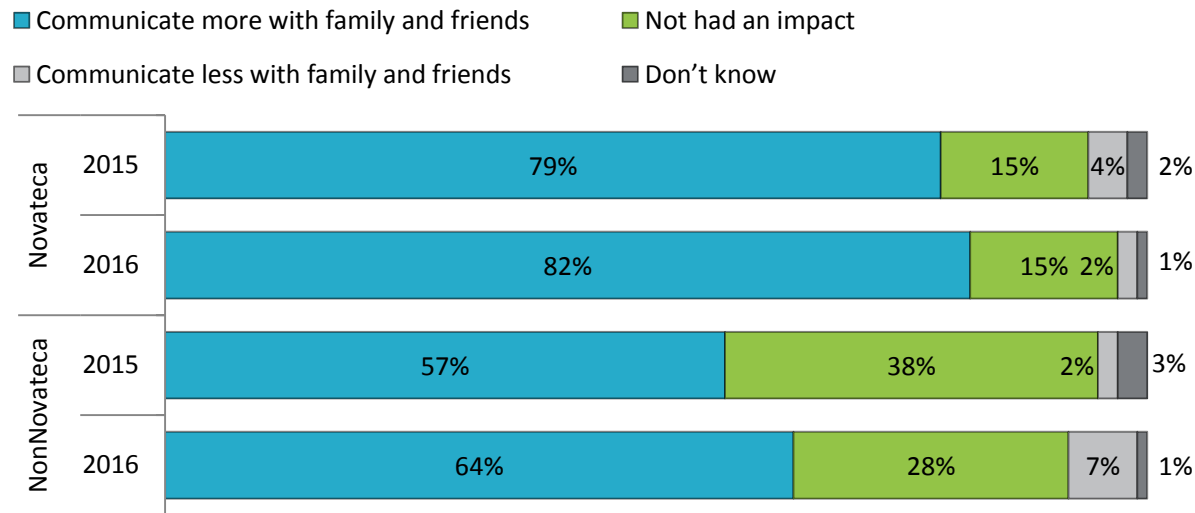


**NON-NOVATECA**



**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?**

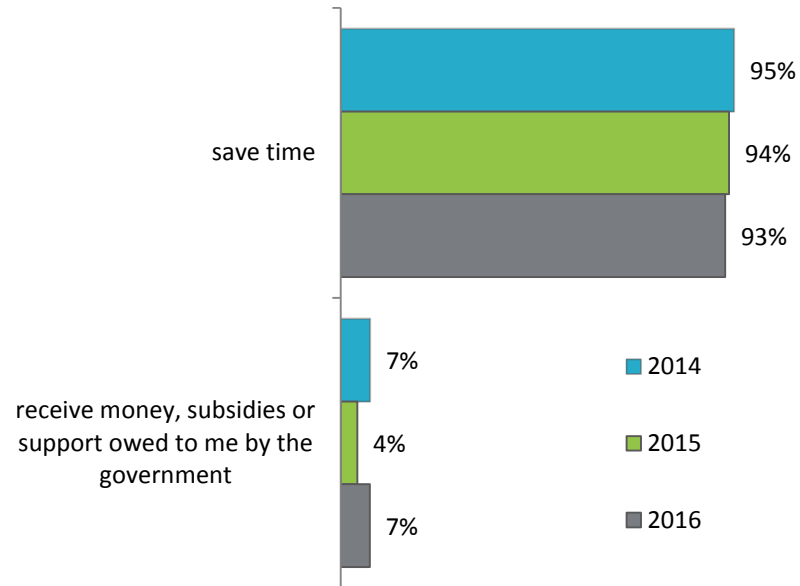
Sample: 2014 ....; 2015 ..... ; 2016 – 298 Novateca / 194 Non-Novateca respondents communicating with family and friends at library through IT tools



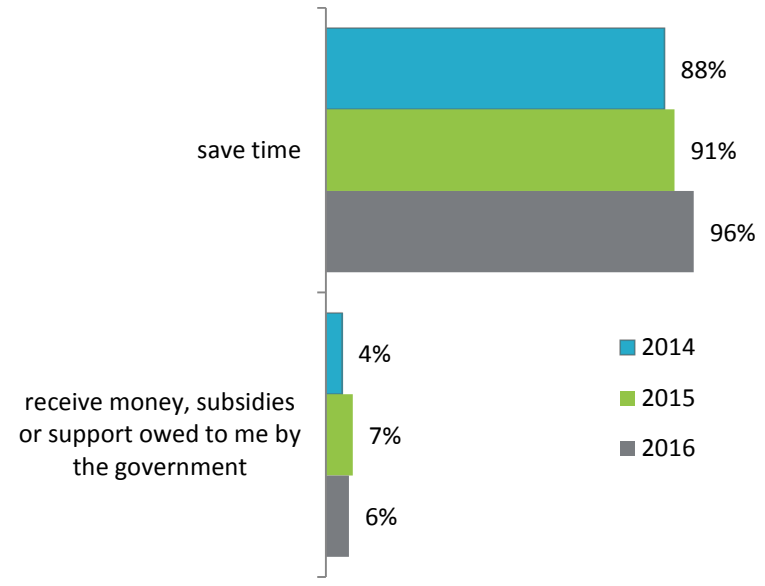
**T3. By accessing a government service using technology at the public library (e.g., WiFi, computer, internet) did you...**

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; 2016 Sample: 299 Novateca and 154 Non-Novateca respondents

**NOVATECA**



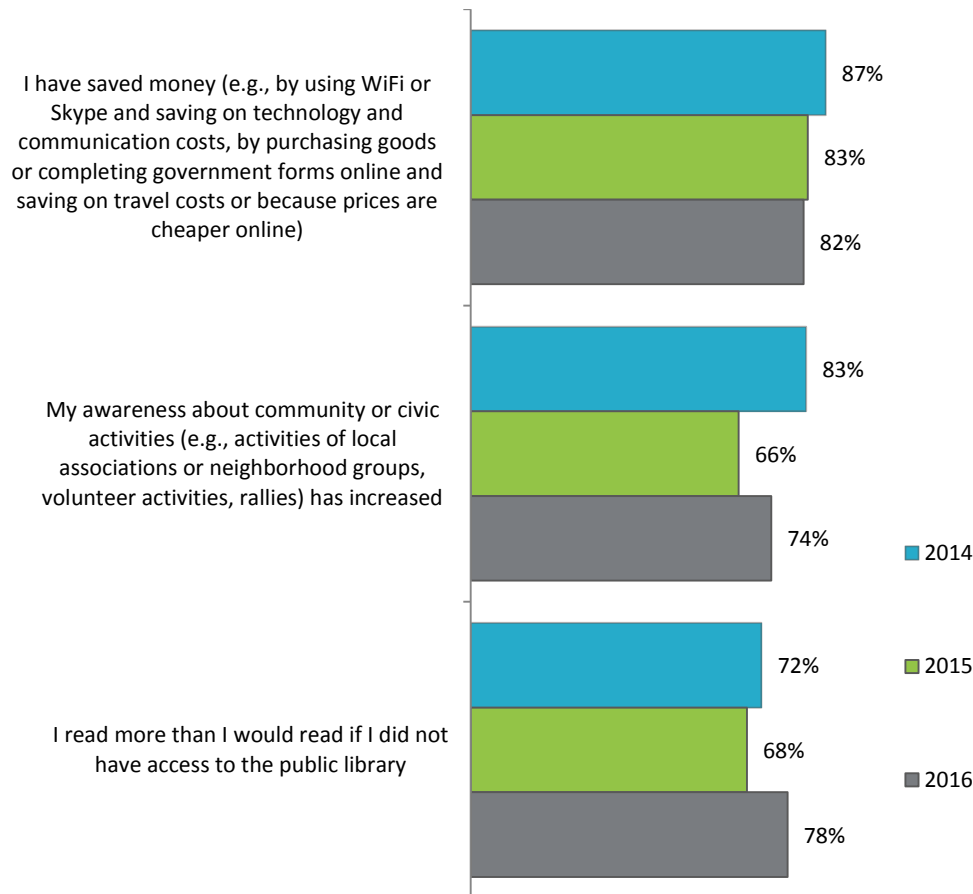
**NON-NOVATECA**



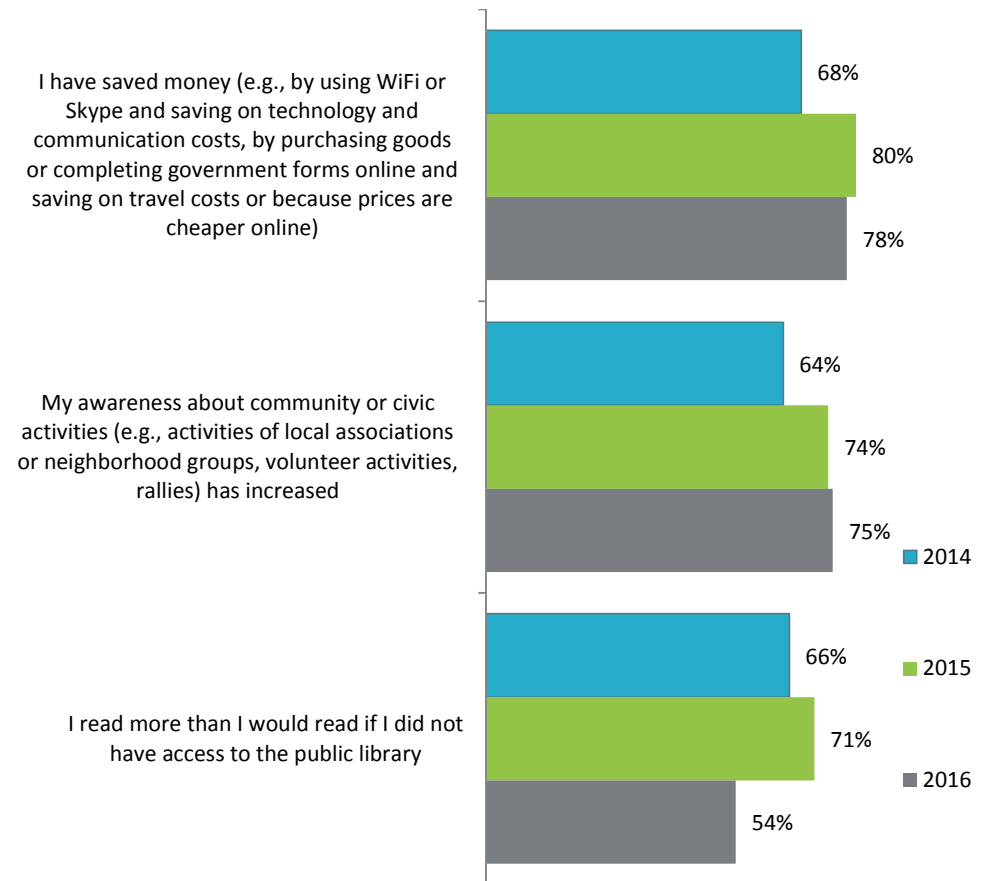
**T4. I will read out a list of services/ways that the library may have helped you. Please tell me whether you agree or disagree with each statement**

2015 Sample: Novateca – 510 respondents / NonNovateca - 325 respondents which use computer, Internet or photocopier/ fax at library. 2016 Sample: 457 Novateca and 286 Non-Novateca respondents

**NOVATECA**

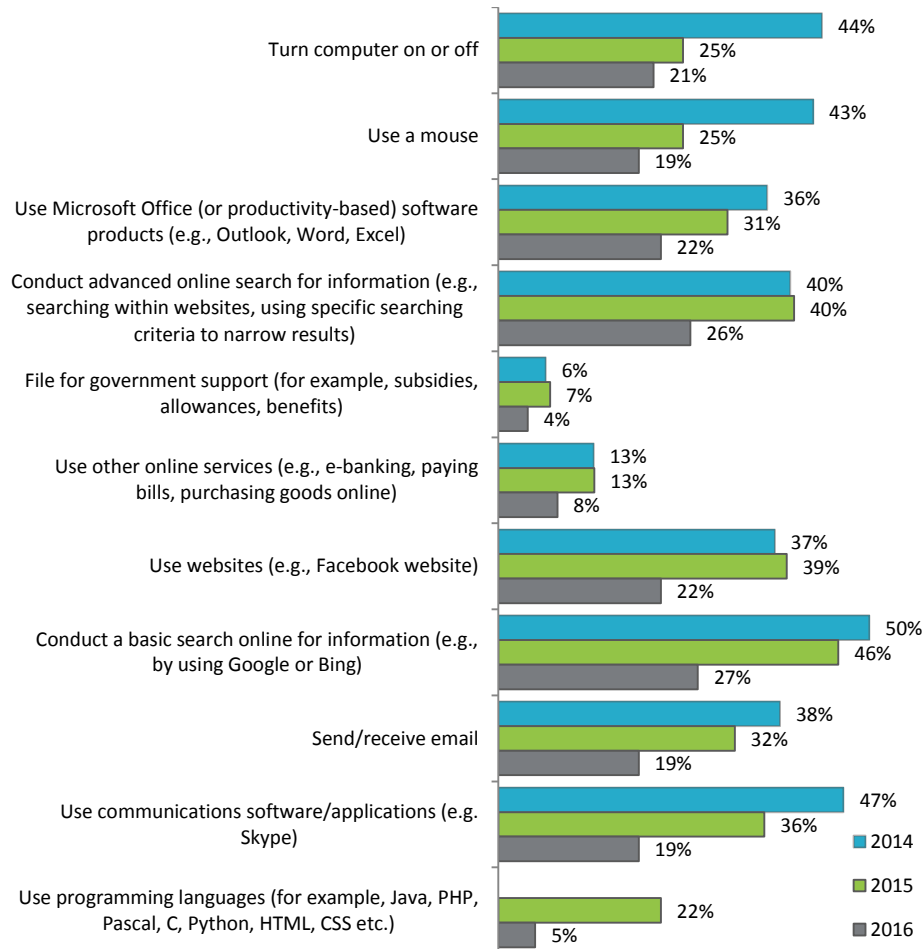


**NON-NOVATECA**

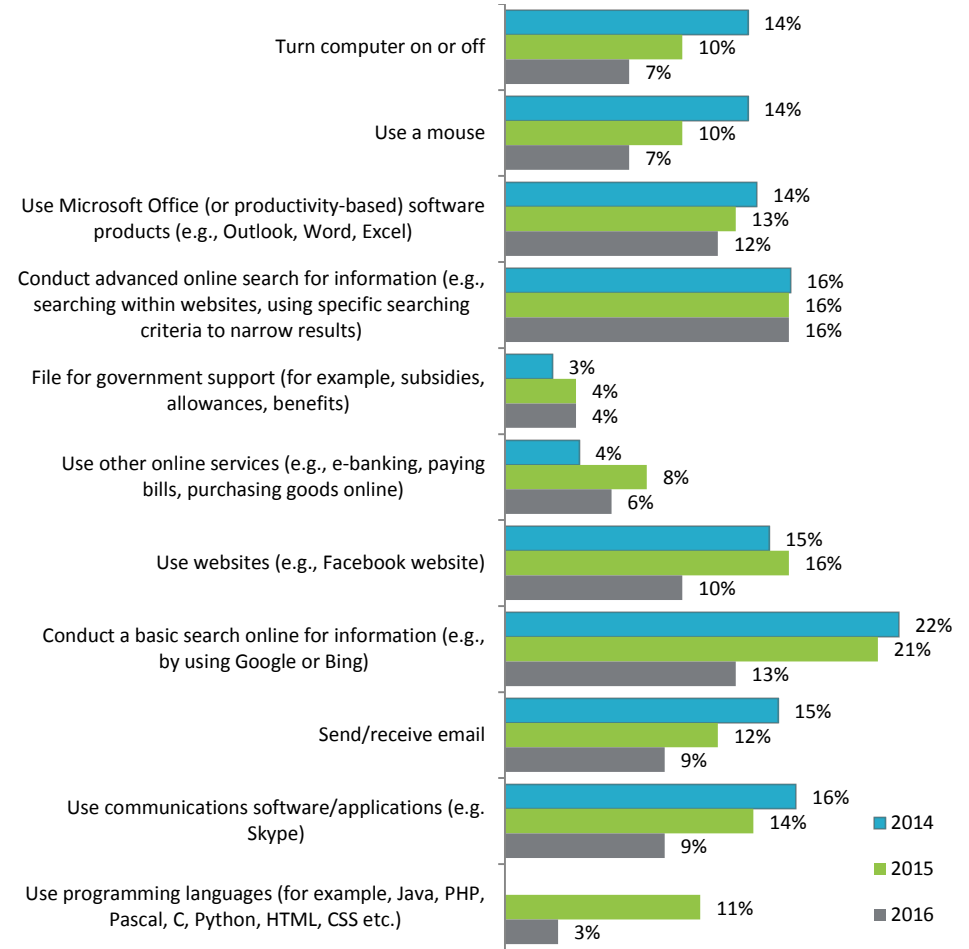


S1. I will read out a list of skills. Which of these have you learnt as a result of public library services? Please include things that you have learnt from using the internet or computers in libraries and training or assistance from library staff or outside experts.

NOVATECA

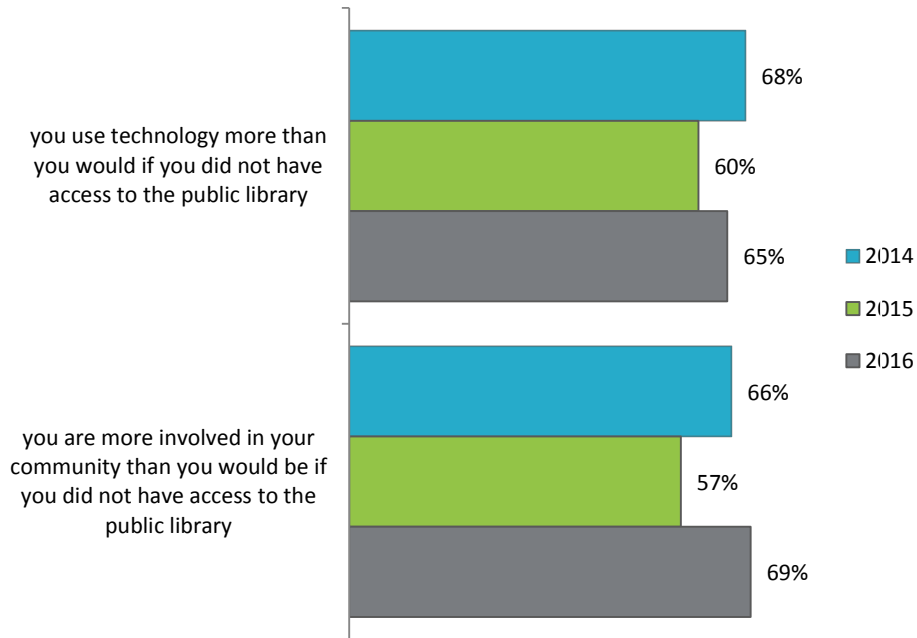


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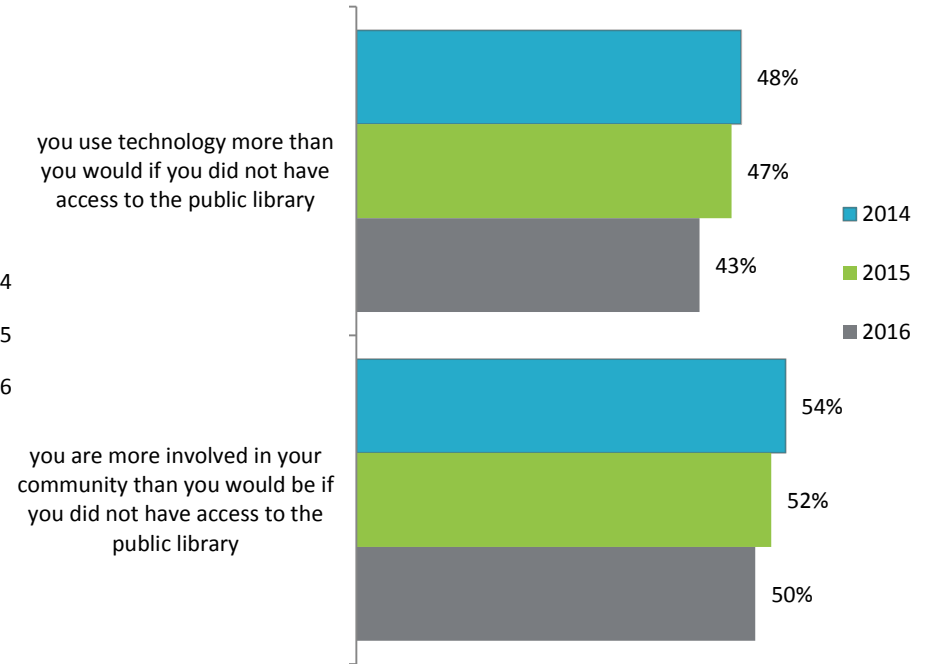


S2. Do you agree or disagree that because of services provided by the public library (e.g., access to computers, Internet, WiFi, or other technology; assistance or training from library staff)...

NOVATECA

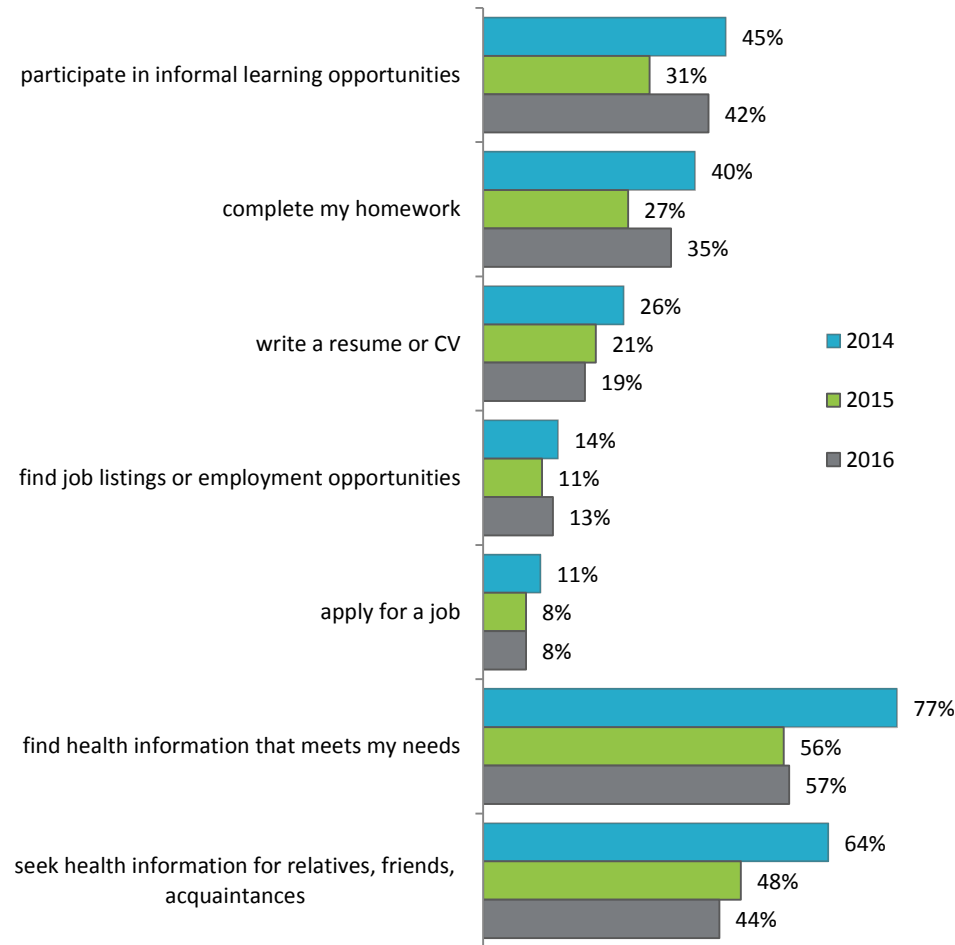


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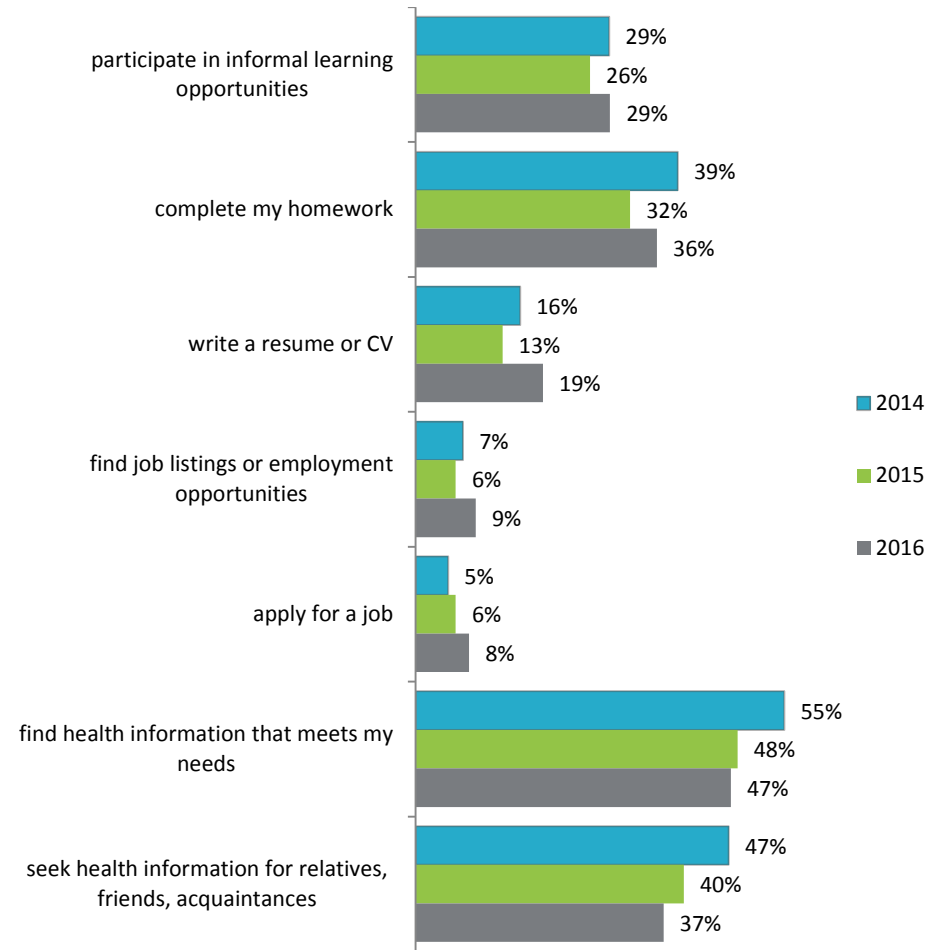


S3. In the last 12 months, which of the following things have you used public library services to do?

NOVATECA



NON-NOVATECA

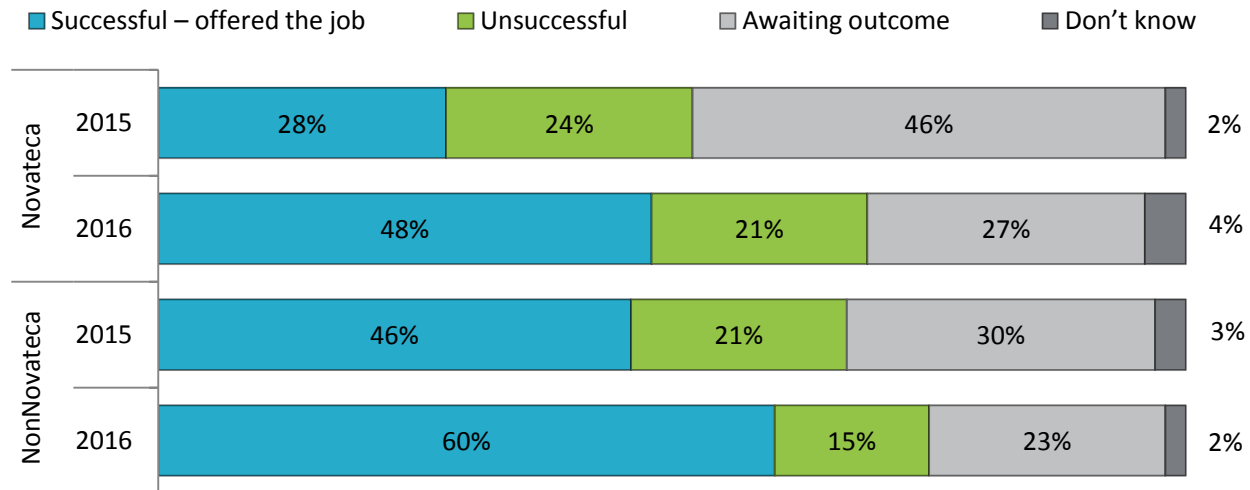




**S4. What was the outcome of the job application which you made using the public library services?**

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

2016 Sample: 52 Novateca and 47 Non-Novateca respondents

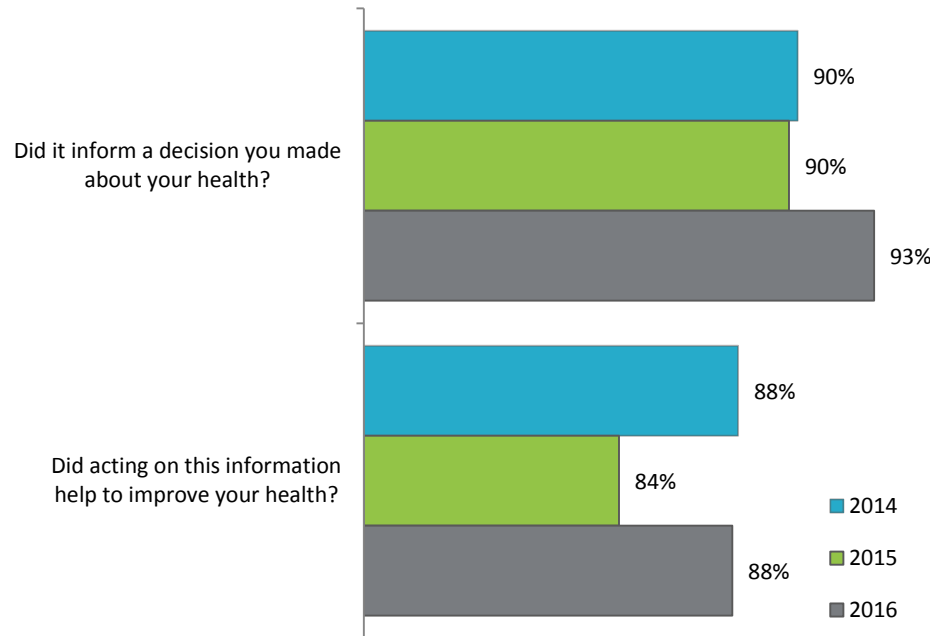


**S5. Thinking of the health information you found using public library services...**

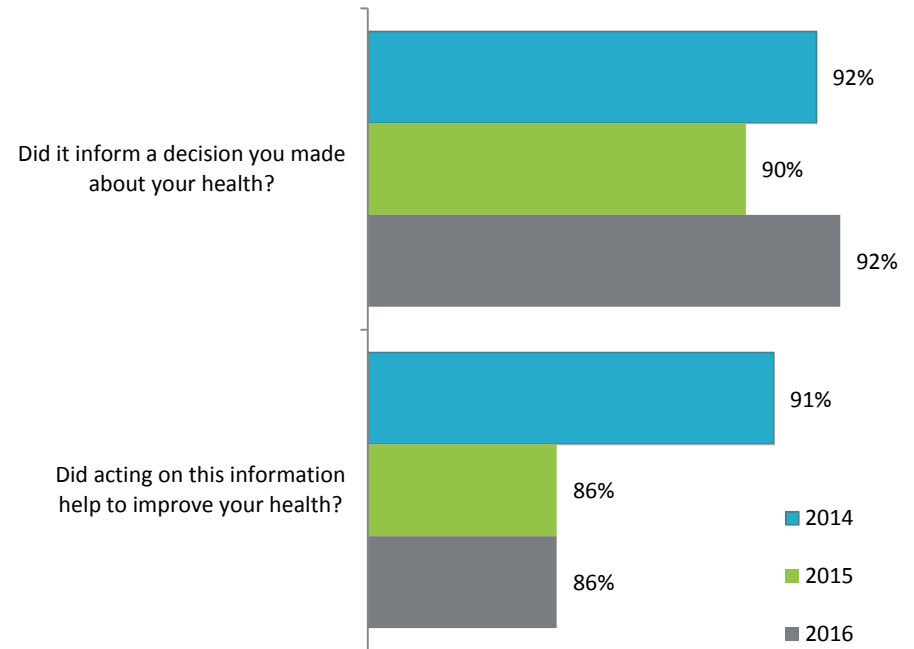
2015 Sample: Novateca – 335 respondents / NonNovateca – 291 respondents which used public library services to health related information.

2016 Sample: 350 Novateca and 282 Non-Novateca respondents

**NOVATECA**

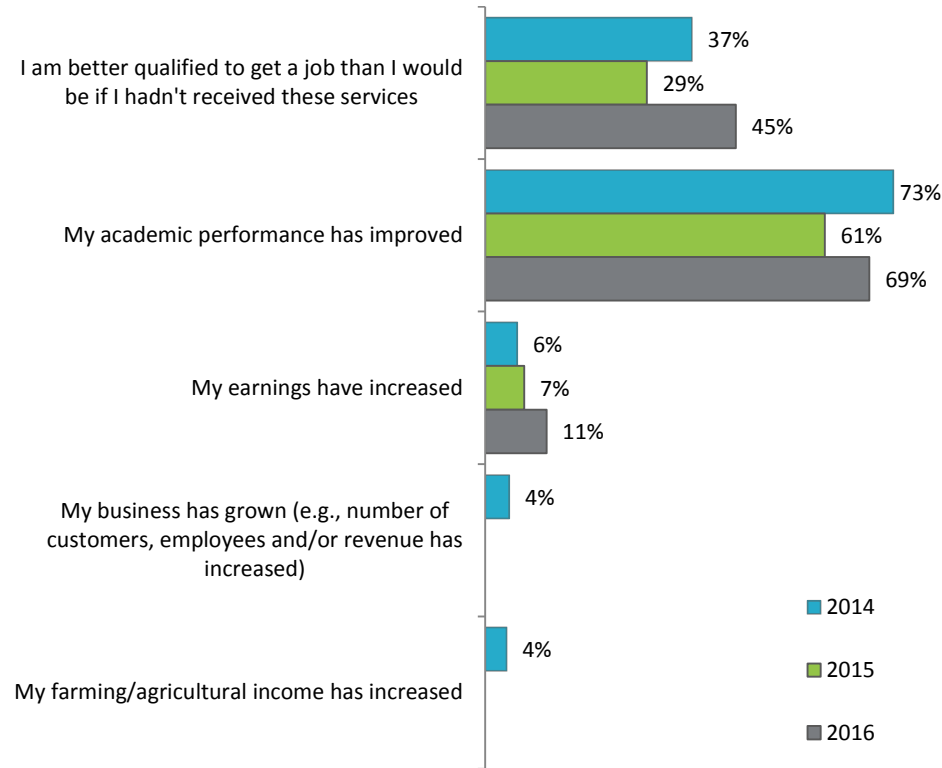


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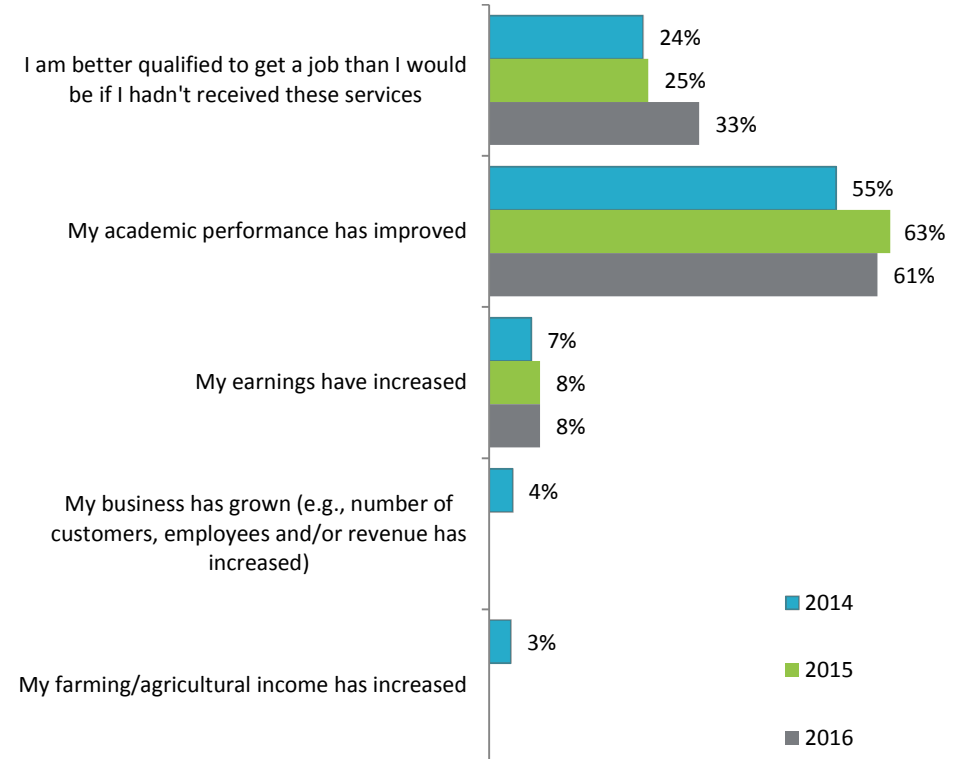


S6. Do you agree or disagree that as a result of resources, information, and opportunities you accessed using public library services (e.g., computers, Internet, WiFi, or other technology; assistance or training from library staff or outside experts) ...

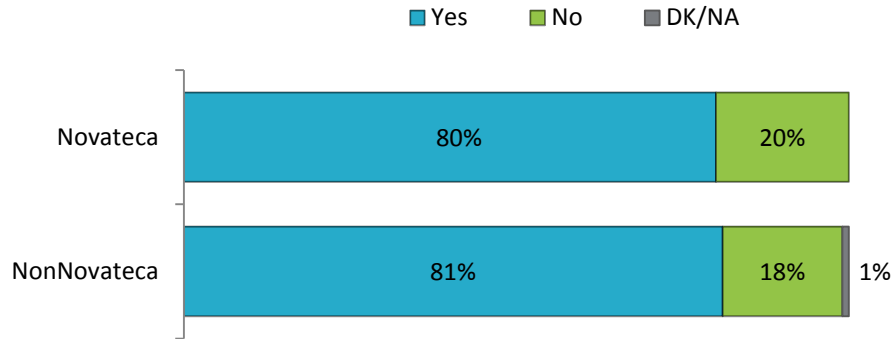
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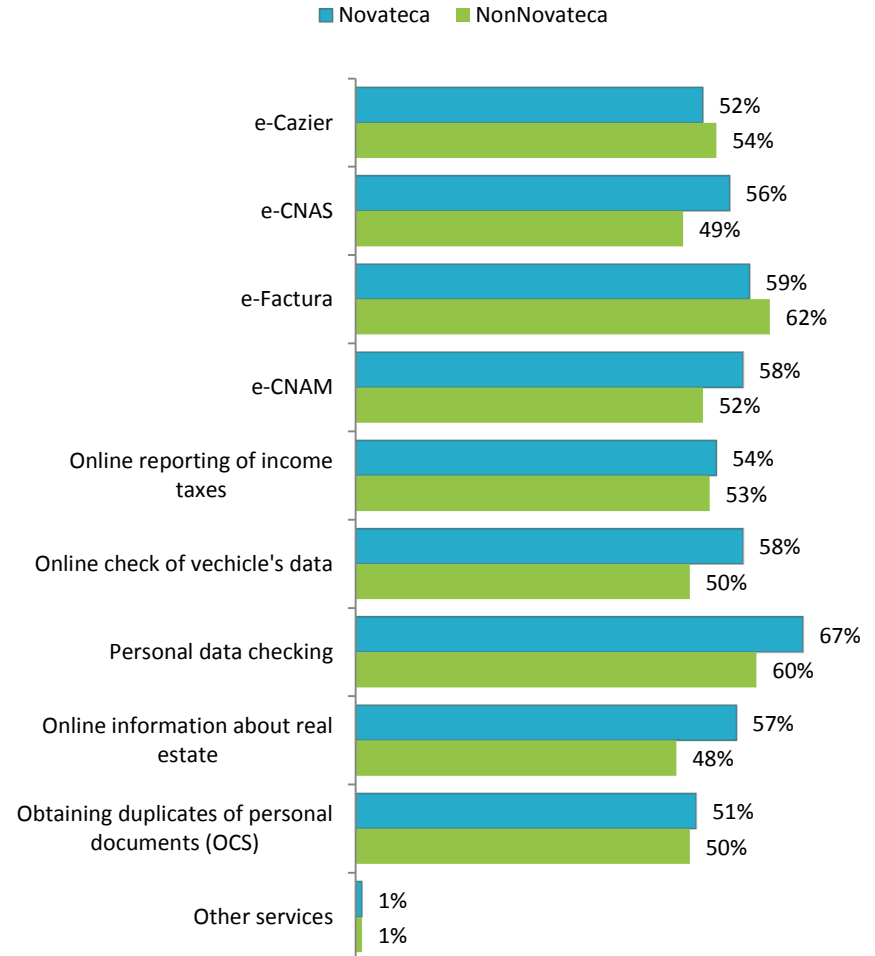
NON-NOVATECA



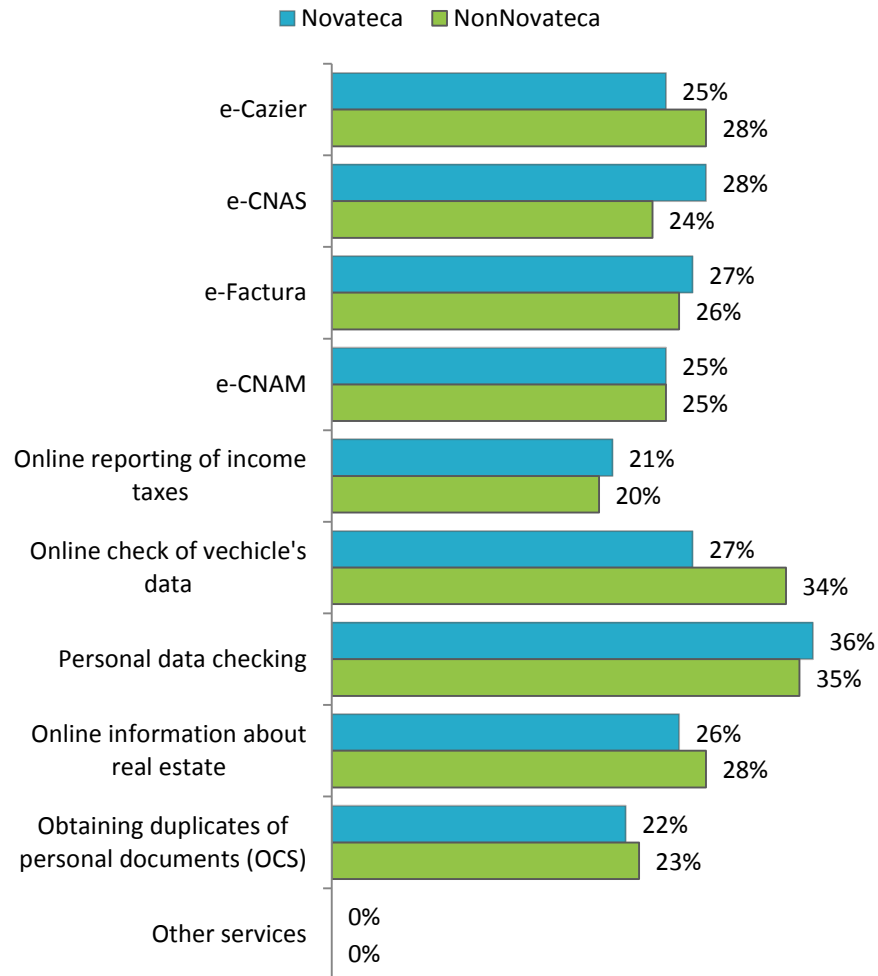
**W1. Have you heard about the possibility to access public services via the Internet using a computer or mobile phone?**



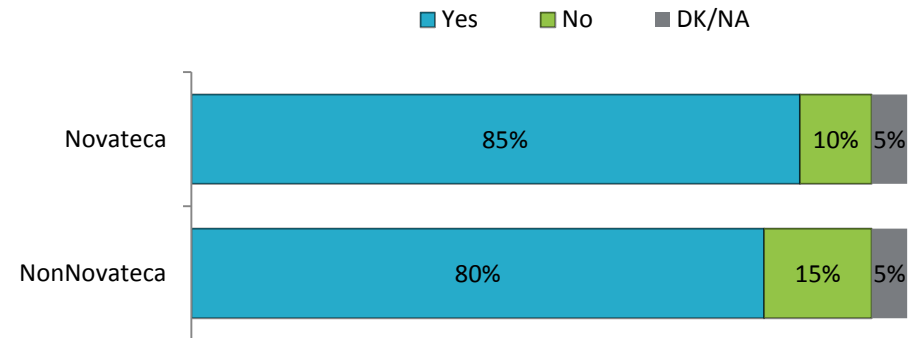
**W2. Have you ever heard about the following electronic public services?**



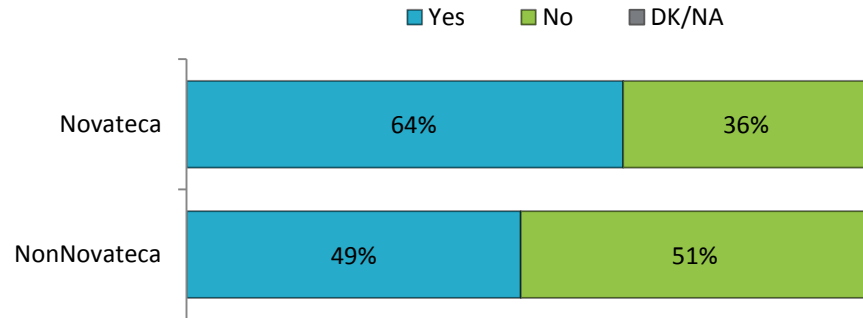
**W3. If heard, have you ever accessed these public services?**



**W4. Would you like to be trained how to access public services, using a computer or mobile phone?**

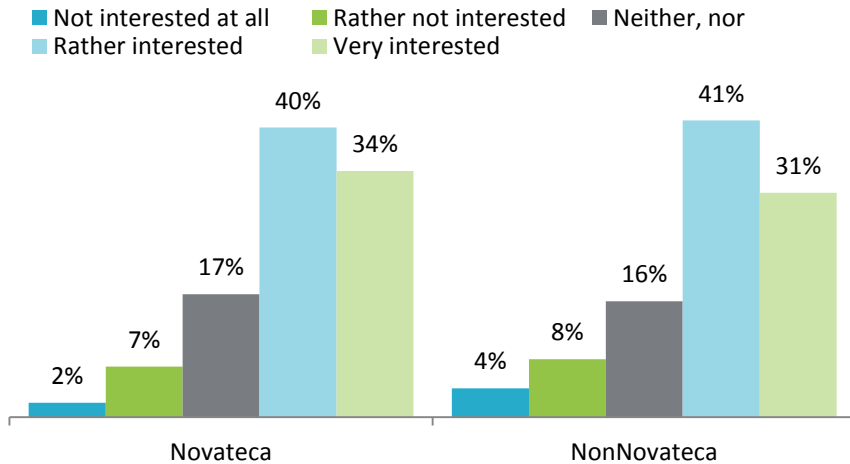


**Y1. Have you ever heard about public campaign “See you at the library”?**



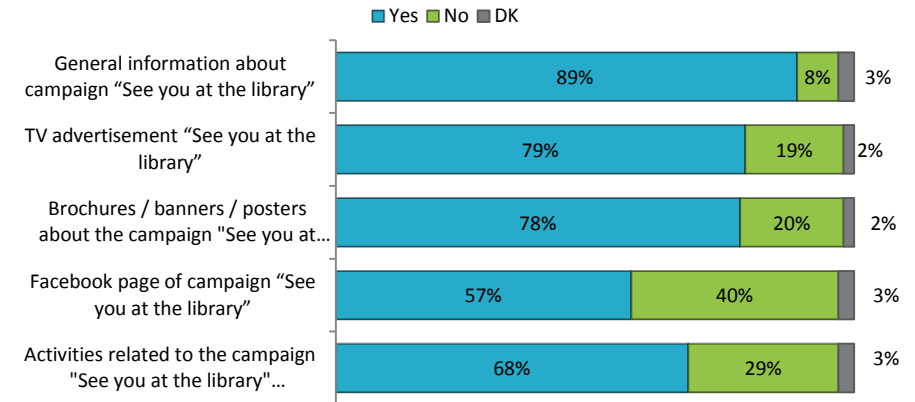
**Y3. How much have you been interested in the campaign "See you at the library?"**

Sample: 397 Novateca / 294 Non- Novateca respondents who have heard about campaign



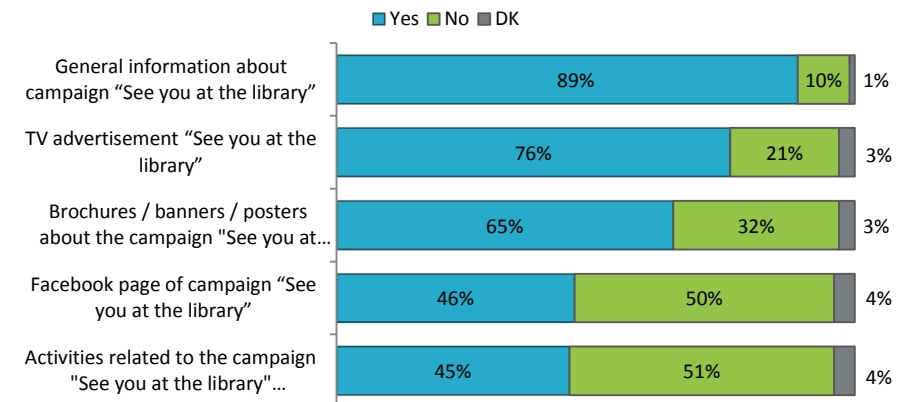
**Y2. Did you hear or saw the following about campaign ...?**

Sample: 397 Novateca respondents

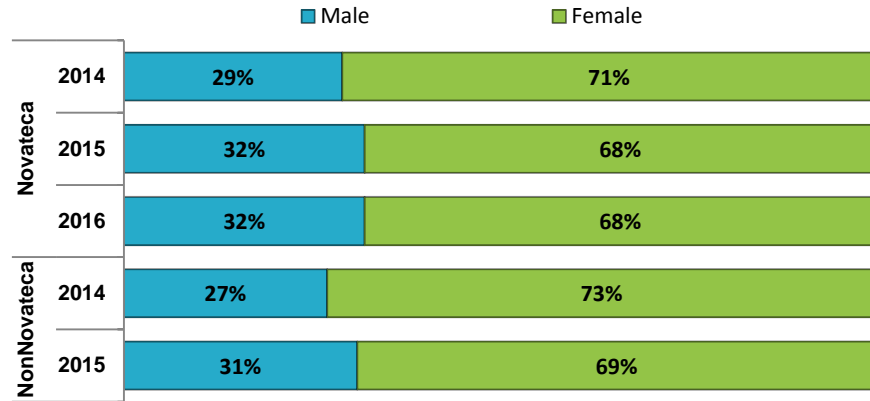


**Y2. Did you hear or saw the following about campaign ...?**

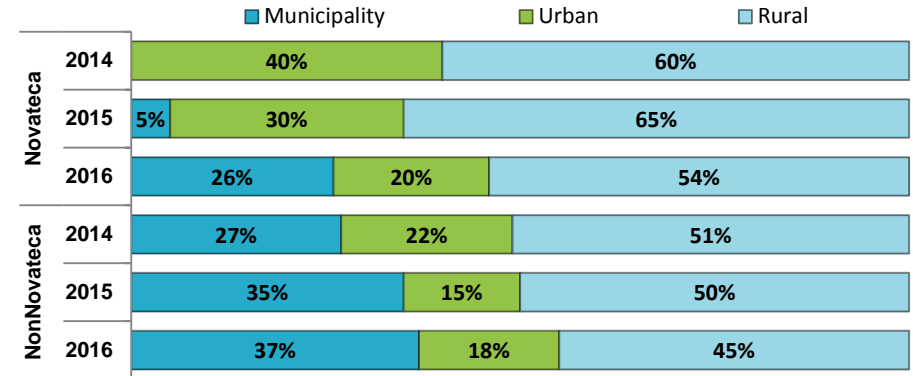
Sample: 294 Non- Novateca respondents



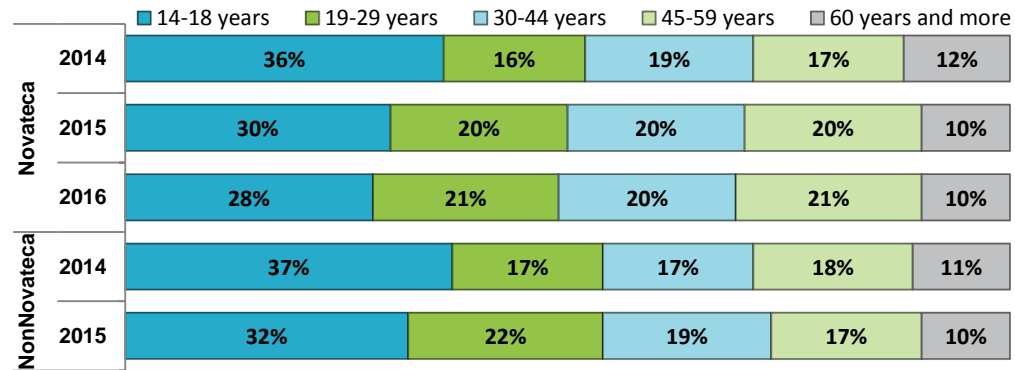
**D1. Gender**



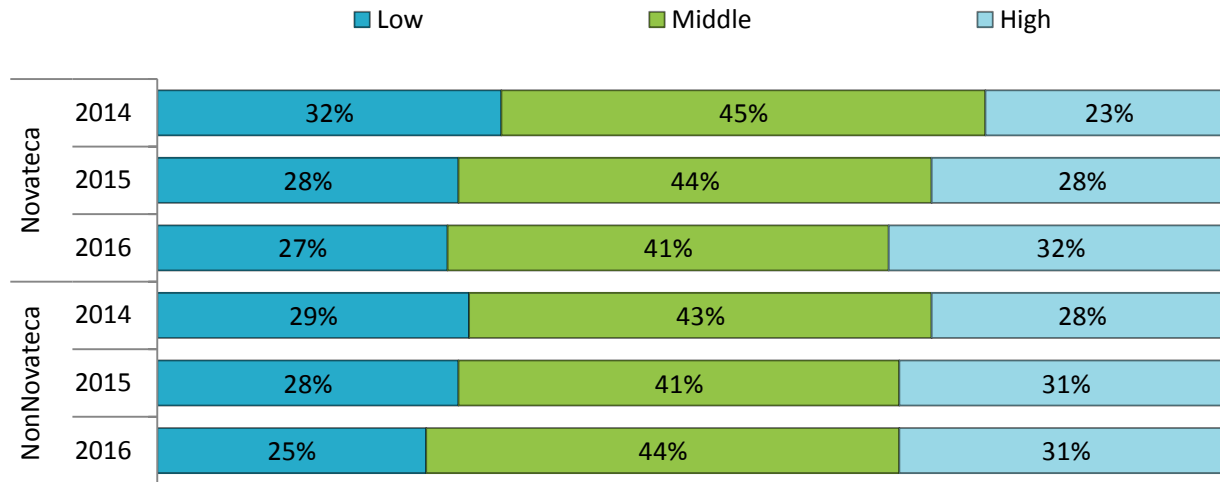
**D3. Type of residence**



**D2. Age**



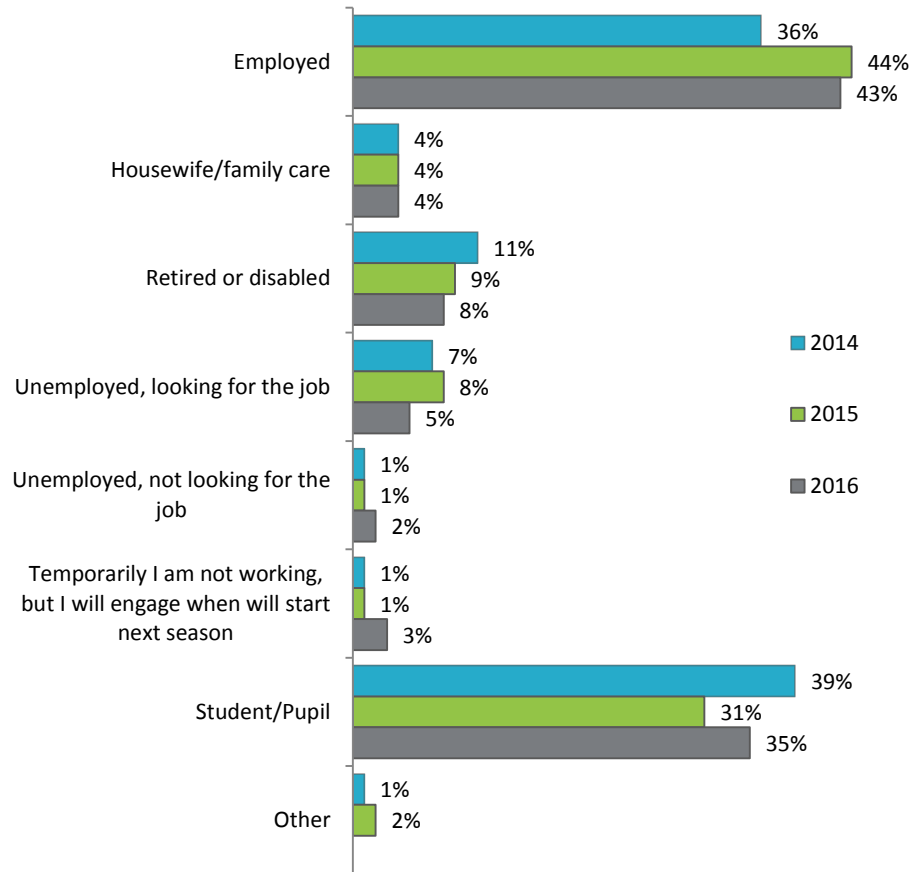
D4. Education



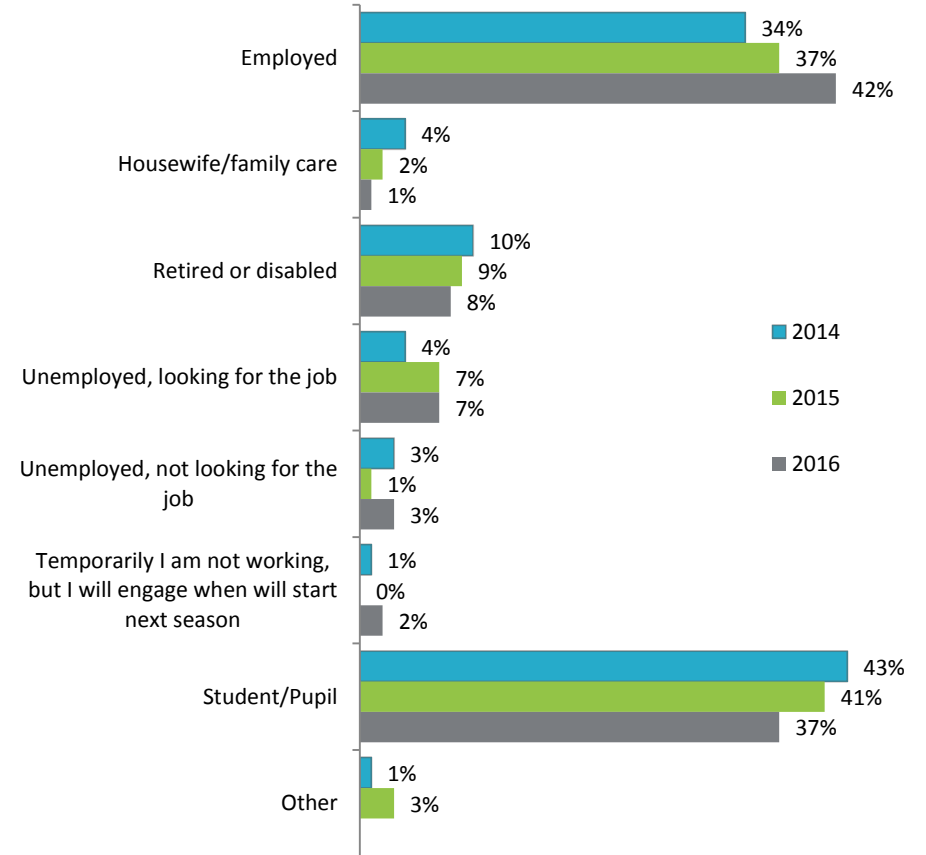


D5. Employment status

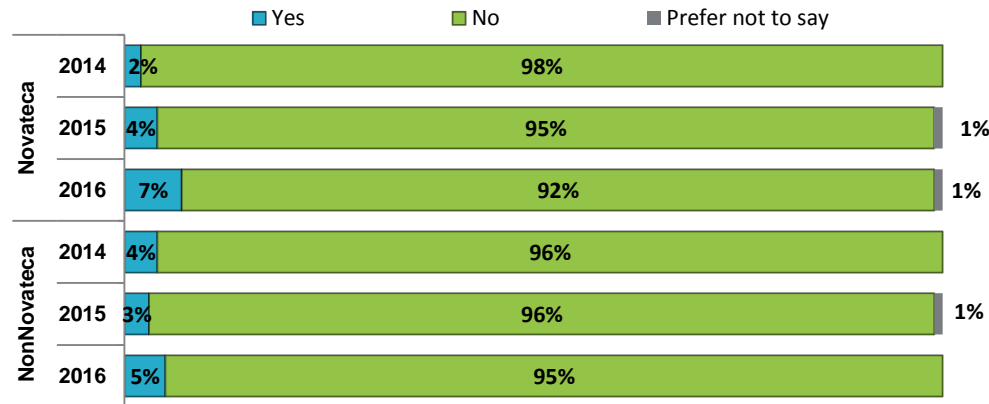
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NON-NOVATECA

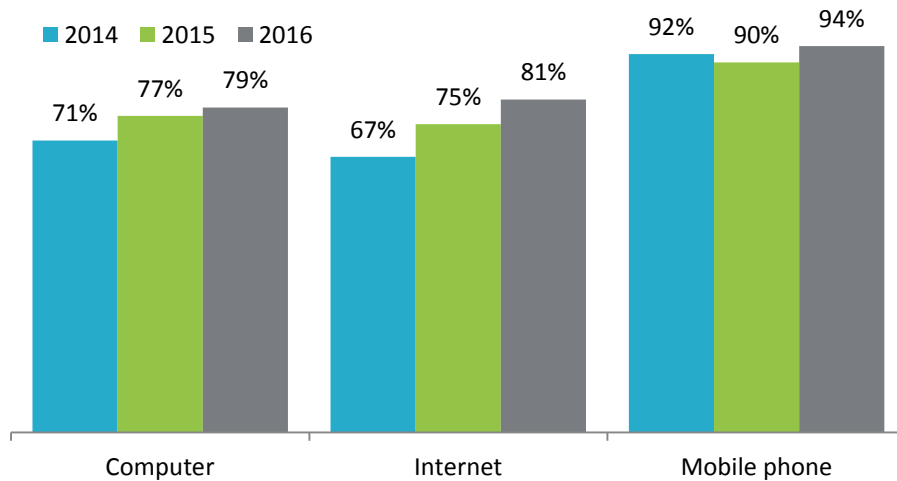


D6. Do you have a disability?

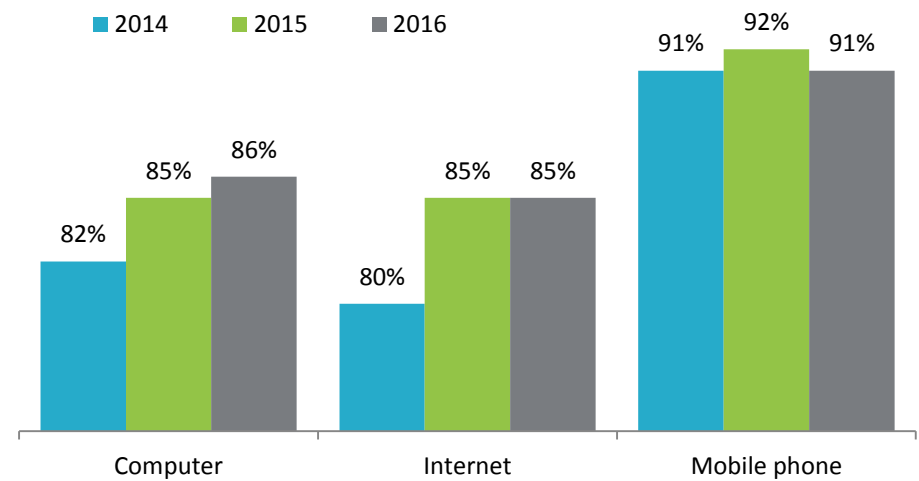


D8. In your home, do you have the following technology?

NOVATECA

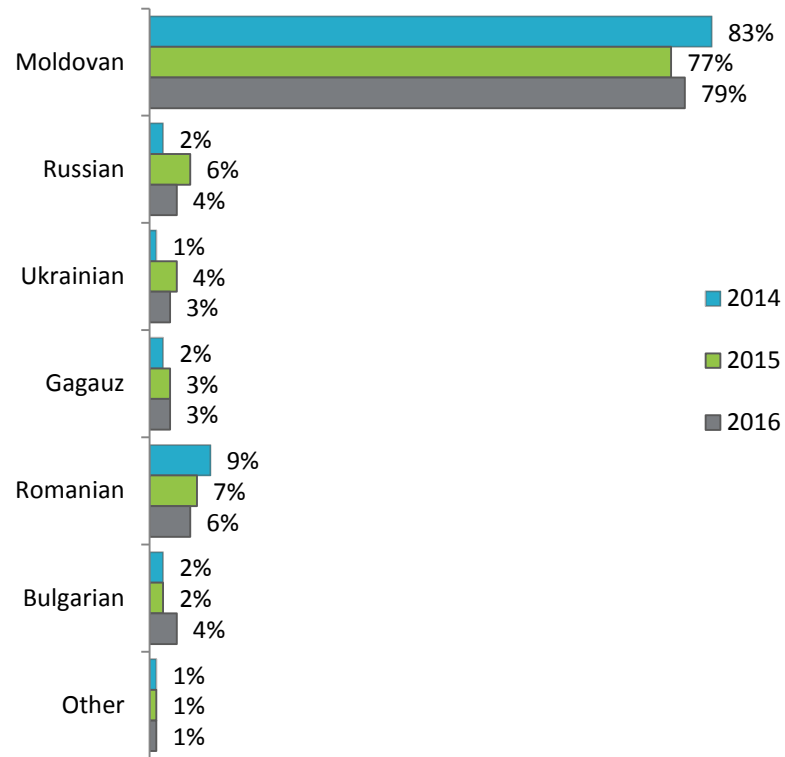


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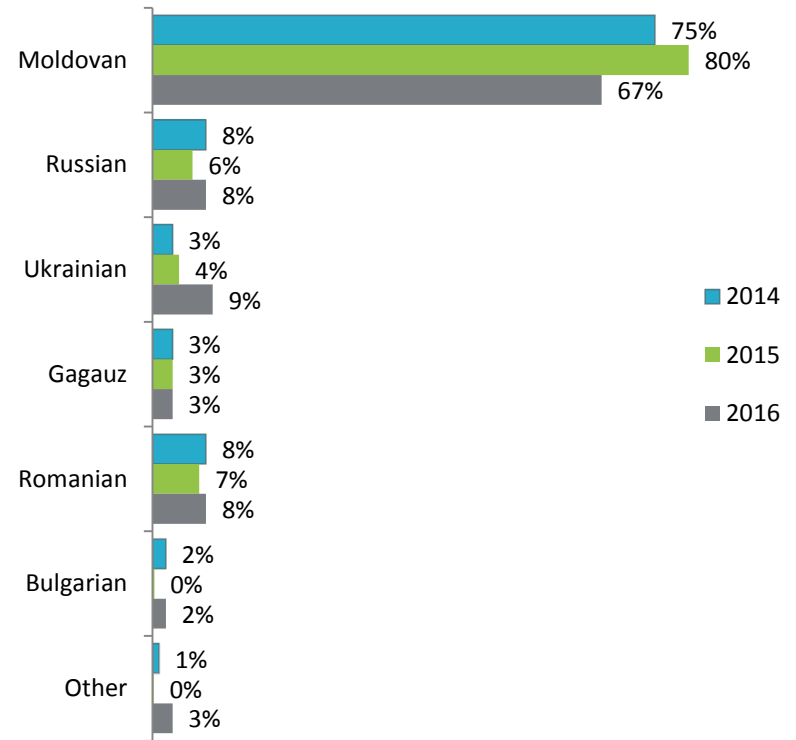


D9. What is your ethnicity?

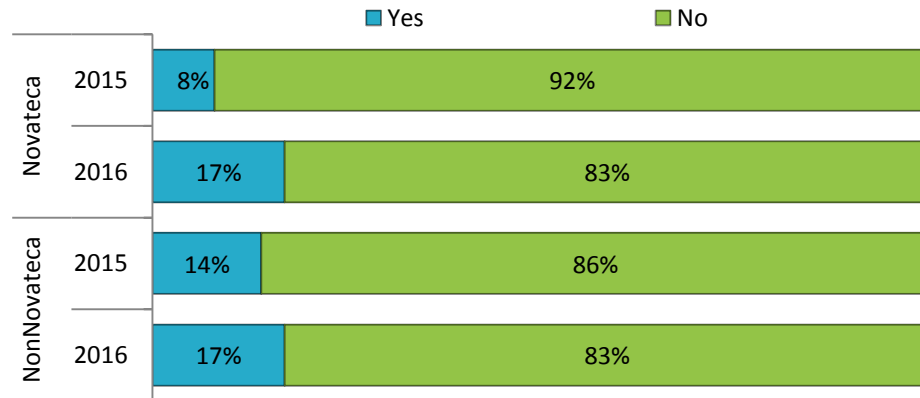
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**D10. Do you consider yourself to be from a minority ethnic group?**



**D11. Do you have family members or close relative working abroad in present?**

