

Tell us about how using a computer in the library helps you.

Cheshire West and Chester Council is interested in finding out how using a computer in the library helps people, so that we can make it easier for you to find the information and applications that will be most useful to you in your daily life. Please take a few moments to complete this short survey, and return it to the collection box when you have finished.

We promise that all the information you provide will be treated in the strictest confidence. We will not identify you or share your information with anyone else.

If you would prefer to receive this survey in another format or larger print or another language, please contact Tonya Chirgwin at Chester Library, Northgate Street, Chester, CH1 2EF, or by phone on 01244 976036, or by email: tonya.chirgwin@cheshirewestandchester.gov.uk

Thank you very much.

- Anybody over 16 can complete this questionnaire.
- You do not have to be a library member to complete this questionnaire.
- If you make a mistake, please cross it out and continue.
- If there are any questions you do not wish to answer, please leave them out.

You can also complete this survey online at
<https://www.surveymonkey.com/s/CWACComputers>

Q1 Has using a computer in a library EVER helped you with any of the following?
(Please tick all that apply)

- | | | | |
|----------------------|--------------------------|------------------------------------|--------------------------|
| Getting online | <input type="checkbox"/> | Getting information about Benefits | <input type="checkbox"/> |
| Job seeking | <input type="checkbox"/> | Finding housing information | <input type="checkbox"/> |
| Writing a CV | <input type="checkbox"/> | Finding out about money matters | <input type="checkbox"/> |
| Studying or learning | <input type="checkbox"/> | Finding health information | <input type="checkbox"/> |

Other (please specify)

Please turn over.

Q2 Last week, were you... (Please tick all that apply)

- Working as an employee
- On a Government-sponsored training course
- Self-employed or freelance
- Working (paid or unpaid) for your family's or your own business
- Doing any other kind of paid work
- Away from work ill, on maternity leave, on holiday or temporarily laid off
- Retired (whether receiving a pension or not)
- A student
- Looking after home or family
- Long term sick or disabled
- None of these
- Prefer not to say
- Other (please specify)

Q3 Please indicate if you consider yourself to have any of the following disabilities/conditions: Tick all that apply)

- Mobility (eg walking short distances or climbing stairs)
- Hearing (eg deafness or partial hearing)
- Eyesight (eg blindness or partial sight)
- Dexterity (eg lifting or reaching)
- Learning difficulty (eg dyslexia)
- Mental health problem (eg depression)
- None of the above
- Other (please specify)

Q4 Please tell us how old you are. (Write in box)

Now please place the survey in the collection box. Thank you very much.

Computers in Libraries Survey

Has using a computer in a library EVER helped you with any of the following? (Please tick all that apply)

Answer Options	Blacon Cybercentre	Blacon Library	Chester	Ellesmere Port	Frodsham	Little Sutton	Neston	Upton	Winsford	Total	Percentage
Getting online	17	7	22	39	16	9	29	23	54	216	76.3%
Job seeking	12	6	19	25	7	6	13	11	39	138	48.8%
Writing a CV	9	3	13	17	6	5	8	5	21	87	30.7%
Studying or learning	15	1	13	18	6	4	18	11	32	118	41.7%
Getting information about Benefits	6	4	8	13	1	1	6	4	17	60	21.2%
Finding housing information	6	3	6	10	3	0	5	1	23	57	20.1%
Finding out about money matters	6	3	7	12	3	2	9	7	16	65	23.0%
Finding health information	9	4	13	11	2	6	11	5	22	83	29.3%
One or more of the above and something else	4	3	6	7	4	4	15	9	12	64	22.6%
None of the above but something else	0	0	0	4	2	0	4	3	4	17	6.0%
AnsweredQuestion	21	9	29	43	21	11	42	28	79	283	
SkippedQuestion*	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

*Not applicable because all respondents answered question, either by ticking box, writing free text or both.

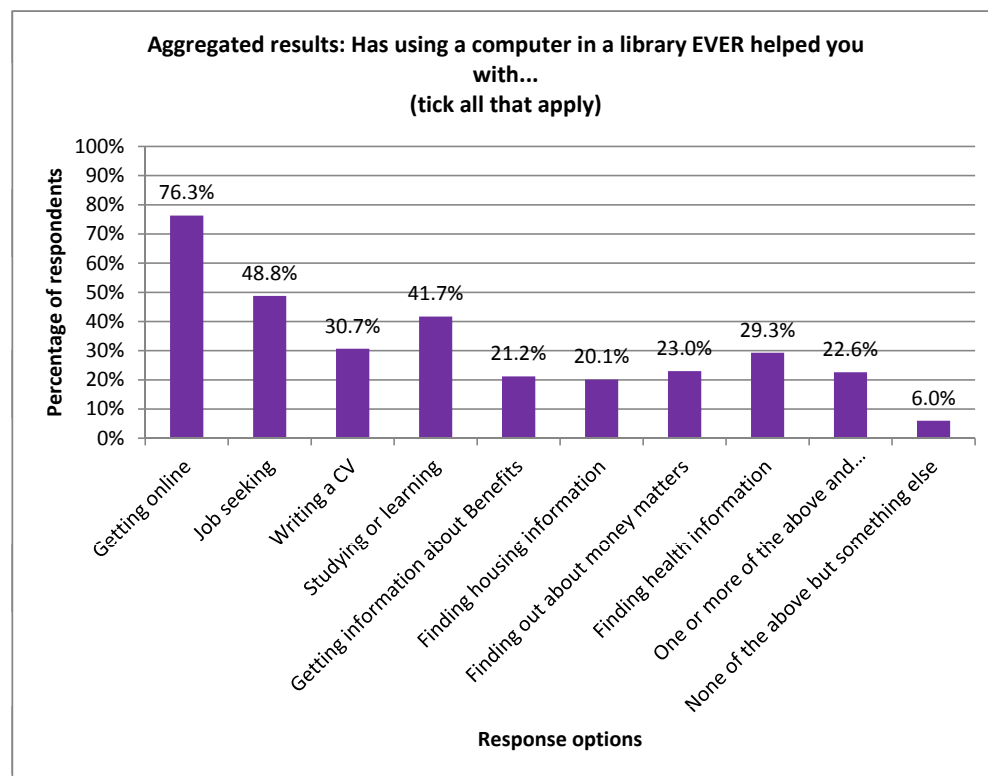
(Responses broken down into individual activities)

Websites I would not be able to access, as I walk 2.5 miles to town every day as do many other unemployed people who cannot afford the bus fare to City Centre. Bus fare has gone up.	BlaCc
Ebay	BlaCc
Facebook	BlaCc
Facebook	BlaCc
Facebook	BlaCc
Looking at emails	BlaCc
Internet	BlaCc
Faxing	BlaCc
Printing	BlaCc
General information	BlaLib
Online shopping	BlaLib
Writing essays	Che
Buying products online	Che
Moving energy providers	Che
Reading e-books online	Che
Check email	Che
Self-employed - work	Che
Download podcasts	Che
NCIS Fan Club	Che
Membership of associations	Che
Online encyclopedias	Fro
Learning how to email	Fro
Work related enquiries	Fro
House hunting	Fro
Going on the Council's website to get some information	Fro
Shopping	Fro
Online newspaper	Fro
Holidays	LS
Getting resources for work	LS
Ordering items for Christmas etc	LS
Looking for things that interest me	LS
Research before making a purchase.	Nes
Looking to buy a computer.	Nes
Assignments for university	Nes
PhD research	Nes
Ordering spare parts	Nes

Cheshire West and Chester Libraries Computer Survey Winter 2013 - What people use library computers for

Email.	Nes
Printing documents	Nes
Writing minutes of meetings	Nes
Local birdwatching info	Nes
Keeps me in touch with friends and family.	Nes
Family history	Nes
8 year old child requested to go on to find out about chocolate. A topic for school	Nes
Using word document	Nes
Getting directions	Nes
Finding train information and tickets	Nes
Communication with family members particularly when they are abroad.	Nes
Travel information.	Nes
Email	Nes
Facebook	Nes
Flickr	Nes
I am able to access flight and rail tickets	Nes
Scanner also useful	Nes
Printing out documents	Upt
Use of library printer, when home printer out of ink, to print job application.	Upt
General printing	Upt
Printing	Upt
General web browsing	Upt
General browsing	Upt
Simply surfing	Upt
Accessing email	Upt
Emails	Upt
Use of library pc when home computer broke down!	Upt
Research	Upt
Hobbies and interests	Upt
Various societies	Upt
Comps.	Upt
Child's school work	Upt
Entertainment - CDs, DVDs	Upt
Scanning photographs	Upt
Family history.	Win
Bins	Win
Update company docs to email and print out copies	Win
Train times	Win
Product information	Win
Travel information	Win
Printing	Win
Scanning facility	Win
Getting my Christmas/Birthday presents.	Win
Writing poetry for competitions and printing them out!	Win
Family research	Win
Email	Win
Family history	Win
Print	Win
Getting travel information	Win
Scanning/copying documents for email	Win
Emails	Win
Arranging holidays	Win
Checking for train times	Win

Answer Options	% of respondents	No. of respondents
Getting online	76.3%	216
Job seeking	48.8%	138
Writing a CV	30.7%	87
Studying or learning	41.7%	118
Getting information about Benefits	21.2%	60
Finding housing information	20.1%	57
Finding out about money matters	23.0%	65
Finding health information	29.3%	83
One or more of the above and something else	22.6%	64
None of the above but something else	6.0%	17
Answered question		283



Computers in Libraries Survey

Last week, were you... (Please tick all that apply)

Answer Options	Total	Percentage
Working as an employee	63	22.3%
On a Government-sponsored training course	12	4.2%
Self-employed or freelance	17	6.0%
Working (paid or unpaid) for your family's or your own business	17	6.0%
Doing any other kind of paid work	6	2.1%
Away from work ill, on maternity leave, on holiday or temporarily laid off	12	4.2%
Retired (whether receiving a pension or not)	52	18.4%
A student	22	7.8%
Looking after home or family	23	8.1%
Long term sick or disabled	22	7.8%
None of these	48	17.0%
Prefer not to say	26	9.2%
Other (please specify)	31	11.0%
<i>Answered Question</i>	<i>283</i>	
<i>*Skipped Question</i>	<i>N/A</i>	

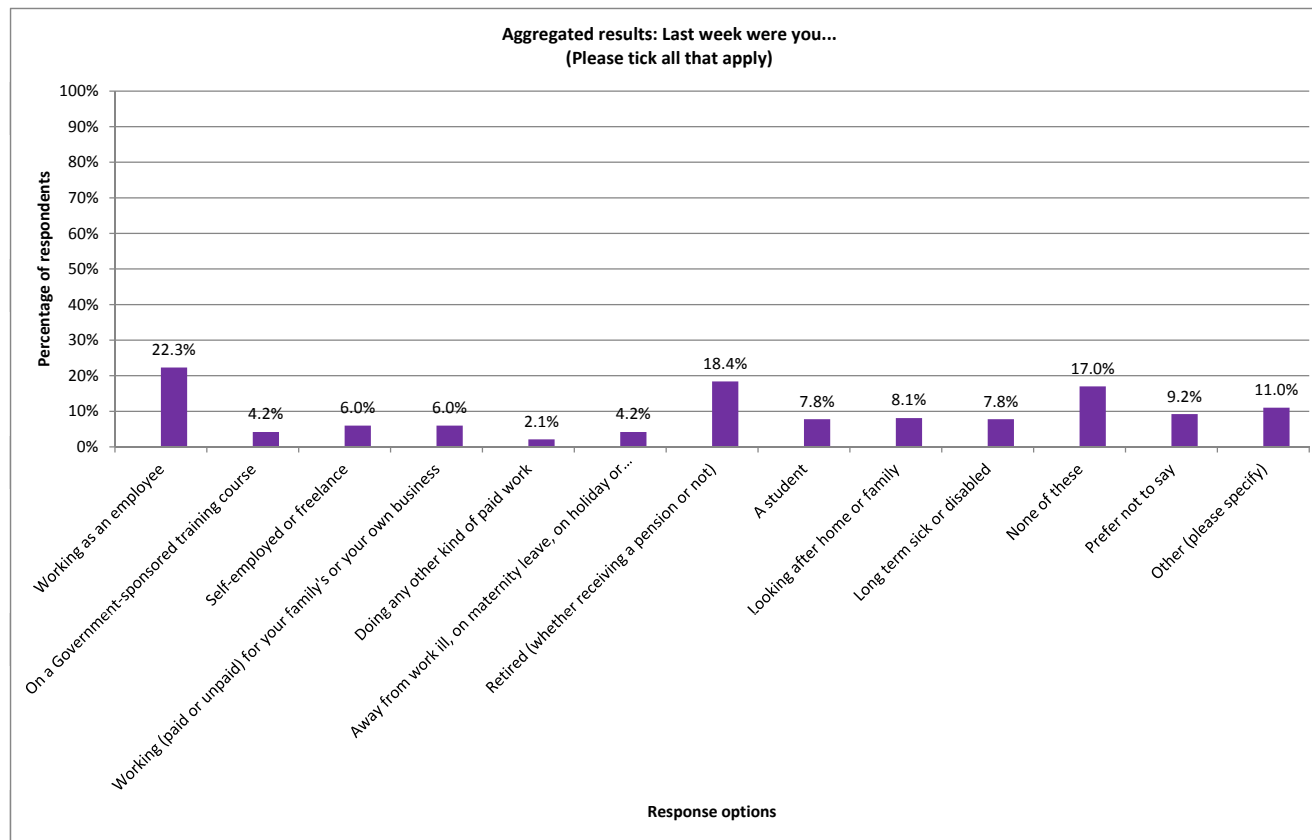
**Where no answer, I assumed prefer not to say*

Cheshire West and Chester Libraries Computer Survey Winter 2013 - Employment status for users of library computers

Other (please specify)

Unemployed	BlaCC
Unemployed	BlaCC
Resting before my knee operation	BlaCC
Unemployed	BlaLib
Unemployed	BlaLib
Claming JSA	Che
About to start work	Che
Unemployed	Che
Looking for work	EP
Unemployed	EP
Unemployed	EP
Job seeking	EP
Unemployed	LS
Unemployed	LS
Not employed, not on benefits	Nes
JSA	Upt
On benefits	Win
Full time Mum	Win
JSA looking for work	Win
Visiting family	Win
Looking for work	Win
JSA	Win
Doing unpaid work	Win
JSA	Win
JSA	Win
JSA	Win
Unemployed	Win
Unemployed	Win

Answer Options	Percentage of respondents	No of respondents
Working as an employee	22.3%	63
On a Government-sponsored training course	4.2%	12
Self-employed or freelance	6.0%	17
Working (paid or unpaid) for your family's or your own business	6.0%	17
Doing any other kind of paid work	2.1%	6
Away from work ill, on maternity leave, on holiday or temporarily laid off	4.2%	12
Retired (whether receiving a pension or not)	18.4%	52
A student	7.8%	22
Looking after home or family	8.1%	23
Long term sick or disabled	7.8%	22
None of these	17.0%	48
Prefer not to say	9.2%	26
Other (please specify)	11.0%	31
Answered Question		283



Computers in Libraries Survey

Please indicate if you consider yourself to have any of the following disabilities/conditions. (Tick all that apply)

Answer Options	Blacon Cybercentre	Blacon Library	Chester	Ellesmere Port	Frodsham	Little Sutton	Neston	Upton	Winsford	Total	Percentage
Mobility (eg walking short distances or climbing stairs)	1	0	1	2	1	2	3	0	6	16	7.0%
Hearing (eg deafness or partial hearing)	0	1	1	4	1	0	3	2	6	18	7.9%
Eyesight (eg blindness or partial sight)	0	0	1	0	0	1	1	0	3	6	2.6%
Dexterity (eg lifting or carrying objects)	0	0	0	1	0	0	1	0	3	5	2.2%
Learning difficulty (eg dyslexia)	1	0	5	6	0	0	1	1	5	19	8.3%
Mental health problem (eg depression)	4	4	3	4	1	0	3	0	8	27	11.8%
None of the above	11	4	14	23	13	5	29	15	40	154	67.5%
Other (please specify)	2	0	1	2	0	0	2	0	2	9	3.9%
Answered Question	17	8	22	38	16	8	39	18	62	228	
Skipped Question	4	1	7	5	5	3	3	10	17	55	

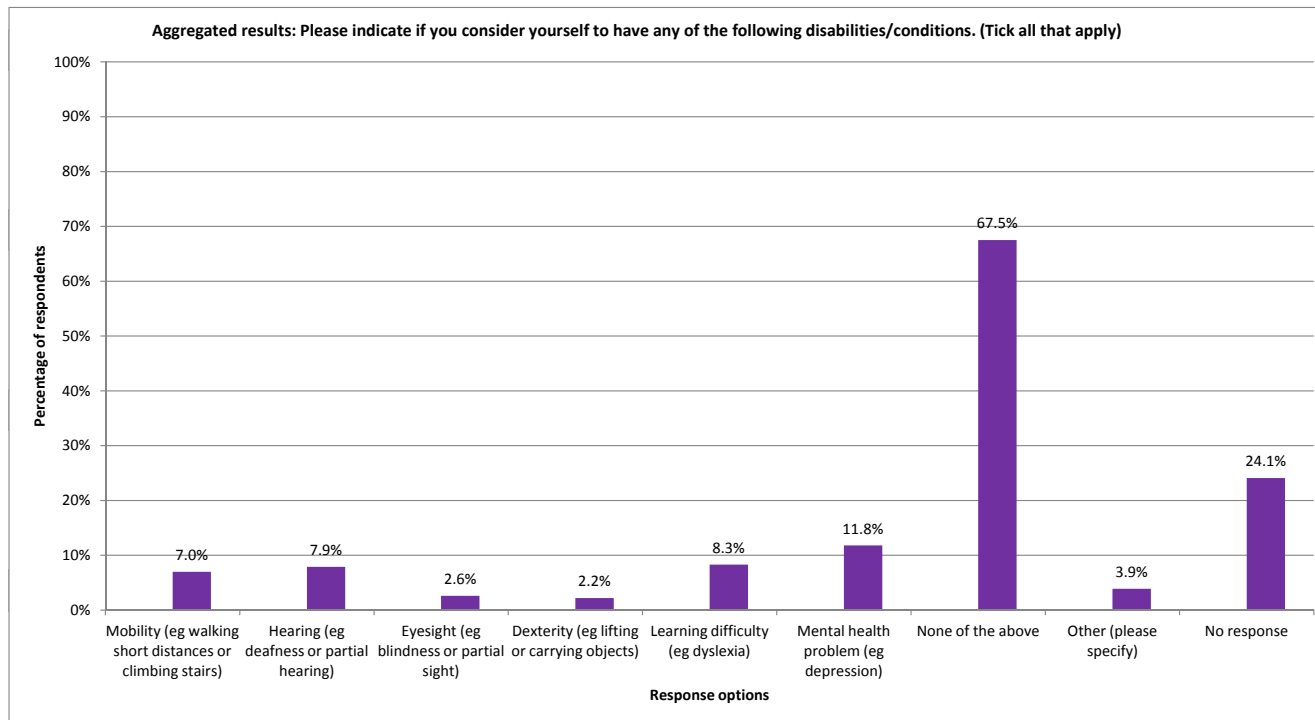
Other (please specify)

Got trouble with my knees	BlaCC
Kidney disease	BlaCC
Cancer - recovery	Che
Spina bifida	EP
Heart defect	EP
Aspergers syndrome	Nes
Chronic asthma	Nes
Shoulder problem	Win
Chron's Disease	Win

Computers in Libraries Survey

Please indicate if you consider yourself to have any of the following disabilities/conditions. (Tick all that apply)

Answer Options	Percentage of respondents	Total
Mobility (eg walking short distances or climbing stairs)	7.0%	16
Hearing (eg deafness or partial hearing)	7.9%	18
Eyesight (eg blindness or partial sight)	2.6%	6
Dexterity (eg lifting or carrying objects)	2.2%	5
Learning difficulty (eg dyslexia)	8.3%	19
Mental health problem (eg depression)	11.8%	27
None of the above	67.5%	154
Other (please specify)	3.9%	9
No response	24.1%	55
Answered Question		228
Skipped Question		55



Computers in Libraries Survey

Please tell us how old you are. (Type in box below)

Age group	Blacon Cybercentre	Blacon Library	Chester	Ellesmere Port	Frodsham	Little Sutton	Neston	Upton	Winsford	Total	Percentage
16-24	3	1	3	4	2	0	4	1	19	37	13.2%
25-34	5	0	6	13	1	2	5	4	20	56	20.0%
35-44	1	2	9	5	5	2	6	5	10	45	16.1%
45-54	6	3	3	6	4	2	4	3	13	44	15.7%
55-64	3	2	4	8	4	1	9	7	4	42	15.0%
65-74	0	0	3	3	1	1	6	2	4	20	7.1%
75+	0	0	1	3	1	0	4	1	1	11	3.9%
NR and other	3	1	0	1	3	3	4	5	8	28	10.0%
<i>Answered question</i>	<i>21</i>	<i>9</i>	<i>29</i>	<i>43</i>	<i>18</i>	<i>11</i>	<i>42</i>	<i>28</i>	<i>79</i>	<i>280</i>	
<i>SkippedQuestion*</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	

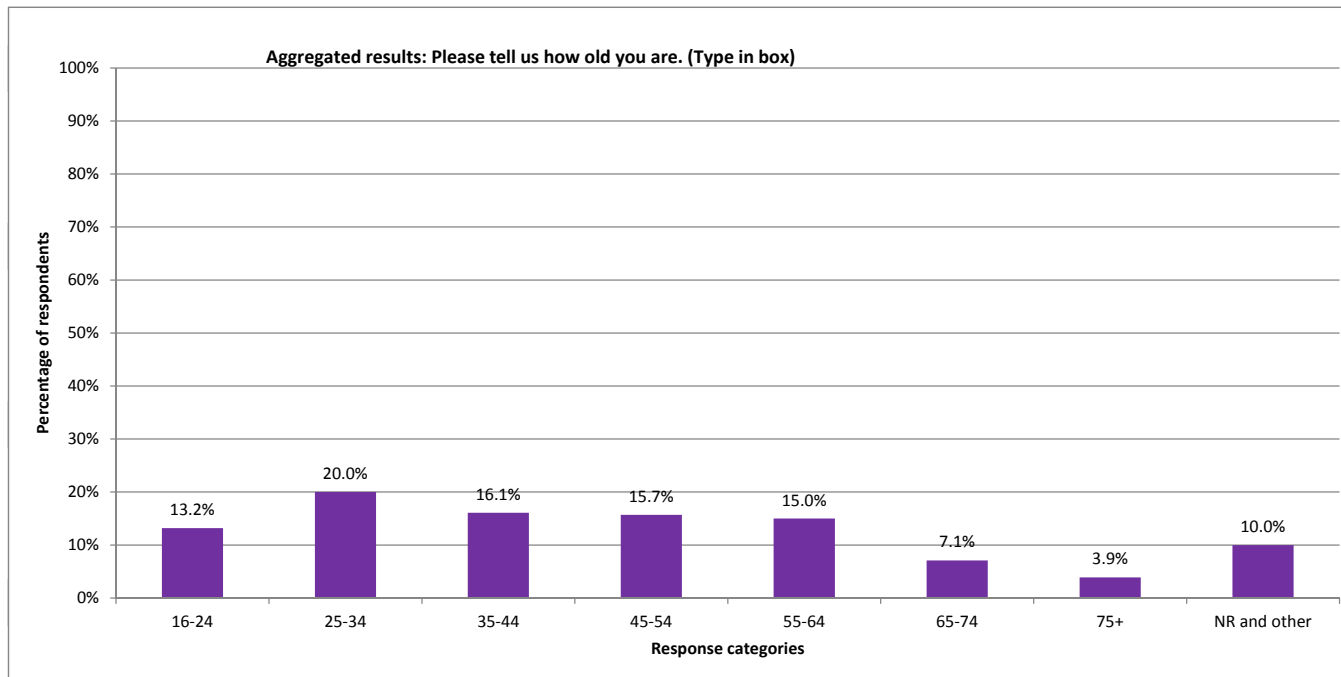
* Non-responses included in NR and other total

Computers in Libraries Survey

Please tell us how old you are. (Type in box below)

Age group	Percentage	Total
16-24	13.2%	37
25-34	20.0%	56
35-44	16.1%	45
45-54	15.7%	44
55-64	15.0%	42
65-74	7.1%	20
75+	3.9%	11
NR and other	10.0%	28
<i>Answered question</i>		280
<i>Skipped question*</i>		N/A

* Non-responses included in NR and other total



Cheshire West and Chester Libraries Computer Survey Winter 2013 - Free text comments

Comments

Che Free use of computers in Cheshire libraries is very important for people who cannot afford to own their own computer and need to use one
Che It's essential if you can't afford to be connected at home
Che Your computers keep me in touch with all my family - all of whom live abroad and I feel I cannot afford a computer at home. The library is a life-saver!
Che 1 hour of PC access is a pan-EU right of all EU citizens. Why the questionnaire?
Che NB The library computers work better/quicker/easier than my own computer
EP People on very low incomes who cannot afford a computer at home need free library access to a computer in order to function in 21st century Britain.
Fro Used because own internet down - very grateful for the service
Nes Staff very helpful when I am stuck!
Nes I have epilepsy with a medical support dog. Staff always make us both very welcome. Thank you.
Nes I researched most of my PhD thesis via this library's services. I could not have done it without this library.
Nes Don't have internet at home (a life saver for me)
Upt I don't have internet access at home. Providing public internet access is really important. Please do not withdraw this service.