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29	21	C5 How often have you used a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
30	22	C5 How often have you used a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
31	23	C5 How often have you used a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
32	24	C5 How often have you used a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
33	25	C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
34	26	C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
35	27	C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
36	28	C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?	Base : All computer users	11716
37	29	C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?	Base : All Respondents	24253
38	30	C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?	Base : All Respondents	24253
39	31	C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?	Base : All Respondents	24253

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40	32	C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?	Base : All Respondents	24253
41	33	C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...	Base : All computer users	11716
42	34	C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...	Base : All computer users	11716
43	35	C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...	Base : All computer users	11716
44	36	C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...	Base : All computer users	11716
45	37	C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...	Base : All library users that do not use computers	12537
46	38	C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...	Base : All library users that do not use computers	12537
47	39	C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...	Base : All library users that do not use computers	12537
48	40	C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...	Base : All library users that do not use computers	12537
49	41	C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?	Base : All computer users	11716
50	42	C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?	Base : All computer users	11716
51	43	C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?	Base : All computer users	11716
52	44	C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?	Base : All computer users	11716
53	45	C9 Which of these specific activities have you done using computers in the library in the last 12 months?	Base : All computer users	11716
54	46	C9 Which of these specific activities have you done using computers in the library in the last 12 months?	Base : All computer users	11716

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55	47	C9 Which of these specific activities have you done using computers in the library in the last 12 months?	Base : All computer users	11716
56	48	C9 Which of these specific activities have you done using computers in the library in the last 12 months?	Base : All computer users	11716
57	49	C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	Base : All computer users	11716
58	50	C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	Base : All computer users	11716
59	51	C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	Base : All computer users	11716
60	52	C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	Base : All computer users	11716
61	53	C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family	Base : All computer users	11716
62	54	C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family	Base : All computer users	11716
63	55	C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family	Base : All computer users	11716

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64	56	C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family	Base : All computer users	11716
65	57	C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines	Base : All computer users	11716
66	58	C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines	Base : All computer users	11716
67	59	C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines	Base : All computer users	11716
68	60	C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines	Base : All computer users	11716
69	61	C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	Base : All computer users	11716
70	62	C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	Base : All computer users	11716
71	63	C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	Base : All computer users	11716

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72	64	C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	Base : All computer users	11716
73	65	C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers	Base : All computer users	11716
74	66	C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers	Base : All computer users	11716
75	67	C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers	Base : All computer users	11716
76	68	C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers	Base : All computer users	11716
77	69	C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	Base : All computer users	11716
78	70	C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	Base : All computer users	11716
79	71	C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	Base : All computer users	11716

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80	72	C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	Base : All computer users	11716
81	73	C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	Base : All computer users	11716
82	74	C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	Base : All computer users	11716
83	75	C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	Base : All computer users	11716
84	76	C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	Base : All computer users	11716
85	77	C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)	Base : All computer users	11716
86	78	C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)	Base : All computer users	11716
87	79	C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)	Base : All computer users	11716

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88	80	C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)	Base : All computer users	11716
89	81	C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	Base : All computer users	11716
90	82	C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	Base : All computer users	11716
91	83	C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	Base : All computer users	11716
92	84	C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	Base : All computer users	11716
93	85	C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)	Base : All computer users	11716
94	86	C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)	Base : All computer users	11716
95	87	C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)	Base : All computer users	11716

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96	88	C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)	Base : All computer users	11716
97	89	C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services	Base : All computer users	11716
98	90	C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services	Base : All computer users	11716
99	91	C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services	Base : All computer users	11716
100	92	C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services	Base : All computer users	11716
101	93	C10_l For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)	Base : All computer users	11716
102	94	C10_l For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)	Base : All computer users	11716
103	95	C10_l For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)	Base : All computer users	11716
104	96	C10_l For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)	Base : All computer users	11716

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105	97	C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods	Base : All computer users	11716
106	98	C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods	Base : All computer users	11716
107	99	C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods	Base : All computer users	11716
108	100	C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods	Base : All computer users	11716
109	101	C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in	Base : All computer users	11716
110	102	C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in	Base : All computer users	11716
111	103	C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in	Base : All computer users	11716
112	104	C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in	Base : All computer users	11716
113	105	C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)	Base : All computer users	11716

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114	106	C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)	Base : All computer users	11716
115	107	C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)	Base : All computer users	11716
116	108	C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)	Base : All computer users	11716
117	109	C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)	Base : All computer users	11716
118	110	C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)	Base : All computer users	11716
119	111	C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)	Base : All computer users	11716
120	112	C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)	Base : All computer users	11716
121	113	C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights	Base : All computer users	11716

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122	114	C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights	Base : All computer users	11716
123	115	C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights	Base : All computer users	11716
124	116	C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights	Base : All computer users	11716
125	117	C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics	Base : All computer users	11716
126	118	C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics	Base : All computer users	11716
127	119	C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics	Base : All computer users	11716
128	120	C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics	Base : All computer users	11716
129	121	C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes	Base : All computer users	11716

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130	122	C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes	Base : All computer users	11716
131	123	C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes	Base : All computer users	11716
132	124	C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes	Base : All computer users	11716
133	125	C10. Summary Table - For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...	Base : All computer users	1176
135	126	C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?	Base : All computer users	11716
136	127	C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?	Base : All computer users	11716
137	128	C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?	Base : All computer users	11716
138	129	C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?	Base : All computer users	11716
139	130	C12 Where did you first use a computer to access the Internet?	Base : All computer users	11716
140	131	C12 Where did you first use a computer to access the Internet?	Base : All computer users	11716
141	132	C12 Where did you first use a computer to access the Internet?	Base : All computer users	11716
142	133	C12 Where did you first use a computer to access the Internet?	Base : All computer users	11716

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143	134	C13 Other than at public libraries, where else can you access the Internet from?	Base : All computer users	11716
144	135	C13 Other than at public libraries, where else can you access the Internet from?	Base : All computer users	11716
145	136	C13 Other than at public libraries, where else can you access the Internet from?	Base : All computer users	11716
146	137	C13 Other than at public libraries, where else can you access the Internet from?	Base : All computer users	11716
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247	238	C18 In the last 12 months, have you used the computers available in public libraries to...	Base : All computer users	11716
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280	271	C23_d Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities - Providing feedback/sharing your opinions or perspectives with public authorities	Base : All computer users	11716
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282	273	C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities - Interacted with public authorities in any other way online	Base : All computer users	11716
283	274	C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities - Interacted with public authorities in any other way online	Base : All computer users	11716
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291	282	C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?	Base : All computer users who didn't use a computer at a public library to send filled in forms	10241
292	283	C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?	Base : All computer users who didn't use a computer at a public library to send filled in forms	10241
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295	286	C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).	Base : All Respondents	24253
296	287	C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).	Base : All Respondents	24253
297	288	C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).	Base : All Respondents	24253
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304	295	C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder	Base : All computer users who have carried out Copying or moving a file or folder	9759
305	296	C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder	Base : All computer users who have carried out Copying or moving a file or folder	9759
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308	299	C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document	Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document	9267
309	300	C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document	Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document	9267
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312	303	C25b_c And how confident would you say that you are in carrying out these activities - Using basic arithmetic formulas in a spreadsheet	Base : All computer users who have carried out Using basic arithmetic formulas in a spreadsheet	6216
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316	307	C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files	Base : All computer users who have carried out Compressing (or zipping) files	6025
317	308	C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files	Base : All computer users who have carried out Compressing (or zipping) files	6025
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319	310	C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem	Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem	5856
320	311	C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem	Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem	5856
321	312	C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem	Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem	5856
322	313	C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language	Base : All computer users who have carried out Writing a computer program using a specialised programming language	1867
323	314	C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language	Base : All computer users who have carried out Writing a computer program using a specialised programming language	1867
324	315	C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language	Base : All computer users who have carried out Writing a computer program using a specialised programming language	1867
325	316	C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language	Base : All computer users who have carried out Writing a computer program using a specialised programming language	1867
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329	320	C26 (L11) Which of the following Internet related activities have you ever carried out?	Base : All Respondents	24253
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342	333	C26b_b And how confident would you say that you are in carrying out these activities - Sending e-mails with attached files (documents, pictures, etc.)	Base : All computer users who have carried out Sending e-mails with attached files (documents, pictures, etc.)	10116

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356	347	C26b_f And how confident would you say that you are in carrying out these activities - Creating a web page	Base : All computer users who have carried out Creating a web page	2093
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484	475	D4 How old were you when you stopped full-time education?	Base : All Respondents	24253
485	476	D4 How old were you when you stopped full-time education?	Base : All Respondents	24253
486	477	D4 How old were you when you stopped full-time education?	Base : All Respondents	24253
487	478	D5 What is your current occupation?	Base : All Respondents	24253
489	479	D5 What is your current occupation?	Base : All Respondents	24253
491	480	D5 What is your current occupation?	Base : All Respondents	24253
493	481	D5 What is your current occupation?	Base : All Respondents	24253
496	482	D6 Where were you born?	Base : All Respondents	24253
497	483	D6 Where were you born?	Base : All Respondents	24253
498	484	D6 Where were you born?	Base : All Respondents	24253
499	485	D6 Where were you born?	Base : All Respondents	24253
500	486	D7 Do you consider yourself to be any of the following...	Base : All respondents (except France)	22923
501	487	D7 Do you consider yourself to be any of the following...	Base : All respondents (except France)	22923
502	488	D7 Do you consider yourself to be any of the following...	Base : All respondents (except France)	22923
503	489	D7 Do you consider yourself to be any of the following...	Base : All respondents (except France)	22923
504	490	Computers. Number of computers in the library	Base : All Respondents	24253
505	491	Computers. Number of computers in the library	Base : All Respondents	24253

	Page	Table	Title	Base Description	Base
	506	492	Computers. Number of computers in the library	Base : All Respondents	24253
	507	493	Computers. Number of computers in the library	Base : All Respondents	24253

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C1 (L1) How often have you visited a public library in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Once a week or more (Net)	3588	986	2602	117	24	25	65	107	647	313	22	302	33	37	186	144	41	176	642	706
	15%	28%	13%	11%	11%	5%	9%	13%	17%	10%	9%	15%	23%	22%	13%	8%	14%	22%	27%	15%
Every day or most days	1122	407	715	32	9	6	24	34	140	70	5	124	11	18	37	32	18	41	279	241
	5%	12%	3%	3%	4%	1%	3%	4%	4%	2%	2%	6%	8%	11%	3%	2%	6%	5%	12%	5%
At least once a week	2466	579	1887	86	16	19	41	73	507	243	17	178	22	19	149	111	23	135	363	464
	10%	17%	9%	8%	7%	4%	6%	9%	13%	8%	7%	9%	15%	11%	10%	6%	8%	17%	15%	10%
About 2-3 times a month	4471	628	3843	235	39	117	102	148	457	688	51	342	32	41	315	341	49	120	547	847
	18%	18%	18%	22%	18%	23%	14%	18%	12%	22%	21%	17%	22%	24%	22%	19%	17%	15%	23%	18%
About once a month	6404	623	5780	256	68	234	204	231	1180	1001	44	483	28	54	343	592	47	176	380	1082
	26%	18%	28%	24%	31%	46%	28%	28%	31%	32%	18%	24%	19%	32%	24%	33%	16%	22%	16%	23%
Once every 3 months or less (Net)	9701	1212	8489	445	80	132	355	338	1523	1126	125	886	49	37	577	684	149	326	803	2064
	40%	35%	41%	42%	37%	26%	49%	41%	40%	36%	52%	44%	33%	22%	40%	38%	51%	41%	34%	44%
About once every three months	4033	485	3548	203	52	92	175	140	571	501	56	362	23	25	258	359	58	120	285	753
	17%	14%	17%	19%	24%	18%	24%	17%	15%	16%	23%	18%	16%	15%	18%	20%	20%	15%	12%	16%
About once every six months	2877	423	2454	139	20	25	109	115	533	313	34	201	15	8	186	197	52	32	238	659
	12%	12%	12%	13%	9%	5%	15%	14%	14%	10%	14%	10%	10%	5%	13%	11%	18%	4%	10%	14%
About once a year or less often	2791	304	2487	104	8	15	71	82	419	313	35	322	11	3	134	128	38	174	280	653
	12%	9%	12%	10%	4%	3%	10%	10%	11%	10%	15%	16%	7%	2%	9%	7%	13%	22%	12%	14%
Don't know	89	24	65	14	7	-	2	-	-	-	1	-	4	-	9	34	5	2	5	6
	*	1%	*	1%	3%	-	*	-	-	-	*	-	3%	-	1%	2%	2%	*	*	*

C1 (L1) How often have you visited a public library in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Once a week or more (Net)	3588 15%	906 15%	853 14%	779 13%	449 16%	588 20%	941 13%	1411 14%	1218 17%	303 20%	983 14%	1318 13%	865 16%
Every day or most days	1122 5%	315 5%	253 4%	205 3%	140 5%	206 7%	235 3%	416 4%	467 7%	120 8%	330 5%	339 3%	293 6%
At least once a week	2466 10%	591 10%	599 10%	574 9%	309 11%	382 13%	706 10%	995 10%	751 11%	183 12%	653 9%	978 10%	572 11%
About 2-3 times a month	4471 18%	840 14%	1100 17%	1291 21%	542 19%	680 23%	1505 22%	1767 17%	1184 17%	301 20%	1383 20%	1910 19%	755 14%
About once a month	6404 26%	1143 19%	1624 26%	1766 29%	900 31%	939 31%	1897 27%	2806 27%	1691 24%	332 22%	1916 28%	2981 30%	1013 19%
Once every 3 months or less (Net)	9701 40%	3032 51%	2693 43%	2199 36%	967 34%	794 26%	2613 37%	4222 41%	2856 41%	601 39%	2586 38%	3638 37%	2584 49%
About once every three months	4033 17%	1248 21%	968 15%	1014 17%	404 14%	386 13%	1256 18%	1721 17%	1050 15%	286 19%	1049 15%	1457 15%	1118 21%
About once every six months	2877 12%	930 16%	865 14%	661 11%	239 8%	182 6%	611 9%	1435 14%	827 12%	121 8%	800 12%	1124 11%	758 14%
About once a year or less often	2791 12%	854 14%	861 14%	525 9%	325 11%	226 8%	746 11%	1066 10%	978 14%	195 13%	736 11%	1057 11%	709 14%
Don't know	89 *	39 1%	30 *	12 *	7 *	1 *	45 1%	17 *	25 *	4 *	26 *	28 *	29 1%

C1 (L1) How often have you visited a public library in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Once a week or more (Net)	3588 15%	1073 11%	177 15%	2319 18%	3176 14%	103 19%	295 22%	1959 19%	1630 12%
Every day or most days	1122 5%	224 2%	58 5%	833 6%	960 4%	43 8%	115 8%	739 7%	383 3%
At least once a week	2466 10%	849 9%	120 10%	1486 11%	2216 10%	59 11%	180 13%	1219 12%	1247 9%
About 2-3 times a month	4471 18%	1945 20%	226 19%	2276 17%	4151 19%	96 18%	206 15%	1712 17%	2760 19%
About once a month	6404 26%	2878 30%	354 29%	3142 24%	5916 27%	137 26%	330 24%	2347 23%	4056 29%
Once every 3 months or less (Net)	9701 40%	3787 39%	440 37%	5397 41%	8922 40%	194 37%	527 39%	4037 40%	5664 40%
About once every three months	4033 17%	1589 16%	200 17%	2199 17%	3770 17%	103 19%	143 10%	1552 15%	2481 18%
About once every six months	2877 12%	1139 12%	87 7%	1649 13%	2628 12%	48 9%	172 13%	1181 12%	1696 12%
About once a year or less often	2791 12%	1059 11%	152 13%	1550 12%	2524 11%	43 8%	212 15%	1303 13%	1487 11%
Don't know	89 *	38 *	5 *	46 *	79 *	- -	10 1%	40 *	49 *

C1 (L1) How often have you visited a public library in the last 12 months?

Base : All Respondents

	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?		
	Total	Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Once a week or more (Net)	3588 15%	19 28%	106 19%	61 23%	90 16%	755 31%	37 15%	903 29%	26 31%
Every day or most days	1122 5%	8 12%	45 8%	29 11%	34 6%	311 13%	14 6%	374 12%	12 14%
At least once a week	2466 10%	11 16%	61 11%	32 12%	56 10%	443 18%	23 9%	529 17%	14 17%
About 2-3 times a month	4471 18%	11 17%	79 15%	55 21%	102 18%	434 18%	43 18%	577 18%	14 17%
About once a month	6404 26%	4 6%	125 23%	30 11%	103 18%	419 17%	51 21%	561 18%	18 21%
Once every 3 months or less (Net)	9701 40%	34 50%	229 42%	113 43%	281 49%	806 33%	115 47%	1092 35%	21 25%
About once every three months	4033 17%	12 18%	102 19%	43 17%	69 12%	339 14%	41 17%	447 14%	7 8%
About once every six months	2877 12%	20 30%	70 13%	40 15%	124 22%	309 13%	48 20%	377 12%	6 8%
About once a year or less often	2791 12%	2 2%	57 10%	29 11%	88 15%	158 7%	25 10%	268 8%	7 9%
Don't know	89 *	* *	8 1%	3 1%	1 *	18 1%	* *	20 1%	4 5%

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Borrowed/ returned/ renewed books	18742	2308	16434	888	189	458	603	717	2870	2683	208	1311	111	134	1128	1679	108	630	1575	3451
	77%	66%	79%	83%	86%	90%	83%	87%	75%	86%	86%	65%	76%	79%	94%	37%	79%	66%	73%	
Browsed/ read books or newspapers	11512	1757	9755	336	162	176	394	551	2408	1708	64	660	87	66	589	841	178	305	754	2232
	47%	51%	47%	32%	74%	35%	54%	67%	63%	55%	26%	33%	60%	39%	41%	47%	61%	38%	32%	47%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	6340	880	5460	344	10	80	282	226	1621	1500	7	245	6	1	276	184	23	64	721	749
	26%	25%	26%	32%	5%	16%	39%	27%	43%	48%	3%	12%	4%	1%	19%	10%	8%	8%	30%	16%
Searched for books or other materials in the library's electronic catalogue	4425	899	3526	248	39	78	283	245	970	869	14	268	17	6	401	96	66	81	367	376
	18%	26%	17%	23%	18%	15%	39%	30%	25%	28%	6%	13%	12%	3%	28%	5%	23%	10%	15%	8%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	4337	1088	3249	191	76	61	159	190	883	600	26	270	37	29	229	165	81	261	338	740
	18%	31%	16%	18%	35%	12%	22%	23%	23%	19%	11%	13%	25%	17%	16%	9%	28%	33%	14%	16%
Studied	4137	824	3313	117	22	38	84	139	937	167	55	565	21	9	146	106	127	222	789	594
	17%	24%	16%	11%	10%	8%	12%	17%	25%	5%	23%	28%	14%	5%	10%	6%	43%	28%	33%	13%
Accessed the Internet	3797	2994	804	162	28	71	196	216	337	333	38	227	42	58	249	126	122	144	493	957
	16%	86%	4%	15%	13%	14%	27%	26%	9%	11%	16%	11%	29%	34%	17%	7%	42%	18%	21%	20%
Used other facilities for example, café, toilet, shop	3514	825	2688	126	33	37	184	262	501	614	18	282	21	4	206	80	119	110	246	671
	14%	24%	13%	12%	15%	7%	25%	32%	13%	20%	7%	14%	14%	2%	14%	4%	41%	14%	10%	14%
Used photocopier/ fax	2550	890	1659	79	53	53	111	102	145	299	37	154	44	33	134	170	34	118	93	892
	11%	26%	8%	7%	24%	10%	15%	12%	4%	10%	15%	8%	30%	20%	9%	9%	12%	15%	4%	19%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	2365	1542	823	112	14	25	109	99	258	216	15	169	17	26	151	60	70	155	365	504
	10%	44%	4%	11%	6%	5%	15%	12%	7%	7%	6%	8%	11%	15%	11%	3%	24%	19%	15%	11%
Attended an event/ exhibition/meeting	2022	387	1635	66	33	41	88	127	493	288	16	80	23	33	49	61	43	160	128	293
	8%	11%	8%	6%	15%	8%	12%	15%	13%	9%	7%	4%	16%	20%	3%	3%	15%	20%	5%	6%
Received one-to-one advice on how to find information on the Internet or use a computer	973	361	613	42	8	9	83	39	157	167	4	60	8	9	57	33	11	150	59	77
	4%	10%	3%	4%	4%	2%	11%	5%	4%	5%	2%	3%	6%	5%	4%	2%	4%	19%	2%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Attended a course/ training on something else (not technology or computer/Internet)	282 1%	53 2%	229 1%	16 1%	2 1%	2 *	14 2%	9 1%	14 *	8 *	4 2%	12 1%	2 1%	1 1%	35 2%	9 *	4 1%	44 5%	65 3%	40 1%
Done voluntary work at a library	246 1%	62 2%	184 1%	3 *	10 4%	2 *	11 2%	5 1%	25 1%	41 1%	1 1%	7 *	4 3%	2 1%	9 1%	10 1%	1 *	49 6%	12 1%	53 1%
Participated in a technology or computer/ Internet training session	183 1%	81 2%	102 *	7 1%	2 1%	4 1%	26 4%	4 1%	15 *	10 *	2 1%	8 *	3 2%	5 3%	8 1%	3 *	5 2%	33 4%	13 1%	37 1%
Something else	788 3%	84 2%	705 3%	29 3%	9 4%	3 1%	40 5%	37 4%	101 3%	97 3%	5 2%	50 2%	2 2%	1 *	77 5%	23 1%	13 5%	3 *	85 4%	215 5%
Don't know (SPONTANEOUS)	41 *	1 *	40 *	6 1%	-	-	3 *	1 *	-	-	1 *	1 *	1 1%	1 *	1 *	-	-	27 3%	-	-
Not stated	51 *	1 *	50 *	-	-	-	-	-	-	-	-	-	-	-	51 4%	-	-	-	-	-

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Borrowed/ returned/ renewed books	18742 77%	3905 66%	4705 75%	5154 85%	2371 83%	2533 84%	5694 81%	7867 77%	5138 74%	1164 76%	5400 78%	8169 83%	3477 66%
Browsed/ read books or newspapers	11512 47%	2629 44%	2771 44%	2956 49%	1513 53%	1612 54%	3031 43%	4717 46%	3750 54%	673 44%	3128 45%	5026 51%	2361 45%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	6340 26%	1036 17%	1883 30%	2040 34%	827 29%	537 18%	1866 27%	2761 27%	1706 24%	252 16%	1777 26%	3298 33%	918 17%
Searched for books or other materials in the library's electronic catalogue	4425 18%	1189 20%	1255 20%	1166 19%	480 17%	318 11%	1224 17%	1761 17%	1435 21%	112 7%	934 14%	2177 22%	1154 22%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	4337 18%	1329 22%	1142 18%	1018 17%	469 16%	352 12%	1167 17%	1655 16%	1508 22%	157 10%	1037 15%	1811 18%	1240 24%
Studied	4137 17%	2621 44%	1069 17%	316 5%	79 3%	37 1%	1100 16%	1587 16%	1442 21%	62 4%	395 6%	999 10%	2616 50%
Accessed the Internet	3797 16%	1330 22%	1141 18%	857 14%	268 9%	189 6%	795 11%	1644 16%	1335 19%	160 10%	1070 16%	1302 13%	1137 22%
Used other facilities for example, café, toilet, shop	3514 14%	823 14%	970 15%	918 15%	397 14%	390 13%	912 13%	1448 14%	1152 17%	138 9%	910 13%	1581 16%	760 14%
Used photocopier/ fax	2550 11%	622 10%	709 11%	581 10%	281 10%	334 11%	587 8%	1172 11%	782 11%	178 12%	878 13%	831 8%	535 10%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	2365 10%	833 14%	643 10%	538 9%	201 7%	145 5%	528 8%	923 9%	901 13%	88 6%	702 10%	832 8%	695 13%
Attended an event/ exhibition/meeting	2022 8%	267 4%	440 7%	646 11%	329 11%	318 11%	578 8%	972 10%	466 7%	85 6%	538 8%	1083 11%	265 5%
Received one-to-one advice on how to find information on the Internet or use a computer	973 4%	307 5%	246 4%	240 4%	86 3%	92 3%	318 5%	297 3%	355 5%	37 2%	211 3%	392 4%	317 6%

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Attended a course/ training on something else (not technology or computer/Internet)	282 1%	53 1%	89 1%	77 1%	30 1%	32 1%	133 2%	69 1%	80 1%	23 2%	74 1%	127 1%	52 1%
Done voluntary work at a library	246 1%	54 1%	37 1%	46 1%	53 2%	49 2%	121 2%	73 1%	47 1%	10 1%	65 1%	98 1%	48 1%
Participated in a technology or computer/ Internet training session	183 1%	39 1%	13 *	44 1%	39 1%	43 1%	39 1%	75 1%	65 1%	26 2%	57 1%	61 1%	30 1%
Something else	788 3%	170 3%	143 2%	274 5%	137 5%	62 2%	216 3%	313 3%	259 4%	75 5%	260 4%	345 3%	97 2%
Don't know (SPONTANEOUS)	41 *	8 *	9 *	21 *	3 *	* *	13 *	4 *	23 *	- -	22 *	12 *	7 *
Not stated	51 *	12 *	17 *	15 *	- -	6 *	20 *	21 *	10 *	- -	19 *	20 *	12 *

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Borrowed/ returned/ renewed books	18742 77%	8017 82%	917 76%	9708 74%	17377 78%	461 87%	841 61%	7190 71%	11553 82%
Browsed/ read books or newspapers	11512 47%	4570 47%	572 48%	6284 48%	10521 47%	264 50%	689 50%	5162 51%	6350 45%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	6340 26%	3210 33%	399 33%	2684 20%	5816 26%	145 27%	365 27%	2485 25%	3855 27%
Searched for books or other materials in the library's electronic catalogue	4425 18%	1950 20%	246 20%	2211 17%	4136 19%	111 21%	175 13%	1715 17%	2710 19%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	4337 18%	1696 17%	209 17%	2397 18%	3917 18%	103 19%	313 23%	1841 18%	2497 18%
Studied	4137 17%	826 9%	121 10%	3137 24%	3698 17%	72 14%	366 27%	1775 18%	2362 17%
Accessed the Internet	3797 16%	1233 13%	252 21%	2285 17%	3357 15%	108 20%	302 22%	2059 20%	1739 12%
Used other facilities for example, café, toilet, shop	3514 14%	1407 14%	188 16%	1909 14%	3243 15%	74 14%	191 14%	1453 14%	2060 15%
Used photocopier/ fax	2550 11%	893 9%	153 13%	1492 11%	2253 10%	85 16%	188 14%	1089 11%	1461 10%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	2365 10%	744 8%	139 12%	1465 11%	2114 10%	63 12%	185 13%	1198 12%	1167 8%
Attended an event/ exhibition/meeting	2022 8%	919 9%	105 9%	988 7%	1856 8%	80 15%	84 6%	697 7%	1325 9%
Received one-to-one advice on how to find information on the Internet or use a computer	973 4%	320 3%	57 5%	592 4%	910 4%	21 4%	42 3%	366 4%	607 4%

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C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Attended a course/ training on something else (not technology or computer/Internet)	282 1%	99 1%	24 2%	157 1%	270 1%	5 1%	7 1%	131 1%	151 1%
Done voluntary work at a library	246 1%	75 1%	7 1%	160 1%	235 1%	1 *	9 1%	94 1%	151 1%
Participated in a technology or computer/ Internet training session	183 1%	41 *	10 1%	127 1%	176 1%	2 *	5 *	75 1%	107 1%
Something else	788 3%	405 4%	38 3%	344 3%	694 3%	32 6%	47 3%	370 4%	419 3%
Don't know (SPONTANEOUS)	41 *	31 *	1 *	9 *	41 *	-	*	24 *	17 *
Not stated	51 *	28 *	-	23 *	46 *	-	5 *	32 *	19 *

C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Borrowed/ returned/ renewed books	18742 77%	56 82%	410 75%	194 74%	422 73%	1604 66%	179 73%	2076 66%	56 68%
Browsed/ read books or newspapers	11512 47%	22 33%	270 49%	129 49%	243 42%	1229 51%	124 51%	1588 50%	43 52%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	6340 26%	36 53%	97 18%	61 23%	144 25%	567 23%	87 36%	774 25%	22 27%
Searched for books or other materials in the library's electronic catalogue	4425 18%	6 8%	97 18%	39 15%	116 20%	561 23%	103 42%	765 24%	32 38%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	4337 18%	11 16%	76 14%	42 16%	137 24%	734 30%	81 33%	972 31%	29 36%
Studied	4137 17%	10 15%	94 17%	69 27%	61 11%	552 23%	44 18%	731 23%	21 25%
Accessed the Internet	3797 16%	13 19%	170 31%	65 25%	105 18%	2170 89%	163 66%	2751 87%	65 79%
Used other facilities for example, café, toilet, shop	3514 14%	10 14%	79 14%	36 14%	118 20%	584 24%	55 23%	743 24%	18 21%
Used photocopier/ fax	2550 11%	7 10%	100 18%	61 23%	175 30%	667 27%	54 22%	822 26%	14 17%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	2365 10%	9 13%	102 19%	37 14%	53 9%	1146 47%	57 23%	1432 45%	27 32%
Attended an event/ exhibition/meeting	2022 8%	5 7%	30 6%	22 8%	52 9%	278 11%	30 12%	343 11%	8 10%
Received one-to-one advice on how to find information on the Internet or use a computer	973 4%	14 21%	39 7%	12 5%	42 7%	270 11%	17 7%	338 11%	4 5%

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C2 (L2) Which of the following activities have you done in a public library in the last 12 months?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Weighted base	24253	68	548	261	577	2431	246	3152	82
Attended a course/ training on something else (not technology or computer/Internet)	282 1%	4 6%	7 1%	6 2%	10 2%	42 2%	1 *	49 2%	2 3%
Done voluntary work at a library	246 1%	2 4%	1 *	9 3%	5 1%	40 2%	5 2%	48 2%	* *
Participated in a technology or computer/ Internet training session	183 1%	4 6%	1 *	5 2%	4 1%	60 2%	8 3%	71 2%	* *
Something else	788 3%	* 1%	28 5%	17 7%	17 3%	64 3%	3 1%	78 2%	1 1%
Don't know (SPONTANEOUS)	41 *	-	-	10 4%	-	* *	-	1 *	-
Not stated	51 *	-	-	5 2%	15 3%	1 *	-	1 *	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Borrowed/ returned/ renewed books	13383 55%	1168 34%	12215 59%	752 71%	136 62%	411 81%	433 60%	501 61%	2060 54%	2101 67%	190 78%	993 49%	83 57%	103 61%	962 67%	1549 86%	48 16%	454 57%	1047 44%	1560 33%
Browsed/ read books or newspapers	3067 13%	383 11%	2684 13%	73 7%	28 13%	32 6%	114 16%	196 24%	721 19%	400 13%	6 2%	221 11%	25 17%	14 9%	175 12%	98 5%	99 34%	118 15%	233 10%	515 11%
Studied	2113 9%	274 8%	1839 9%	50 5%	3 1%	7 1%	23 3%	30 4%	461 12%	39 1%	13 5%	439 22%	3 2%	1 1%	67 5%	3 *	72 25%	36 5%	644 27%	222 5%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	1101 5%	102 3%	998 5%	85 8%	* *	25 5%	45 6%	12 1%	206 5%	305 10%	1 *	81 4%	* *	* *	11 1%	61 3%	3 1%	7 1%	179 8%	79 2%
Accessed the Internet	1100 5%	991 29%	110 1%	58 5%	11 5%	17 3%	38 5%	30 4%	70 2%	64 2%	15 6%	31 2%	23 16%	35 21%	66 5%	41 2%	33 11%	56 7%	127 5%	385 8%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	519 2%	89 3%	430 2%	22 2%	19 9%	8 1%	2 *	14 2%	97 3%	84 3%	6 2%	58 3%	3 2%	3 2%	27 2%	10 1%	7 2%	55 7%	21 1%	84 2%
Searched for books or other materials in the library's electronic catalogue	242 1%	45 1%	197 1%	3 *	7 3%	* *	17 2%	11 1%	76 2%	27 1%	* *	43 2%	* *	- -	20 1%	3 *	2 1%	4 *	14 1%	14 *
Used photocopier/ fax	218 1%	67 2%	151 1%	2 *	5 2%	6 1%	10 1%	10 1%	- -	28 1%	2 1%	20 1%	4 3%	1 1%	9 1%	20 1%	* *	12 1%	3 *	85 2%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	173 1%	137 4%	36 *	2 *	2 1%	1 *	15 2%	5 1%	4 *	10 *	1 *	15 1%	1 *	7 4%	15 1%	6 *	7 2%	14 2%	12 1%	57 1%
Used other facilities for example, café, toilet, shop	131 1%	12 *	119 1%	- -	- -	- -	12 2%	* *	- -	31 1%	- -	38 2%	- -	- -	6 *	- -	1 *	6 1%	- -	37 1%
Attended an event/ exhibition/meeting	97 *	5 *	92 *	- -	1 *	* *	2 *	1 *	40 1%	3 *	1 1%	12 1%	* *	3 2%	- -	4 *	7 2%	8 1%	14 1%	2 *
Attended a course/ training on something else (not technology or computer/Internet)	53 *	3 *	49 *	- -	* *	- -	- -	- -	* *	- -	1 *	- -	* *	* *	11 1%	- -	1 *	- -	37 2%	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Received one-to-one advice on how to find information on the Internet or use a computer	16*	7*	9*	-	*	*	*	-	-	6*	-	2*	*	*	-	*	-	2*	3*	2*
Done voluntary work at a library	11*	2*	10*	1*	1*	*	1*	-	3*	-	1*	1*	*	*	*	-	-	*	-	4*
Participated in a technology or computer/Internet training session	9*	3*	6*	1*	*	*	*	-	1*	-	-	5*	*	*	*	-	*	*	-	1*
Something else	239 1%	13*	226 1%	12 1%	5 2%	-	13 2%	11 1%	19 1%	27 1%	5 2%	33 2%	1 1%	-	10 1%	*	10 3%	1*	43 2%	50 1%
Don't know (SPONTANEOUS)	116*	9*	108 1%	-	2 1%	1*	3*	3*	49 1%	5*	1 1%	19 1%	1 1%	*	2*	-	1*	27 3%	-	2*
Not stated	1664 7%	163 5%	1501 7%	6 1%	-	-	-	-	-	-	-	1*	-	-	51 4%	-	-	-	-	1606 34%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Borrowed/ returned/ renewed books	13383 55%	2408 40%	3229 51%	4035 67%	1717 60%	1936 64%	4288 61%	5675 56%	3387 49%	818 53%	3842 56%	6242 63%	2094 40%
Browsed/ read books or newspapers	3067 13%	619 10%	690 11%	749 12%	471 16%	534 18%	867 12%	1244 12%	952 14%	204 13%	829 12%	1369 14%	563 11%
Studied	2113 9%	1519 25%	526 8%	53 1%	13 *	2 *	504 7%	974 10%	635 9%	21 1%	108 2%	375 4%	1590 30%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	1101 5%	213 4%	377 6%	315 5%	121 4%	71 2%	352 5%	455 4%	294 4%	68 4%	363 5%	496 5%	156 3%
Accessed the Internet	1100 5%	369 6%	334 5%	271 4%	72 3%	52 2%	208 3%	513 5%	366 5%	73 5%	402 6%	356 4%	232 4%
Looked for information (using any library materials or services such as books, newspapers, the Internet	519 2%	189 3%	179 3%	74 1%	47 2%	30 1%	51 1%	224 2%	243 3%	16 1%	134 2%	197 2%	165 3%
Searched for books or other materials in the library's electronic catalogue	242 1%	126 2%	48 1%	50 1%	8 *	11 *	51 1%	89 1%	101 1%	6 *	60 1%	68 1%	105 2%
Used photocopier/ fax	218 1%	43 1%	111 2%	38 1%	19 1%	6 *	36 1%	124 1%	57 1%	6 *	96 1%	55 1%	40 1%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	173 1%	45 1%	50 1%	51 1%	14 *	13 *	32 *	79 1%	59 1%	11 1%	67 1%	58 1%	32 1%
Used other facilities for example, café, toilet, shop	131 1%	39 1%	78 1%	3 *	5 *	5 *	48 1%	57 1%	26 *	- -	38 1%	17 *	42 1%
Attended an event/ exhibition/meeting	97 *	11 *	52 1%	10 *	13 *	11 *	30 *	52 1%	15 *	11 1%	13 *	52 1%	16 *
Attended a course/ training on something else (not technology or computer/Internet)	53 *	15 *	26 *	3 *	* *	9 *	49 1%	2 *	2 *	8 1%	25 *	6 *	13 *

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Received one-to-one advice on how to find information on the Internet or use a computer	16 *	1 *	4 *	7 *	2 *	1 *	7 *	1 *	9 *	3 *	9 *	3 *	1 *
Done voluntary work at a library	11 *	1 *	* *	4 *	2 *	4 *	8 *	2 *	1 *	1 *	1 *	8 *	1 *
Participated in a technology or computer/ Internet training session	9 *	* *	* *	1 *	2 *	6 *	1 *	2 *	5 *	5 *	3 *	* *	- -
Something else	239 1%	26 *	51 1%	99 2%	48 2%	15 1%	58 1%	105 1%	76 1%	42 3%	60 1%	112 1%	25 *
Don't know (SPONTANEOUS)	116 *	10 *	27 *	36 1%	42 1%	1 *	46 1%	40 *	31 *	* *	27 *	70 1%	18 *
Not stated	1664 7%	325 5%	518 8%	249 4%	269 9%	296 10%	364 5%	586 6%	715 10%	247 16%	816 12%	390 4%	155 3%

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C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Borrowed/ returned/ renewed books	13383 55%	6114 63%	665 55%	6547 50%	12554 56%	332 63%	457 33%	4695 47%	8688 61%
Browsed/ read books or newspapers	3067 13%	1077 11%	190 16%	1767 13%	2779 12%	61 12%	227 17%	1824 18%	1243 9%
Studied	2113 9%	273 3%	29 2%	1778 13%	1926 9%	24 4%	163 12%	918 9%	1195 8%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	1101 5%	516 5%	78 7%	506 4%	998 4%	28 5%	74 5%	576 6%	524 4%
Accessed the Internet	1100 5%	360 4%	93 8%	642 5%	955 4%	41 8%	102 7%	702 7%	398 3%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	519 2%	191 2%	19 2%	309 2%	459 2%	13 2%	45 3%	248 2%	271 2%
Searched for books or other materials in the library's electronic catalogue	242 1%	105 1%	5 *	132 1%	218 1%	13 3%	11 1%	101 1%	141 1%
Used photocopier/ fax	218 1%	84 1%	8 1%	125 1%	206 1%	* *	8 1%	50 *	168 1%
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	173 1%	48 *	8 1%	113 1%	153 1%	4 1%	14 1%	89 1%	84 1%
Used other facilities for example, café, toilet, shop	131 1%	40 *	5 *	86 1%	114 1%	- -	17 1%	29 *	102 1%
Attended an event/ exhibition/meeting	97 *	38 *	11 1%	48 *	97 *	1 *	- -	15 *	83 1%
Attended a course/ training on something else (not technology or computer/Internet)	53 *	2 *	* *	50 *	52 *	- -	1 *	24 *	29 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Received one-to-one advice on how to find information on the Internet or use a computer	16 *	12 *	- -	5 *	16 *	- -	1 *	4 *	13 *
Done voluntary work at a library	11 *	4 *	- -	8 *	10 *	- -	* *	6 *	5 *
Participated in a technology or computer/ Internet training session	9 *	1 *	* *	8 *	9 *	* *	- -	7 *	2 *
Something else	239 1%	119 1%	4 *	116 1%	220 1%	2 *	17 1%	130 1%	109 1%
Don't know (SPONTANEOUS)	116 *	56 1%	37 3%	24 *	116 1%	- -	* *	61 1%	55 *
Not stated	1664 7%	680 7%	49 4%	917 7%	1362 6%	11 2%	232 17%	615 6%	1048 7%

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C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Borrowed/ returned/ renewed books	13383 55%	25 37%	266 49%	115 44%	283 49%	742 31%	128 52%	1025 33%	28 34%
Browsed/ read books or newspapers	3067 13%	9 14%	75 14%	51 20%	74 13%	246 10%	37 15%	352 11%	10 13%
Studied	2113 9%	3 5%	39 7%	18 7%	6 1%	175 7%	22 9%	229 7%	13 15%
Borrowed/ returned/ renewed other material such as DVDs, CDs, Videos, CD-ROMS	1101 5%	18 26%	24 4%	2 1%	19 3%	59 2%	17 7%	80 3%	5 5%
Accessed the Internet	1100 5%	7 10%	55 10%	25 10%	32 6%	808 33%	18 8%	936 30%	19 23%
Looked for information (using any library materials or services such as books, newspapers, the Internet)	519 2%	3 5%	9 2%	12 5%	29 5%	57 2%	5 2%	78 2%	3 4%
Searched for books or other materials in the library's electronic catalogue	242 1%	-	7 1%	* *	2 *	20 1%	9 4%	42 1%	2 3%
Used photocopier/ fax	218 1%	-	3 1%	6 2%	12 2%	56 2%	2 1%	66 2%	* *
Used a computer (e.g. to use word processing/ database/ spreadsheet packages etc)	173 1%	1 2%	6 1%	4 2%	7 1%	119 5%	3 1%	134 4%	1 1%
Used other facilities for example, café, toilet, shop	131 1%	-	15 3%	2 1%	32 5%	9 *	-	11 *	-
Attended an event/ exhibition/meeting	97 *	-	* *	1 *	* *	3 *	-	5 *	-
Attended a course/ training on something else (not technology or computer/Internet)	53 *	-	1 *	-	1 *	3 *	-	3 *	-

C3 (L3) What is the activity you have done most in a public library in the last 12 months?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Weighted base	24253	68	548	261	577	2431	246	3152	82
Received one-to-one advice on how to find information on the Internet or use a computer	16 *	*	*	1 *	- -	5 *	- -	5 *	* *
Done voluntary work at a library	11 *	* 1%	-	* *	- -	1 *	- -	2 *	- -
Participated in a technology or computer/ Internet training session	9 *	- -	-	* *	* *	3 *	- -	3 *	- -
Something else	239 1%	* *	7 1%	6 2%	* *	13 1%	- -	13 *	* *
Don't know (SPONTANEOUS)	116 *	- -	18 3%	11 4%	1 *	5 *	- -	8 *	- -
Not stated	1664 7%	- -	22 4%	7 3%	80 14%	109 5%	3 1%	162 5%	1 1%

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C4 (L4) Have you used a public access computer in a public library to access the Internet in the last 12 months?

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
	14%	100%	-	17%	13%	16%	32%	28%	5%	11%	14%	12%	26%	14%	7%	14%	18%	11%	22%	
No	20780	-	20780	886	190	428	495	594	3617	2784	209	1771	108	107	1231	1669	250	656	2115	3670
	86%	-	100%	83%	87%	84%	68%	72%	95%	89%	86%	88%	74%	63%	86%	93%	86%	82%	89%	78%

C4 (L4) Have you used a public access computer in a public library to access the Internet in the last 12 months?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	3473 14%	1179 20%	960 15%	845 14%	269 9%	207 7%	729 10%	1462 14%	1260 18%	173 11%	1067 15%	1174 12%	931 18%
No	20780 86%	4781 80%	5339 85%	5203 86%	2596 91%	2794 93%	6272 90%	8761 86%	5714 82%	1368 89%	5827 85%	8701 88%	4316 82%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C4 (L4) Have you used a public access computer in a public library to access the Internet in the last 12 months?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	3473 14%	1186 12%	190 16%	2069 16%	3055 14%	110 21%	275 20%	1844 18%	1629 12%
No	20780 86%	8534 88%	1012 84%	11111 84%	19189 86%	420 79%	1094 80%	8250 82%	12530 88%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C4 (L4) Have you used a public access computer in a public library to access the Internet in the last 12 months?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	3473 14%	13 20%	168 31%	64 24%	108 19%	2431 100%	246 100%	3152 100%	82 100%
No	20780 86%	54 80%	379 69%	198 76%	470 81%	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C4a (L5) What is the main reason you have not used computers in public libraries to access the Internet in the last 12 months?

Base : All library users that do not use computers

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	12537	-	12537	885	710	705	707	730	728	710	701	799	730	700	863	700	700	747	705	717
Weighted base	20780	-	20780	886	190	428	495	594	3617	2784	209	1771	108	107	1231	1669	250	656	2115	3670
I have no need because I have a computer/Internet at home or work	15408 74%	- -	15408 74%	729 82%	126 66%	295 69%	383 77%	492 83%	2901 80%	2200 79%	100 48%	785 44%	73 68%	68 63%	986 80%	1286 77%	183 73%	357 54%	1585 75%	2861 78%
I have no need because I have nothing to do on computers	1381 7%	- -	1381 7%	27 3%	21 11%	79 18%	9 2%	37 6%	202 6%	97 3%	23 11%	137 8%	10 10%	15 14%	48 4%	199 12%	12 5%	25 4%	141 7%	300 8%
I don't know how to use computers or the Internet	1030 5%	- -	1030 5%	26 3%	24 13%	24 6%	26 5%	8 1%	183 5%	143 5%	13 6%	83 5%	17 15%	17 16%	28 2%	104 6%	10 4%	35 5%	133 6%	155 4%
I have no need because I use the Internet on a mobile device / Smartphone	720 3%	- -	720 3%	25 3%	1 *	8 2%	23 5%	23 4%	144 4%	90 3%	1 *	108 6%	1 1%	* *	60 5%	21 1%	13 5%	36 5%	94 4%	71 2%
I don't feel comfortable using computers in public	244 1%	- -	244 1%	14 2%	4 2%	7 2%	11 2%	7 1%	25 1%	45 2%	5 3%	9 1%	1 1%	1 1%	8 1%	14 1%	1 *	17 3%	11 1%	61 2%
There are too few computers	155 1%	- -	155 1%	4 1%	* *	1 *	1 *	* *	- -	9 *	3 1%	97 5%	- -	* *	7 1%	2 *	* *	27 4%	3 *	- -
The queues / waiting time are too long	119 1%	- -	119 1%	6 1%	* *	1 *	5 1%	8 1%	9 *	3 *	6 3%	46 3%	- -	1 1%	1 *	4 *	* *	5 1%	24 1%	- -
The Internet in the library is too slow	86 *	- -	86 *	* *	- *	2 *	1 *	- -	- -	- -	* *	11 1%	1 1%	* *	- -	3 *	* *	23 3%	7 *	38 1%
The computers in the library are too old / slow	48 *	- -	48 *	- *	- *	- *	2 *	- -	4 *	5 *	* *	2 *	* *	* *	1 *	- -	4 1%	7 1%	5 *	18 *
There is a time limit on how long you can use the computers in libraries for and it is too short	43 *	- -	43 *	- *	5 1%	1 *	* *	1 *	4 *	* *	* *	5 *	1 1%	* *	3 *	- -	* *	6 1%	15 1%	- -
Another reason	1526 7%	- -	1526 7%	54 6%	13 7%	7 2%	33 7%	18 3%	148 4%	169 6%	56 27%	490 28%	4 3%	4 4%	89 7%	35 2%	26 11%	119 18%	98 5%	165 4%
Not stated	20 *	- -	20 *	- -	- -	- -	- -	- -	- -	20 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C4a (L5) What is the main reason you have not used computers in public libraries to access the Internet in the last 12 months?

Base : All library users that do not use computers

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	12537	2649	2701	2993	1918	2224	3462	5323	3733	826	3700	5138	2443
Weighted base	20780	4781	5339	5203	2596	2794	6272	8761	5714	1368	5827	8701	4316
I have no need because I have a computer/Internet at home or work	15408 74%	3825 80%	4146 78%	4045 78%	1820 70%	1538 55%	4779 76%	6247 71%	4370 76%	568 42%	3966 68%	7081 81%	3474 80%
I have no need because I have nothing to do on computers	1381 7%	147 3%	203 4%	319 6%	315 12%	392 14%	478 8%	534 6%	369 6%	279 20%	514 9%	378 4%	123 3%
I don't know how to use computers or the Internet	1030 5%	6 *	78 1%	288 6%	169 7%	484 17%	344 5%	451 5%	234 4%	275 20%	515 9%	186 2%	6 *
I have no need because I use the Internet on a mobile device / Smartphone	720 3%	317 7%	253 5%	122 2%	24 1%	2 *	206 3%	334 4%	175 3%	9 1%	166 3%	234 3%	290 7%
I don't feel comfortable using computers in public	244 1%	50 1%	47 1%	33 1%	41 2%	69 2%	46 1%	121 1%	77 1%	29 2%	84 1%	80 1%	33 1%
There are too few computers	155 1%	27 1%	92 2%	13 *	5 *	18 1%	46 1%	80 1%	27 *	12 1%	21 *	98 1%	21 *
The queues / waiting time are too long	119 1%	45 1%	43 1%	17 *	11 *	* *	8 *	80 1%	31 1%	9 1%	12 *	48 1%	49 1%
The Internet in the library is too slow	86 *	21 *	56 1%	7 *	1 *	1 *	6 *	48 1%	32 1%	- -	57 1%	16 *	11 *
The computers in the library are too old / slow	48 *	12 *	11 *	24 *	1 *	* *	18 *	16 *	13 *	- -	16 *	17 *	10 *
There is a time limit on how long you can use the computers in libraries for and it is too short	43 *	19 *	16 *	5 *	* *	2 *	17 *	12 *	14 *	2 *	8 *	12 *	20 *
Another reason	1526 7%	309 6%	395 7%	324 6%	206 8%	279 10%	324 5%	819 9%	371 6%	184 13%	463 8%	538 6%	278 6%
Not stated	20 *	2 *	- -	6 *	2 *	10 *	- -	20 *	- -	- -	5 *	13 *	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C4a (L5) What is the main reason you have not used computers in public libraries to access the Internet in the last 12 months?

Base : All library users that do not use computers

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	12537	4719	584	7177	11787	252	466	4393	8144
Weighted base	20780	8534	1012	11111	19189	420	1094	8250	12530
I have no need because I have a computer/Internet at home or work	15408 74%	7075 83%	767 76%	7473 67%	14237 74%	321 77%	812 74%	5789 70%	9620 77%
I have no need because I have nothing to do on computers	1381 7%	364 4%	40 4%	962 9%	1268 7%	12 3%	80 7%	620 8%	761 6%
I don't know how to use computers or the Internet	1030 5%	161 2%	16 2%	853 8%	957 5%	20 5%	50 5%	441 5%	589 5%
I have no need because I use the Internet on a mobile device / Smartphone	720 3%	242 3%	75 7%	399 4%	667 3%	11 3%	42 4%	403 5%	317 3%
I don't feel comfortable using computers in public	244 1%	57 1%	7 1%	177 2%	194 1%	10 2%	24 2%	90 1%	154 1%
There are too few computers	155 1%	46 1%	38 4%	68 1%	154 1%	- -	1 *	93 1%	62 *
The queues / waiting time are too long	119 1%	24 *	2 *	93 1%	110 1%	1 *	9 1%	74 1%	45 *
The Internet in the library is too slow	86 *	17 *	1 *	68 1%	83 *	- -	3 *	63 1%	23 *
The computers in the library are too old / slow	48 *	30 *	2 *	14 *	40 *	* *	7 1%	28 *	19 *
There is a time limit on how long you can use the computers in libraries for and it is too short	43 *	11 *	3 *	29 *	40 *	1 *	2 *	19 *	23 *
Another reason	1526 7%	503 6%	54 5%	967 9%	1419 7%	43 10%	64 6%	617 7%	910 7%
Not stated	20 *	5 *	6 1%	9 *	20 *	- -	- -	12 *	8 *

C4a (L5) What is the main reason you have not used computers in public libraries to access the Internet in the last 12 months?

Base : All library users that do not use computers

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	12537	44	190	226	302	-	-	-	-
Weighted base	20780	54	379	198	470	-	-	-	-
I have no need because I have a computer/Internet at home or work	15408 74%	39 72%	210 55%	115 58%	281 60%	-	-	-	-
I have no need because I have nothing to do on computers	1381 7%	4 8%	42 11%	7 3%	35 7%	-	-	-	-
I don't know how to use computers or the Internet	1030 5%	3 6%	19 5%	12 6%	35 8%	-	-	-	-
I have no need because I use the Internet on a mobile device / Smartphone	720 3%	2 4%	32 8%	9 5%	18 4%	-	-	-	-
I don't feel comfortable using computers in public	244 1%	-	10 3%	6 3%	17 4%	-	-	-	-
There are too few computers	155 1%	1 1%	19 5%	5 3%	1 *	-	-	-	-
The queues / waiting time are too long	119 1%	-	9 2%	1 *	* *	-	-	-	-
The Internet in the library is too slow	86 *	-	1 *	3 2%	-	-	-	-	-
The computers in the library are too old / slow	48 *	-	* *	1 1%	12 2%	-	-	-	-
There is a time limit on how long you can use the computers in libraries for and it is too short	43 *	2 3%	1 *	- -	- -	-	-	-	-
Another reason	1526 7%	3 5%	38 10%	38 19%	71 15%	-	-	-	-
Not stated	20 *	-	-	-	-	-	-	-	-

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C5 How often have you used a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Once a week or more (Net)	798	798	-	53	8	8	28	31	52	70	6	49	15	21	45	19	9	49	93	243
	23%	23%	-	29%	27%	10%	12%	14%	27%	20%	18%	20%	39%	33%	22%	15%	23%	34%	36%	23%
Every day or most days	291	291	-	22	4	3	11	10	18	19	2	17	6	11	14	5	4	15	37	93
	8%	8%	-	12%	14%	3%	5%	4%	10%	6%	7%	7%	17%	17%	7%	4%	10%	11%	14%	9%
At least once a week	507	507	-	32	4	6	17	21	33	50	4	32	8	10	31	14	5	34	56	150
	15%	15%	-	17%	14%	7%	8%	9%	17%	15%	11%	13%	22%	17%	15%	11%	13%	24%	21%	14%
About 2-3 times a month	482	482	-	20	4	13	31	29	24	47	6	38	5	13	31	18	6	18	40	138
	14%	14%	-	11%	15%	16%	13%	13%	12%	14%	17%	16%	13%	21%	15%	14%	16%	13%	15%	13%
About once a month	540	540	-	23	6	18	43	40	37	61	7	56	4	11	27	28	6	24	27	122
	16%	16%	-	13%	21%	22%	18%	17%	20%	18%	20%	23%	11%	18%	13%	23%	16%	17%	10%	12%
Once every 3 months or less (Net)	1616	1616	-	80	11	42	128	130	78	161	15	95	14	17	96	57	19	49	96	528
	47%	47%	-	44%	37%	52%	55%	57%	41%	47%	45%	39%	37%	27%	48%	46%	46%	34%	37%	51%
About once every three months	563	563	-	31	7	18	54	58	16	63	9	34	4	11	30	25	8	17	43	135
	16%	16%	-	17%	23%	22%	23%	25%	8%	18%	28%	14%	11%	18%	15%	20%	20%	12%	16%	13%
About once every six months	573	573	-	27	3	19	42	41	21	53	4	32	5	4	38	16	7	7	33	220
	16%	16%	-	15%	9%	24%	18%	18%	11%	15%	11%	13%	13%	7%	19%	13%	17%	5%	13%	21%
About once a year or less often	481	481	-	21	1	5	32	31	41	45	2	29	5	2	28	16	4	24	21	173
	14%	14%	-	12%	5%	6%	14%	14%	21%	13%	7%	12%	14%	3%	14%	13%	9%	17%	8%	17%
Don't know	37	37	-	5	*	-	3	-	*	6	-	3	*	1	2	3	*	3	5	5
	1%	1%	-	3%	*	-	1%	-	*	2%	-	1%	1%	1%	1%	2%	*	2%	2%	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C5 How often have you used a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Once a week or more (Net)	798	250	216	196	76	56	161	297	330	56	253	278	182
	23%	21%	23%	23%	28%	27%	22%	20%	26%	32%	24%	24%	20%
Every day or most days	291	82	82	66	32	28	54	107	127	27	97	100	57
	8%	7%	9%	8%	12%	13%	7%	7%	10%	16%	9%	9%	6%
At least once a week	507	168	134	130	44	28	107	191	204	28	156	178	125
	15%	14%	14%	15%	16%	14%	15%	13%	16%	16%	15%	15%	13%
About 2-3 times a month	482	146	153	105	41	35	109	202	168	19	151	156	137
	14%	12%	16%	12%	15%	17%	15%	14%	13%	11%	14%	13%	15%
About once a month	540	144	164	142	47	40	115	250	174	19	169	193	131
	16%	12%	17%	17%	18%	19%	16%	17%	14%	11%	16%	16%	14%
Once every 3 months or less (Net)	1616	614	425	395	102	76	328	701	580	76	487	539	463
	47%	52%	44%	47%	38%	37%	45%	48%	46%	44%	46%	46%	50%
About once every three months	563	182	158	139	50	32	125	243	193	19	167	192	160
	16%	15%	16%	16%	19%	15%	17%	17%	15%	11%	16%	16%	17%
About once every six months	573	240	135	145	29	23	121	248	201	48	191	174	146
	16%	20%	14%	17%	11%	11%	17%	17%	16%	28%	18%	15%	16%
About once a year or less often	481	193	132	110	24	21	82	211	186	8	129	173	157
	14%	16%	14%	13%	9%	10%	11%	14%	15%	5%	12%	15%	17%
Don't know	37	24	2	7	3	1	16	12	8	3	6	8	19
	1%	2%	*	1%	1%	*	2%	1%	1%	2%	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C5 How often have you used a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Once a week or more (Net)	798	224	37	531	660	34	99	533	265
	23%	19%	20%	26%	22%	31%	36%	29%	16%
Every day or most days	291	67	12	212	238	13	38	204	87
	8%	6%	6%	10%	8%	12%	14%	11%	5%
At least once a week	507	157	26	319	422	21	61	329	179
	15%	13%	14%	15%	14%	19%	22%	18%	11%
About 2-3 times a month	482	166	22	286	434	7	39	241	240
	14%	14%	12%	14%	14%	6%	14%	13%	15%
About once a month	540	214	23	301	474	23	43	273	267
	16%	18%	12%	15%	16%	21%	16%	15%	16%
Once every 3 months or less (Net)	1616	574	103	927	1456	45	90	770	847
	47%	48%	55%	45%	48%	41%	33%	42%	52%
About once every three months	563	196	37	323	508	20	33	272	291
	16%	17%	20%	16%	17%	18%	12%	15%	18%
About once every six months	573	216	22	334	524	16	20	268	305
	16%	18%	12%	16%	17%	15%	7%	15%	19%
About once a year or less often	481	162	44	270	423	9	37	229	251
	14%	14%	23%	13%	14%	8%	13%	12%	15%
Don't know	37	8	4	24	32	1	3	27	10
	1%	1%	2%	1%	1%	1%	1%	1%	1%

C5 How often have you used a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Once a week or more (Net)	798 23%	8 60%	51 31%	21 33%	28 26%	640 26%	20 8%	732 23%	21 26%
Every day or most days	291 8%	2 14%	25 15%	8 13%	12 11%	240 10%	5 2%	268 9%	9 11%
At least once a week	507 15%	6 46%	26 16%	13 21%	16 15%	401 16%	15 6%	464 15%	12 15%
About 2-3 times a month	482 14%	2 15%	20 12%	14 22%	12 11%	371 15%	19 8%	449 14%	12 15%
About once a month	540 16%	1 7%	24 14%	12 20%	20 19%	390 16%	35 14%	490 16%	15 19%
Once every 3 months or less (Net)	1616 47%	2 17%	65 39%	16 25%	47 44%	1011 42%	165 67%	1452 46%	32 39%
About once every three months	563 16%	1 5%	27 16%	5 7%	15 14%	358 15%	49 20%	517 16%	8 10%
About once every six months	573 16%	2 12%	14 8%	6 9%	9 9%	412 17%	55 22%	517 16%	10 12%
About once a year or less often	481 14%	-	24 14%	5 8%	23 21%	241 10%	61 25%	418 13%	15 18%
Don't know	37 1%	*	9 5%	1 1%	*	19 1%	6 2%	29 1%	* 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	340	340	-	7	1	9	2	3	9	107	*	31	*	1	60	*	*	-	1	108
	10%	10%	-	4%	2%	11%	1%	1%	5%	31%	*	13%	1%	1%	30%	*	*	-	*	10%
No	3123	3123	-	174	27	71	231	227	179	235	34	210	37	62	137	125	41	144	261	926
	90%	90%	-	96%	96%	87%	99%	99%	94%	68%	100%	87%	99%	99%	69%	100%	100%	100%	100%	89%
Don't know	10	10	-	1	1	1	*	-	2	1	-	*	*	-	3	-	*	-	-	1
	*	*	-	*	2%	2%	*	-	1%	*	-	*	*	-	2%	-	*	-	-	*

C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	340 10%	97 8%	87 9%	88 10%	31 12%	35 17%	72 10%	156 11%	111 9%	14 8%	142 13%	123 10%	52 6%
No	3123 90%	1081 92%	871 91%	752 89%	237 88%	172 83%	655 90%	1305 89%	1142 91%	159 92%	922 86%	1046 89%	878 94%
Don't know	10 *	1 *	2 *	6 1%	1 1%	* *	2 *	1 *	7 1%	* *	4 *	5 *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	340 10%	102 9%	41 22%	193 9%	296 10%	19 17%	23 9%	196 11%	144 9%
No	3123 90%	1078 91%	149 78%	1872 90%	2749 90%	91 83%	251 91%	1641 89%	1481 91%
Don't know	10 *	6 *	* *	4 *	10 *	- -	- -	7 *	4 *

C5a Have you had to make any payment to use a computer in a public library to access the Internet in the last 12 months?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	340	*	15	5	9	217	58	288	19
	10%	3%	9%	8%	9%	9%	24%	9%	23%
No	3123	13	153	59	97	2208	187	2855	63
	90%	96%	91%	92%	90%	91%	76%	91%	77%
Don't know	10	*	-	*	2	5	1	9	-
	*	*	-	*	1%	*	*	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes (Net)	2849	700	2149	73	21	22	130	67	329	198	16	497	19	10	229	114	120	105	541	356
	12%	20%	10%	7%	9%	4%	18%	8%	9%	6%	6%	25%	13%	6%	16%	6%	41%	13%	23%	8%
Yes - computer / laptop / tablet	2147	548	1599	51	20	17	87	44	251	149	12	373	12	4	137	98	112	63	448	268
	9%	16%	8%	5%	9%	3%	12%	5%	7%	5%	5%	19%	8%	3%	10%	5%	39%	8%	19%	6%
Yes - mobile device / smart phone	1143	240	904	34	4	9	61	35	152	77	4	179	10	7	126	23	27	54	233	108
	5%	7%	4%	3%	2%	2%	8%	4%	4%	2%	2%	9%	7%	4%	9%	1%	9%	7%	10%	2%
No	21343	2760	18583	994	194	486	596	758	3478	2927	227	1486	125	157	1198	1677	169	689	1835	4347
	88%	79%	89%	93%	89%	95%	82%	92%	91%	94%	93%	74%	86%	92%	84%	93%	58%	86%	77%	92%
Don't know	59	12	47	1	3	1	-	*	-	3	*	31	-	2	4	4	2	6	-	2
	*	*	*	*	2%	*	-	*	-	*	*	2%	-	1%	*	*	1%	1%	-	*
Not stated	2	1	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	*	*	-	-	-	*	-	-	-	-	-	1%	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes (Net)	2849	1170	890	552	133	90	765	1122	956	62	614	1020	1089
	12%	20%	14%	9%	5%	3%	11%	11%	14%	4%	9%	10%	21%
Yes - computer / laptop / tablet	2147	780	705	457	121	72	567	861	713	44	528	787	734
	9%	13%	11%	8%	4%	2%	8%	8%	10%	3%	8%	8%	14%
Yes - mobile device / smart phone	1143	597	353	151	20	21	333	425	383	22	148	372	585
	5%	10%	6%	2%	1%	1%	5%	4%	5%	1%	2%	4%	11%
No	21343	4778	5384	5484	2729	2905	6220	9086	5988	1477	6270	8820	4149
	88%	80%	85%	91%	95%	97%	89%	89%	86%	96%	91%	89%	79%
Don't know	59	10	26	12	3	6	15	14	30	2	8	35	9
	*	*	*	*	*	*	*	*	*	*	*	*	*
Not stated	2	1	*	*	-	*	*	2	*	-	1	*	1
	*	*	*	*	-	*	*	*	*	-	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes (Net)	2849	939	192	1706	2597	64	171	1499	1350
	12%	10%	16%	13%	12%	12%	12%	15%	10%
Yes - computer / laptop / tablet	2147	767	155	1220	1934	46	151	1173	974
	9%	8%	13%	9%	9%	9%	11%	12%	7%
Yes - mobile device / smart phone	1143	295	70	771	1063	29	50	623	520
	5%	3%	6%	6%	5%	5%	4%	6%	4%
No	21343	8762	1009	11432	19590	463	1197	8581	12762
	88%	90%	84%	87%	88%	87%	87%	85%	90%
Don't know	59	18	1	40	56	3	*	14	46
	*	*	*	*	*	1%	*	*	*
Not stated	2	*	-	2	2	*	*	*	2
	*	*	-	*	*	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C6 (L6) In the last 12 months, have you connected to the Internet through a public library Wi-Fi network using your own computer (including laptops or tablets), mobile device or smart phone?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes (Net)	2849	6	127	42	42	510	52	604	25
	12%	9%	23%	16%	7%	21%	21%	19%	30%
Yes - computer / laptop / tablet	2147	5	73	35	13	411	40	483	18
	9%	8%	13%	13%	2%	17%	16%	15%	22%
Yes - mobile device / smart phone	1143	4	67	14	36	160	17	196	9
	5%	5%	12%	5%	6%	7%	7%	6%	11%
No	21343	61	420	219	534	1915	191	2536	57
	88%	90%	77%	84%	93%	79%	78%	80%	69%
Don't know	59	*	-	1	1	5	2	10	1
	*	*	-	*	*	*	1%	*	1%
Not stated	2	-	-	*	*	1	-	1	-
	*	-	-	*	*	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
At home	2619	2619	-	124	22	53	210	210	143	262	20	189	27	44	166	102	30	105	186	725
	75%	75%	-	68%	77%	65%	90%	91%	75%	76%	60%	78%	70%	69%	83%	81%	73%	73%	71%	70%
At work	989	989	-	43	6	22	110	118	49	104	6	56	10	12	67	43	9	31	54	250
	28%	28%	-	24%	23%	27%	47%	51%	26%	30%	16%	23%	25%	18%	34%	34%	21%	22%	21%	24%
In a school, university or college	958	958	-	65	5	18	94	111	53	100	14	51	13	21	70	34	18	47	46	196
	28%	28%	-	36%	18%	22%	40%	48%	28%	29%	43%	21%	35%	33%	35%	27%	45%	33%	18%	19%
In a public Wi-Fi (wireless Internet) access place	629	629	-	29	5	7	62	59	38	30	6	37	9	4	48	14	13	27	45	194
	18%	18%	-	16%	16%	9%	27%	26%	20%	9%	18%	15%	23%	7%	24%	11%	31%	19%	17%	19%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	427	427	-	30	2	6	33	65	14	33	6	27	5	5	25	13	8	8	35	112
	12%	12%	-	16%	8%	7%	14%	28%	7%	10%	17%	11%	14%	8%	13%	10%	19%	6%	13%	11%
In an Internet cafe	366	366	-	37	3	10	24	33	22	59	9	12	4	4	13	7	5	15	27	84
	11%	11%	-	20%	9%	12%	10%	14%	11%	17%	27%	5%	10%	7%	6%	5%	12%	10%	10%	8%
Somewhere else	532	532	-	32	2	10	58	61	38	58	1	21	7	14	44	12	4	22	40	107
	15%	15%	-	18%	8%	12%	25%	27%	20%	17%	2%	9%	18%	23%	22%	9%	10%	15%	15%	10%
Nowhere else	365	365	-	17	2	12	13	6	21	34	2	22	4	6	14	10	4	5	37	157
	11%	11%	-	9%	6%	15%	5%	3%	11%	10%	7%	9%	10%	10%	7%	8%	10%	4%	14%	15%
Don't know (SPONTANEOUS)	8	8	-	3	*	-	*	*	1	*	-	-	*	*	*	*	*	1	-	1
	*	*	-	2%	*	-	*	*	*	*	-	-	*	*	*	*	*	1%	-	*

C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
At home	2619 75%	988 84%	743 77%	586 69%	171 64%	122 59%	572 79%	1120 77%	910 72%	89 51%	697 65%	947 81%	804 86%
At work	989 28%	200 17%	352 37%	340 40%	80 30%	13 6%	189 26%	403 28%	392 31%	10 6%	238 22%	544 46%	168 18%
In a school, university or college	958 28%	685 58%	180 19%	74 9%	11 4%	5 2%	208 28%	348 24%	399 32%	7 4%	96 9%	181 15%	654 70%
In a public Wi-Fi (wireless Internet) access place	629 18%	310 26%	183 19%	117 14%	13 5%	5 2%	161 22%	261 18%	206 16%	11 6%	173 16%	202 17%	233 25%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	427 12%	172 15%	114 12%	103 12%	25 9%	11 5%	98 13%	186 13%	142 11%	13 7%	110 10%	150 13%	142 15%
In an Internet cafe	366 11%	124 11%	123 13%	78 9%	23 9%	16 8%	55 8%	122 8%	188 15%	8 5%	103 10%	144 12%	99 11%
Somewhere else	532 15%	189 16%	144 15%	122 14%	50 18%	25 12%	149 20%	182 12%	200 16%	25 14%	176 17%	190 16%	129 14%
Nowhere else	365 11%	38 3%	101 11%	115 14%	55 20%	56 27%	69 10%	163 11%	132 10%	57 33%	183 17%	84 7%	15 2%
Don't know (SPONTANEOUS)	8 *	3 *	1 *	2 *	1 *	* *	1 *	3 *	4 *	3 2%	2 *	1 *	* *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
At home	2619 75%	948 80%	160 84%	1489 72%	2322 76%	87 79%	181 66%	1311 71%	1308 80%
At work	989 28%	644 54%	75 39%	258 12%	886 29%	31 28%	71 26%	484 26%	505 31%
In a school, university or college	958 28%	152 13%	17 9%	781 38%	853 28%	23 21%	80 29%	453 25%	505 31%
In a public Wi-Fi (wireless Internet) access place	629 18%	238 20%	26 14%	362 18%	579 19%	15 13%	35 13%	356 19%	273 17%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	427 12%	123 10%	27 14%	272 13%	387 13%	10 9%	30 11%	229 12%	197 12%
In an Internet cafe	366 11%	139 12%	26 14%	198 10%	298 10%	23 21%	43 16%	223 12%	143 9%
Somewhere else	532 15%	186 16%	34 18%	309 15%	493 16%	9 8%	30 11%	304 16%	228 14%
Nowhere else	365 11%	81 7%	7 4%	275 13%	321 11%	9 8%	33 12%	234 13%	132 8%
Don't know (SPONTANEOUS)	8 *	2 *	* *	4 *	5 *	* *	3 1%	6 *	2 *

C7a In which of these other places have you used a computer connected to the Internet in the last 12 months...

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
At home	2619	7	109	47	63	1751	216	2357	64
	75%	50%	65%	74%	59%	72%	88%	75%	77%
At work	989	1	36	16	29	698	90	882	23
	28%	9%	22%	25%	27%	29%	37%	28%	28%
In a school, university or college	958	3	48	21	14	600	90	845	23
	28%	21%	28%	34%	13%	25%	37%	27%	28%
In a public Wi-Fi (wireless Internet) access place	629	*	18	8	18	458	36	578	10
	18%	3%	11%	13%	17%	19%	14%	18%	12%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	427	*	14	7	12	310	31	366	16
	12%	3%	9%	10%	11%	13%	13%	12%	19%
In an Internet cafe	366	4	24	10	7	254	30	317	16
	11%	27%	14%	15%	7%	10%	12%	10%	20%
Somewhere else	532	4	10	11	13	378	48	466	14
	15%	28%	6%	17%	12%	16%	20%	15%	18%
Nowhere else	365	3	20	6	32	289	16	349	7
	11%	25%	12%	9%	30%	12%	6%	11%	8%
Don't know (SPONTANEOUS)	8	*	3	*	*	7	-	7	-
	*	*	2%	*	*	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...

Base : All library users that do not use computers

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	12537	-	12537	885	710	705	707	730	728	710	701	799	730	700	863	700	700	747	705	717
Weighted base	20780	-	20780	886	190	428	495	594	3617	2784	209	1771	108	107	1231	1669	250	656	2115	3670
At home	17678	-	17678	828	134	332	442	551	3231	2430	157	1485	75	69	1165	1346	219	506	1745	2964
	85%	-	85%	93%	70%	78%	89%	93%	89%	87%	75%	84%	69%	65%	95%	81%	87%	77%	83%	81%
At work	6634	-	6634	342	40	134	228	276	1156	830	37	390	30	18	554	482	88	124	611	1292
	32%	-	32%	39%	21%	31%	46%	47%	32%	30%	18%	22%	28%	17%	45%	29%	35%	19%	29%	35%
In a school, university or college	3519	-	3519	192	27	44	136	110	811	343	24	290	17	15	244	209	115	187	318	436
	17%	-	17%	22%	14%	10%	27%	19%	22%	12%	12%	16%	16%	14%	20%	13%	46%	28%	15%	12%
In a public Wi-Fi (wireless Internet) access place	2496	-	2496	122	19	33	101	87	452	266	23	117	9	2	300	89	90	113	370	304
	12%	-	12%	14%	10%	8%	20%	15%	13%	10%	11%	7%	9%	2%	24%	5%	36%	17%	17%	8%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	1350	-	1350	35	6	9	45	44	110	105	12	91	5	2	126	93	59	95	266	247
	6%	-	6%	4%	3%	2%	9%	7%	3%	4%	6%	5%	5%	2%	10%	6%	24%	14%	13%	7%
In an Internet cafe	1004	-	1004	33	11	12	20	35	242	140	15	81	5	3	26	26	38	50	126	142
	5%	-	5%	4%	6%	3%	4%	6%	7%	5%	7%	5%	4%	3%	2%	2%	15%	8%	6%	4%
Somewhere else	1979	-	1979	111	9	21	102	94	666	138	2	81	6	8	155	26	16	59	224	261
	10%	-	10%	13%	5%	5%	21%	16%	18%	5%	1%	5%	5%	8%	13%	2%	6%	9%	11%	7%
I haven't used a computer that is connected to the Internet at all in the last 12 months	2171	-	2171	44	50	80	42	34	199	309	31	148	24	16	46	263	14	94	287	490
	10%	-	10%	5%	26%	19%	8%	6%	6%	11%	15%	8%	22%	15%	4%	16%	6%	14%	14%	13%
Don't know (SPONTANEOUS)	133	-	133	*	*	5	3	-	-	14	8	*	3	16	-	24	5	9	41	5
	1%	-	1%	*	*	1%	1%	-	-	1%	4%	*	3%	15%	-	1%	2%	1%	2%	*
Not stated	2	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-

C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...

Base : All library users that do not use computers

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	12537	2649	2701	2993	1918	2224	3462	5323	3733	826	3700	5138	2443
Weighted base	20780	4781	5339	5203	2596	2794	6272	8761	5714	1368	5827	8701	4316
At home	17678 85%	4559 95%	4929 92%	4462 86%	1990 77%	1678 60%	5229 83%	7494 86%	4937 86%	647 47%	4449 76%	8000 92%	4175 97%
At work	6634 32%	632 13%	2698 51%	2564 49%	680 26%	42 1%	1864 30%	2628 30%	2132 37%	57 4%	1464 25%	4619 53%	385 9%
In a school, university or college	3519 17%	2668 56%	620 12%	175 3%	44 2%	11 *	943 15%	1419 16%	1152 20%	7 1%	233 4%	667 8%	2560 59%
In a public Wi-Fi (wireless Internet) access place	2496 12%	927 19%	921 17%	504 10%	108 4%	35 1%	807 13%	840 10%	846 15%	13 1%	442 8%	1125 13%	877 20%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	1350 6%	555 12%	497 9%	226 4%	61 2%	12 *	484 8%	393 4%	472 8%	22 2%	265 5%	575 7%	467 11%
In an Internet cafe	1004 5%	316 7%	408 8%	192 4%	69 3%	16 1%	291 5%	343 4%	368 6%	8 1%	177 3%	488 6%	317 7%
Somewhere else	1979 10%	474 10%	721 14%	413 8%	177 7%	192 7%	600 10%	822 9%	555 10%	57 4%	518 9%	845 10%	527 12%
I haven't used a computer that is connected to the Internet at all in the last 12 months	2171 10%	26 1%	166 3%	518 10%	472 18%	982 35%	833 13%	848 10%	487 9%	643 47%	1012 17%	359 4%	20 *
Don't know (SPONTANEOUS)	133 1%	43 1%	15 *	13 *	15 1%	48 2%	56 1%	44 1%	29 1%	12 1%	70 1%	36 *	7 *
Not stated	2 *	* *	* *	* *	* *	2 *	* *	2 *	* *	* *	1 *	1 *	* *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...

Base : All library users that do not use computers

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	12537	4719	584	7177	11787	252	466	4393	8144
Weighted base	20780	8534	1012	11111	19189	420	1094	8250	12530
At home	17678 85%	7849 92%	932 92%	8790 79%	16317 85%	382 91%	929 85%	6811 83%	10867 87%
At work	6634 32%	5358 63%	450 44%	805 7%	6092 32%	190 45%	337 31%	2625 32%	4009 32%
In a school, university or college	3519 17%	554 6%	57 6%	2890 26%	3197 17%	37 9%	270 25%	1373 17%	2146 17%
In a public Wi-Fi (wireless Internet) access place	2496 12%	1018 12%	186 18%	1285 12%	2306 12%	41 10%	134 12%	1252 15%	1244 10%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	1350 6%	551 6%	104 10%	685 6%	1261 7%	24 6%	51 5%	673 8%	678 5%
In an Internet cafe	1004 5%	419 5%	92 9%	489 4%	907 5%	19 4%	78 7%	504 6%	500 4%
Somewhere else	1979 10%	777 9%	92 9%	1103 10%	1824 10%	65 16%	86 8%	965 12%	1014 8%
I haven't used a computer that is connected to the Internet at all in the last 12 months	2171 10%	402 5%	48 5%	1714 15%	1994 10%	31 7%	122 11%	987 12%	1184 9%
Don't know (SPONTANEOUS)	133 1%	19 *	2 *	111 1%	125 1%	* *	8 1%	53 1%	80 1%
Not stated	2 *	* *	- -	2 *	2 *	- -	* *	1 *	2 *

C7b (L7) In which of these places have you used a computer connected to the Internet in the last 12 months...

Base : All library users that do not use computers

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	12537	44	190	226	302	-	-	-	-
Weighted base	20780	54	379	198	470	-	-	-	-
At home	17678	47	303	145	328	-	-	-	-
	85%	86%	80%	73%	70%	-	-	-	-
At work	6634	24	118	86	75	-	-	-	-
	32%	43%	31%	44%	16%	-	-	-	-
In a school, university or college	3519	20	100	24	43	-	-	-	-
	17%	36%	26%	12%	9%	-	-	-	-
In a public Wi-Fi (wireless Internet) access place	2496	15	54	28	69	-	-	-	-
	12%	29%	14%	14%	15%	-	-	-	-
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	1350	7	30	19	31	-	-	-	-
	6%	12%	8%	10%	7%	-	-	-	-
In an Internet cafe	1004	1	40	15	24	-	-	-	-
	5%	2%	11%	7%	5%	-	-	-	-
Somewhere else	1979	12	18	36	51	-	-	-	-
	10%	22%	5%	18%	11%	-	-	-	-
I haven't used a computer that is connected to the Internet at all in the last 12 months	2171	6	44	21	117	-	-	-	-
	10%	12%	12%	11%	25%	-	-	-	-
Don't know (SPONTANEOUS)	133	-	1	4	5	-	-	-	-
	1%	-	*	2%	1%	-	-	-	-
Not stated	2	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Free Internet access	1150	1150	-	68	10	27	69	56	78	82	22	40	16	34	36	61	20	73	110	350
	33%	33%	-	37%	35%	33%	30%	24%	41%	24%	64%	17%	43%	53%	18%	48%	50%	51%	42%	34%
No other option for computer access	670	670	-	32	4	15	33	44	36	70	3	53	8	13	25	14	11	14	33	260
	19%	19%	-	18%	16%	19%	14%	19%	19%	20%	10%	22%	22%	21%	13%	12%	26%	10%	12%	25%
No other option for Internet access	647	647	-	55	5	14	42	37	51	53	3	65	13	11	32	21	13	12	48	168
	19%	19%	-	31%	19%	18%	18%	16%	27%	15%	9%	27%	36%	18%	16%	17%	33%	8%	19%	16%
To work or be with friends or other people	401	401	-	37	5	10	25	11	35	26	10	24	4	12	30	12	6	40	23	90
	12%	12%	-	21%	18%	12%	11%	5%	18%	8%	29%	10%	12%	19%	15%	10%	15%	28%	9%	9%
Faster Internet than at home or work	271	271	-	9	4	6	18	20	13	20	6	21	5	8	13	16	2	18	23	70
	8%	8%	-	5%	15%	8%	8%	8%	7%	6%	16%	8%	12%	12%	13%	6%	12%	9%	7%	
To get help from library staff	247	247	-	15	6	8	38	18	17	20	5	17	3	9	2	12	2	28	19	26
	7%	7%	-	8%	22%	10%	16%	8%	9%	6%	16%	7%	8%	14%	9%	4%	20%	7%	3%	
Better computer hardware/software than at home or work	182	182	-	11	2	3	18	22	11	14	3	7	3	8	11	6	*	7	15	41
	5%	5%	-	6%	6%	4%	8%	10%	6%	4%	8%	3%	9%	12%	5%	5%	1%	5%	6%	4%
To get help from other users	79	79	-	6	2	6	6	3	2	5	3	8	1	2	1	5	*	17	5	6
	2%	2%	-	4%	7%	8%	3%	1%	1%	2%	9%	3%	3%	3%	1%	4%	1%	12%	2%	1%
Another reason	1308	1308	-	69	7	25	105	110	50	163	3	68	9	14	95	43	8	37	109	394
	38%	38%	-	38%	25%	30%	45%	48%	26%	47%	9%	28%	24%	22%	47%	34%	20%	26%	42%	38%
Don't know (SPONTANEOUS)	47	47	-	1	*	*	-	*	-	2	1	5	*	*	8	*	*	7	-	20
	1%	1%	-	1%	*	*	-	*	-	1%	4%	2%	1%	1%	4%	*	*	5%	-	2%
Not stated	6	6	-	-	-	-	6	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	2%	-	-	-	-	-	*	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Free Internet access	1150 33%	424 36%	312 32%	286 34%	73 27%	51 24%	236 32%	466 32%	437 35%	45 26%	377 35%	363 31%	333 36%
No other option for computer access	670 19%	162 14%	169 18%	214 25%	72 27%	50 24%	144 20%	287 20%	237 19%	71 41%	275 26%	192 16%	91 10%
No other option for Internet access	647 19%	141 12%	170 18%	207 24%	68 25%	58 28%	124 17%	284 19%	238 19%	44 25%	245 23%	228 19%	105 11%
To work or be with friends or other people	401 12%	255 22%	79 8%	47 6%	11 4%	8 4%	117 16%	168 12%	114 9%	10 6%	110 10%	77 7%	195 21%
Faster Internet than at home or work	271 8%	76 6%	75 8%	85 10%	19 7%	16 8%	91 12%	103 7%	75 6%	9 5%	81 8%	103 9%	72 8%
To get help from library staff	247 7%	73 6%	65 7%	59 7%	25 9%	25 12%	87 12%	88 6%	70 6%	17 10%	56 5%	95 8%	70 8%
Better computer hardware/software than at home or work	182 5%	60 5%	45 5%	45 5%	14 5%	17 8%	57 8%	71 5%	54 4%	11 7%	38 4%	76 6%	54 6%
To get help from other users	79 2%	35 3%	19 2%	13 2%	4 2%	6 3%	25 3%	31 2%	22 2%	3 2%	22 2%	18 2%	32 3%
Another reason	1308 38%	441 37%	383 40%	285 34%	113 42%	82 39%	231 32%	567 39%	502 40%	48 28%	332 31%	512 44%	362 39%
Don't know (SPONTANEOUS)	47 1%	21 2%	6 1%	7 1%	2 1%	9 4%	5 1%	10 1%	31 2%	1 1%	12 1%	10 1%	19 2%
Not stated	6 *	1 *	4 *	1 *	1 *	- -	4 1%	1 *	1 *	- -	* *	5 *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Free Internet access	1150 33%	391 33%	46 24%	708 34%	998 33%	46 42%	104 38%	656 36%	494 30%
No other option for computer access	670 19%	176 15%	23 12%	462 22%	583 19%	18 17%	66 24%	411 22%	258 16%
No other option for Internet access	647 19%	200 17%	28 15%	413 20%	552 18%	19 17%	62 23%	353 19%	293 18%
To work or be with friends or other people	401 12%	83 7%	11 6%	300 15%	368 12%	6 6%	26 10%	205 11%	196 12%
Faster Internet than at home or work	271 8%	110 9%	17 9%	143 7%	240 8%	7 6%	23 8%	144 8%	127 8%
To get help from library staff	247 7%	80 7%	7 4%	160 8%	223 7%	10 9%	13 5%	109 6%	139 9%
Better computer hardware/software than at home or work	182 5%	62 5%	8 4%	111 5%	162 5%	5 5%	15 5%	80 4%	102 6%
To get help from other users	79 2%	22 2%	3 1%	53 3%	70 2%	2 2%	7 3%	41 2%	38 2%
Another reason	1308 38%	505 43%	103 55%	691 33%	1167 38%	42 38%	82 30%	667 36%	641 39%
Don't know (SPONTANEOUS)	47 1%	8 1%	1 *	36 2%	41 1%	*	5 2%	23 1%	23 1%
Not stated	6 *	5 *	- -	1 *	5 *	*	*	*	5 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C8 What are the main reasons you have chosen to use computers, Internet and software at public libraries in the last 12 months?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Free Internet access	1150 33%	7 54%	69 41%	19 30%	35 33%	827 34%	50 20%	1048 33%	33 41%
No other option for computer access	670 19%	4 33%	45 27%	14 22%	45 42%	525 22%	24 10%	617 20%	21 26%
No other option for Internet access	647 19%	4 33%	32 19%	13 21%	27 25%	504 21%	20 8%	596 19%	15 19%
To work or be with friends or other people	401 12%	2 18%	10 6%	8 13%	8 7%	290 12%	11 5%	369 12%	5 6%
Faster Internet than at home or work	271 8%	1 9%	12 7%	4 6%	6 6%	215 9%	10 4%	253 8%	3 4%
To get help from library staff	247 7%	1 7%	8 4%	4 7%	7 6%	172 7%	20 8%	226 7%	4 5%
Better computer hardware/software than at home or work	182 5%	1 8%	10 6%	5 7%	6 5%	144 6%	9 4%	174 6%	3 3%
To get help from other users	79 2%	* 2%	3 2%	3 5%	2 2%	49 2%	5 2%	75 2%	* *
Another reason	1308 38%	3 19%	56 34%	23 36%	25 23%	877 36%	121 49%	1160 37%	27 33%
Don't know (SPONTANEOUS)	47 1%	* 1%	* *	3 5%	2 2%	26 1%	10 4%	41 1%	* *
Not stated	6 *	- -	* *	* *	- -	1 *	4 2%	6 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C9 Which of these specific activities have you done using computers in the library in the last 12 months?

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Use a browser or search engine (e.g. Google) to find information online	2623 76%	2623 76%	-	145 80%	25 87%	67 82%	165 71%	186 80%	150 79%	253 74%	29 87%	168 70%	29 76%	55 88%	131 65%	107 85%	37 91%	102 71%	222 85%	752 73%
Print or scan something	1396 40%	1396 40%	-	64 35%	11 40%	24 29%	85 37%	74 32%	41 21%	116 34%	17 49%	80 33%	14 36%	24 38%	84 42%	45 36%	11 26%	55 38%	89 34%	562 54%
Communicate with others, for example using email, Skype, social media or social networking	1305 38%	1305 38%	-	80 44%	15 52%	34 42%	60 26%	97 42%	70 37%	119 35%	11 32%	71 29%	23 60%	38 60%	57 29%	43 34%	23 56%	72 50%	103 39%	389 38%
Create or edit documents or spreadsheets	767 22%	767 22%	-	44 24%	9 32%	10 12%	34 14%	29 12%	29 15%	46 13%	13 37%	53 22%	10 26%	19 30%	48 24%	32 26%	14 33%	47 33%	35 13%	295 29%
Watch DVDs or watch or listen to online video or audio content	279 8%	279 8%	-	13 7%	2 8%	8 10%	19 8%	9 4%	15 8%	16 5%	3 8%	29 12%	5 14%	14 23%	7 3%	5 4%	8 19%	18 13%	29 11%	78 7%
Play games (on-line/off-line)	226 6%	226 6%	-	10 6%	2 8%	4 4%	11 5%	6 3%	6 3%	15 4%	5 15%	19 8%	5 13%	10 15%	5 3%	10 8%	7 18%	29 20%	12 5%	69 7%
None of these (SPONTANEOUS)	251 7%	251 7%	-	12 7%	1 2%	4 5%	- 4%	10 4%	15 8%	39 11%	2 7%	32 13%	2 5%	* 1%	21 11%	5 4%	1 2%	8 6%	12 5%	86 8%
Not stated	35 1%	35 1%	-	-	-	-	35 15%	-	-	-	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C9 Which of these specific activities have you done using computers in the library in the last 12 months?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Use a browser or search engine (e.g. Google) to find information online	2623 76%	865 73%	747 78%	633 75%	226 84%	145 70%	533 73%	1074 73%	1002 80%	122 71%	784 73%	886 75%	729 78%
Print or scan something	1396 40%	417 35%	432 45%	366 43%	103 38%	73 35%	282 39%	639 44%	468 37%	67 39%	463 43%	491 42%	331 36%
Communicate with others, for example using email, Skype, social media or social networking	1305 38%	489 41%	328 34%	322 38%	106 39%	58 28%	279 38%	522 36%	493 39%	54 31%	434 41%	417 36%	361 39%
Create or edit documents or spreadsheets	767 22%	305 26%	206 21%	172 20%	41 15%	41 20%	171 23%	308 21%	282 22%	22 13%	240 22%	210 18%	260 28%
Watch DVDs or watch or listen to online video or audio content	279 8%	96 8%	79 8%	78 9%	15 5%	10 5%	43 6%	132 9%	101 8%	11 7%	107 10%	79 7%	75 8%
Play games (on-line/off-line)	226 6%	123 10%	49 5%	39 5%	7 3%	6 3%	60 8%	87 6%	76 6%	6 4%	79 7%	35 3%	99 11%
None of these (SPONTANEOUS)	251 7%	97 8%	59 6%	47 6%	15 6%	30 15%	48 7%	120 8%	79 6%	23 13%	92 9%	65 6%	57 6%
Not stated	35 1%	8 1%	9 1%	11 1%	3 1%	5 2%	10 1%	13 1%	12 1%	* *	5 *	19 2%	8 1%

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C9 Which of these specific activities have you done using computers in the library in the last 12 months?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Use a browser or search engine (e.g. Google) to find information online	2623 76%	883 74%	143 76%	1579 76%	2321 76%	85 77%	209 76%	1383 75%	1240 76%
Print or scan something	1396 40%	513 43%	83 44%	790 38%	1235 40%	35 31%	122 44%	723 39%	673 41%
Communicate with others, for example using email, Skype, social media or social networking	1305 38%	413 35%	84 44%	794 38%	1137 37%	48 43%	105 38%	717 39%	588 36%
Create or edit documents or spreadsheets	767 22%	227 19%	34 18%	504 24%	666 22%	27 24%	71 26%	411 22%	356 22%
Watch DVDs or watch or listen to online video or audio content	279 8%	80 7%	9 5%	189 9%	246 8%	5 5%	26 9%	183 10%	96 6%
Play games (on-line/off-line)	226 6%	45 4%	8 4%	170 8%	208 7%	4 4%	12 4%	158 9%	67 4%
None of these (SPONTANEOUS)	251 7%	72 6%	9 5%	165 8%	221 7%	7 6%	12 4%	139 8%	112 7%
Not stated	35 1%	15 1%	* *	20 1%	28 1%	5 4%	3 1%	19 1%	17 1%

C9 Which of these specific activities have you done using computers in the library in the last 12 months?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Use a browser or search engine (e.g. Google) to find information online	2623 76%	9 64%	133 79%	46 72%	80 74%	1859 76%	164 67%	2398 76%	69 84%
Print or scan something	1396 40%	3 26%	63 38%	32 51%	33 30%	1101 45%	68 28%	1299 41%	31 38%
Communicate with others, for example using email, Skype, social media or social networking	1305 38%	6 45%	66 39%	20 32%	41 38%	1005 41%	52 21%	1213 38%	33 40%
Create or edit documents or spreadsheets	767 22%	2 16%	44 26%	17 27%	14 13%	619 25%	20 8%	720 23%	18 22%
Watch DVDs or watch or listen to online video or audio content	279 8%	3 26%	16 10%	9 13%	5 5%	219 9%	8 3%	261 8%	5 6%
Play games (on-line/off-line)	226 6%	3 23%	7 4%	6 10%	11 10%	173 7%	6 3%	214 7%	5 6%
None of these (SPONTANEOUS)	251 7%	1 11%	7 4%	2 3%	15 14%	133 5%	30 12%	218 7%	2 3%
Not stated	35 1%	-	4 3%	1 2%	2 2%	17 1%	10 4%	30 1%	2 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	1176	1176	-	65	13	29	46	61	51	89	17	67	18	41	60	54	26	82	84	372
	34%	34%	-	36%	46%	35%	20%	26%	27%	26%	51%	28%	48%	65%	30%	43%	64%	57%	32%	36%
No	2256	2256	-	117	15	53	187	168	140	254	17	175	19	22	140	71	14	60	178	628
	65%	65%	-	64%	53%	65%	80%	73%	73%	74%	49%	72%	51%	35%	70%	56%	34%	42%	68%	61%
Don't know	42	42	-	-	*	-	-	2	-	*	*	-	*	*	-	1	1	3	-	35
	1%	1%	-	-	1%	-	-	1%	-	*	*	-	*	*	-	*	2%	2%	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	1176 34%	554 47%	364 38%	191 23%	38 14%	27 13%	207 28%	494 34%	462 37%	49 28%	386 36%	282 24%	417 45%
No	2256 65%	590 50%	596 62%	650 77%	231 86%	180 87%	483 66%	967 66%	796 63%	124 72%	644 60%	890 76%	512 55%
Don't know	42 1%	35 3%	*	4 *	*	*	38 5%	1 *	2 *	*	36 3%	2 *	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	1176 34%	337 28%	60 31%	767 37%	1039 34%	42 38%	92 33%	641 35%	535 33%
No	2256 65%	847 71%	130 68%	1263 61%	1975 65%	68 62%	183 67%	1164 63%	1092 67%
Don't know	42 1%	2 *	* *	38 2%	41 1%	* *	* *	40 2%	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_a For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	1176 34%	9 67%	60 35%	28 44%	39 36%	875 36%	36 15%	1089 35%	28 35%
No	2256 65%	4 33%	109 65%	35 56%	66 62%	1517 62%	210 85%	2022 64%	54 65%
Don't know	42 1%	* *	- -	* *	3 3%	39 2%	* *	41 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	1437	1437	-	82	14	39	64	70	71	112	19	80	22	47	78	51	26	87	129	444
	41%	41%	-	45%	51%	48%	27%	30%	37%	33%	57%	33%	58%	75%	39%	41%	63%	61%	49%	43%
No	1996	1996	-	99	14	42	169	159	120	231	15	161	16	16	121	73	14	55	132	559
	57%	57%	-	55%	48%	52%	73%	69%	63%	67%	43%	67%	42%	25%	61%	58%	35%	38%	51%	54%
Don't know	41	41	-	-	*	*	-	2	-	2	-	-	*	-	*	1	1	2	-	33
	1%	1%	-	-	1%	*	-	1%	-	*	-	-	*	-	1%	2%	2%	-	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	1437 41%	499 42%	428 45%	322 38%	108 40%	76 37%	267 37%	604 41%	550 44%	69 40%	472 44%	462 39%	381 41%
No	1996 57%	645 55%	531 55%	521 62%	161 60%	130 63%	426 58%	857 59%	707 56%	104 60%	561 53%	709 60%	548 59%
Don't know	41 1%	35 3%	1 *	1 *	* *	1 *	36 5%	1 *	3 *	1 *	34 3%	3 *	2 *

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C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	1437 41%	490 41%	73 38%	860 42%	1242 41%	52 47%	124 45%	796 43%	640 39%
No	1996 57%	694 59%	117 62%	1172 57%	1772 58%	58 53%	150 55%	1009 55%	986 61%
Don't know	41 1%	2 *	- -	37 2%	41 1%	- -	* *	39 2%	2 *

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C10_b For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Communicating with friends or family

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	1437 41%	9 71%	70 42%	28 43%	57 53%	1110 46%	40 16%	1344 43%	30 36%
No	1996 57%	4 28%	98 58%	36 57%	51 47%	1285 53%	205 83%	1768 56%	52 64%
Don't know	41 1%	* *	- -	* *	* *	37 2%	1 *	39 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	1380	1380	-	83	16	41	71	104	56	119	20	114	18	44	80	84	23	75	142	289
	40%	40%	-	46%	56%	50%	31%	45%	29%	35%	60%	47%	46%	70%	40%	67%	57%	52%	54%	28%
No	2047	2047	-	98	12	41	160	126	135	225	14	127	20	19	120	40	17	66	119	708
	59%	59%	-	54%	43%	50%	69%	54%	71%	65%	40%	53%	53%	30%	60%	32%	41%	46%	46%	68%
Don't know	46	46	-	-	*	-	1	1	-	*	-	*	*	*	1	1	3	-	38	
	1%	1%	-	-	2%	-	1%	*	-	*	-	*	1%	*	1%	2%	2%	-	4%	

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C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	1380 40%	421 36%	421 44%	346 41%	120 45%	67 32%	283 39%	538 37%	548 43%	49 28%	384 36%	530 45%	366 39%
No	2047 59%	722 61%	534 56%	497 59%	149 55%	140 67%	410 56%	918 63%	709 56%	124 72%	643 60%	642 55%	562 60%
Don't know	46 1%	36 3%	5 1%	2 *	* *	* *	36 5%	6 *	3 *	* *	39 4%	3 *	3 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	1380 40%	515 43%	75 40%	776 37%	1209 40%	51 47%	115 42%	789 43%	591 36%
No	2047 59%	665 56%	114 60%	1255 61%	1800 59%	59 53%	159 58%	1013 55%	1034 64%
Don't know	46 1%	6 *	* *	39 2%	46 1%	* *	* *	43 2%	3 *

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C10_c For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading or downloading online news / newspapers / news magazines

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	1380 40%	5 39%	80 48%	26 40%	37 34%	1005 41%	66 27%	1277 41%	30 37%
No	2047 59%	8 61%	88 52%	38 60%	69 64%	1385 57%	179 73%	1830 58%	52 63%
Don't know	46 1%	* *	* *	- -	2 2%	42 2%	1 1%	45 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	901	901	-	54	10	23	44	31	49	106	15	81	9	25	55	34	15	75	78	196
	26%	26%	-	30%	35%	28%	19%	13%	26%	31%	44%	34%	25%	40%	28%	27%	36%	52%	30%	19%
No	2528	2528	-	128	18	59	188	199	141	238	19	160	28	38	143	91	25	67	183	804
	73%	73%	-	70%	64%	72%	81%	86%	74%	69%	55%	66%	74%	60%	72%	73%	61%	46%	70%	78%
Don't know	45	45	-	-	*	*	*	1	*	*	*	*	*	*	1	1	1	2	*	36
	1%	1%	-	-	1%	*	*	*	*	*	1%	*	1%	*	1%	1%	2%	2%	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	901	230	259	266	83	59	179	341	368	51	311	316	194
	26%	20%	27%	31%	31%	29%	25%	23%	29%	29%	29%	27%	21%
No	2528	913	697	578	185	147	514	1117	888	122	720	854	734
	73%	77%	73%	68%	69%	71%	70%	76%	70%	71%	67%	73%	79%
Don't know	45	36	4	2	1	1	36	4	4	*	36	3	3
	1%	3%	*	*	*	*	5%	*	*	*	3%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	901 26%	300 25%	47 25%	542 26%	800 26%	34 31%	65 24%	463 25%	438 27%
No	2528 73%	882 74%	142 75%	1488 72%	2213 72%	75 69%	208 76%	1341 73%	1187 73%
Don't know	45 1%	3 *	* *	39 2%	43 1%	* *	1 *	40 2%	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_d For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	901 26%	5 34%	40 24%	20 32%	38 35%	663 27%	40 16%	822 26%	22 27%
No	2528 73%	9 65%	127 76%	43 67%	67 62%	1728 71%	205 83%	2286 73%	60 73%
Don't know	45 1%	* 1%	1 *	1 1%	3 2%	41 2%	* *	43 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	1201	1201	-	45	15	23	69	69	46	136	20	100	14	28	52	39	20	87	114	324
	35%	35%	-	25%	51%	29%	30%	30%	24%	40%	60%	42%	36%	44%	26%	31%	48%	61%	44%	31%
No	2224	2224	-	136	13	58	164	160	145	207	13	141	24	35	145	86	20	54	147	676
	64%	64%	-	75%	47%	71%	70%	69%	76%	60%	40%	58%	63%	56%	72%	69%	50%	37%	56%	65%
Don't know	48	48	-	-	1	*	*	2	-	1	*	*	*	*	3	1	1	3	*	35
	1%	1%	-	-	2%	*	*	1%	-	*	1%	*	1%	*	2%	1%	2%	2%	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	1201 35%	443 38%	378 39%	285 34%	57 21%	35 17%	245 34%	483 33%	463 37%	34 20%	360 34%	398 34%	363 39%
No	2224 64%	696 59%	579 60%	558 66%	212 79%	172 83%	445 61%	975 67%	792 63%	139 80%	671 63%	771 66%	563 60%
Don't know	48 1%	40 3%	4 *	2 *	* *	1 *	39 5%	3 *	6 *	* *	36 3%	5 *	6 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	1201 35%	416 35%	49 26%	728 35%	1046 34%	52 47%	99 36%	655 36%	546 34%
No	2224 64%	765 65%	141 74%	1300 63%	1963 64%	58 52%	174 63%	1149 62%	1075 66%
Don't know	48 1%	5 *	* *	41 2%	47 2%	1 *	1 *	40 2%	8 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_e For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Looking for information about education, training or course offers

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	1201 35%	5 35%	69 41%	25 40%	29 27%	900 37%	61 25%	1104 35%	30 36%
No	2224 64%	9 65%	98 59%	37 58%	78 72%	1487 61%	184 75%	2001 63%	52 64%
Don't know	48 1%	* *	1 *	1 2%	1 1%	44 2%	* *	47 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	749	713	715	
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	476	476	-	29	6	9	8	28	16	46	11	66	8	14	28	25	9	37	57	78
	14%	14%	-	16%	22%	11%	4%	12%	8%	13%	34%	28%	22%	22%	14%	20%	22%	25%	22%	8%
No	2950	2950	-	152	22	72	224	202	175	298	22	175	29	48	172	100	31	100	204	923
	85%	85%	-	84%	77%	89%	96%	87%	92%	87%	66%	72%	77%	77%	86%	79%	76%	70%	78%	89%
Don't know	46	46	-	*	*	-	-	1	-	*	*	*	*	*	1	1	1	7	-	34
	1%	1%	-	*	1%	-	-	*	-	*	*	*	1%	1%	1%	2%	5%	-	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	476 14%	153 13%	153 16%	110 13%	33 12%	28 13%	93 13%	183 12%	194 15%	12 7%	130 12%	175 15%	144 16%
No	2950 85%	986 84%	806 84%	734 87%	236 88%	179 86%	599 82%	1276 87%	1061 84%	161 93%	903 85%	995 85%	780 84%
Don't know	46 1%	40 3%	2 *	1 *	1 *	1 *	37 5%	4 *	6 *	* *	35 3%	3 *	7 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	476 14%	159 13%	31 16%	275 13%	408 13%	21 19%	46 17%	293 16%	183 11%
No	2950 85%	1024 86%	158 83%	1752 85%	2601 85%	88 80%	228 83%	1513 82%	1438 88%
Don't know	46 1%	2 *	* *	42 2%	46 1%	* *	* *	39 2%	8 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_f For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	476 14%	2 16%	31 18%	11 17%	13 12%	355 15%	16 7%	429 14%	16 19%
No	2950 85%	11 84%	137 82%	53 83%	94 88%	2036 84%	229 93%	2678 85%	66 81%
Don't know	46 1%	* 1%	-	*	1 *	40 2%	*	45 1%	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	190	190	-	7	1	3	7	11	7	7	2	40	2	6	6	10	4	14	25	39
	5%	5%	-	4%	4%	4%	3%	5%	4%	2%	5%	16%	5%	9%	3%	8%	9%	9%	10%	4%
No	3237	3237	-	174	27	78	226	219	183	337	32	202	36	57	194	115	36	125	236	961
	93%	93%	-	96%	95%	96%	97%	95%	96%	98%	95%	83%	94%	90%	97%	91%	89%	87%	90%	93%
Don't know	46	46	-	*	*	-	*	1	-	*	*	*	*	*	1	1	6	*	*	34
	1%	1%	-	*	1%	-	*	*	-	*	*	*	1%	*	1%	2%	4%	*	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	190 5%	50 4%	65 7%	48 6%	14 5%	12 6%	30 4%	79 5%	77 6%	5 3%	53 5%	76 6%	49 5%
No	3237 93%	1090 92%	893 93%	795 94%	254 94%	195 94%	662 91%	1379 94%	1179 94%	169 97%	979 92%	1095 93%	877 94%
Don't know	46 1%	39 3%	2 *	1 *	1 *	1 *	37 5%	4 *	4 *	* *	36 3%	3 *	5 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

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Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	190 5%	70 6%	10 5%	109 5%	164 5%	10 9%	16 6%	118 6%	72 4%
No	3237 93%	1113 94%	179 94%	1919 93%	2847 93%	99 90%	258 94%	1688 92%	1550 95%
Don't know	46 1%	3 *	* *	41 2%	45 1%	1 1%	* *	39 2%	7 *

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C10_g For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	190 5%	1 11%	15 9%	3 5%	5 5%	130 5%	6 2%	177 6%	5 7%
No	3237 93%	12 89%	153 91%	60 95%	102 94%	2260 93%	240 98%	2930 93%	77 93%
Don't know	46 1%	* *	* *	* *	1 1%	40 2%	* *	45 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	205	205	-	9	1	6	5	5	8	7	7	31	1	4	7	6	1	16	19	72
	6%	6%	-	5%	4%	7%	2%	2%	4%	2%	20%	13%	3%	6%	4%	3%	11%	7%	7%	7%
No	3219	3219	-	173	27	75	228	225	183	337	27	210	37	59	193	119	39	117	242	929
	93%	93%	-	95%	95%	92%	98%	97%	96%	98%	80%	87%	97%	94%	96%	95%	95%	81%	93%	90%
Don't know	49	49	-	-	*	*	-	1	-	*	*	-	*	*	1	1	10	*	34	34
	1%	1%	-	-	1%	*	-	*	-	*	*	-	1%	*	1%	2%	7%	*	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	205 6%	74 6%	57 6%	50 6%	11 4%	12 6%	50 7%	78 5%	76 6%	6 4%	59 5%	60 5%	74 8%
No	3219 93%	1065 90%	898 94%	794 94%	257 95%	195 94%	643 88%	1381 94%	1176 93%	167 96%	971 91%	1112 95%	850 91%
Don't know	49 1%	40 3%	4 *	1 *	1 *	* *	36 5%	3 *	8 1%	* *	38 4%	3 *	7 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	205 6%	59 5%	6 3%	138 7%	176 6%	10 9%	20 7%	110 6%	95 6%
No	3219 93%	1124 95%	183 97%	1889 91%	2831 93%	101 91%	254 93%	1693 92%	1526 94%
Don't know	49 1%	2 *	* *	42 2%	48 2%	* *	* *	41 2%	8 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_h For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Doing an online course (in any subject)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	205 6%	3 26%	14 8%	8 12%	3 3%	147 6%	8 3%	188 6%	5 6%
No	3219 93%	10 73%	155 92%	56 88%	104 97%	2243 92%	238 97%	2916 93%	77 94%
Don't know	49 1%	* *	- -	* *	* *	41 2%	* *	47 2%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	1322	1322	-	68	15	36	78	73	68	159	20	135	12	35	76	73	25	50	134	267
	38%	38%	-	37%	52%	44%	34%	32%	36%	46%	59%	56%	31%	56%	38%	58%	62%	35%	51%	26%
No	2105	2105	-	114	14	45	155	157	123	185	14	106	26	28	124	52	13	90	127	735
	61%	61%	-	63%	48%	55%	66%	68%	64%	54%	40%	44%	68%	44%	62%	41%	32%	62%	49%	71%
Don't know	45	45	-	*	*	*	*	1	-	*	*	1	1	*	1	2	4	-	-	34
	1%	1%	-	*	1%	*	*	*	-	*	1%	*	2%	*	1%	5%	3%	-	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	1322 38%	539 46%	355 37%	277 33%	94 35%	54 26%	266 37%	523 36%	528 42%	43 25%	299 28%	461 39%	474 51%
No	2105 61%	602 51%	603 63%	567 67%	174 65%	153 74%	425 58%	934 64%	729 58%	130 75%	733 69%	709 60%	453 49%
Don't know	45 1%	38 3%	2 *	1 *	1 *	* *	37 5%	4 *	3 *	* *	35 3%	4 *	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	1322 38%	423 36%	65 34%	824 40%	1192 39%	49 45%	80 29%	724 39%	598 37%
No	2105 61%	758 64%	125 66%	1205 58%	1819 60%	61 55%	194 71%	1080 59%	1025 63%
Don't know	45 1%	4 *	* *	39 2%	45 1%	* *	1 *	40 2%	6 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_i For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	1322 38%	4 30%	63 38%	23 36%	32 29%	946 39%	59 24%	1202 38%	31 38%
No	2105 61%	9 69%	105 62%	40 64%	75 70%	1446 59%	187 76%	1906 60%	51 62%
Don't know	45 1%	* *	* *	* 1%	1 1%	39 2%	* *	43 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	221	221	-	6	1	1	7	6	7	25	3	41	1	7	18	6	3	16	16	58
	6%	6%	-	3%	5%	1%	3%	3%	4%	7%	8%	17%	3%	11%	9%	5%	7%	11%	6%	6%
No	3205	3205	-	176	27	80	226	224	183	318	31	199	36	56	182	118	36	123	246	944
	92%	92%	-	97%	94%	99%	97%	97%	96%	92%	92%	82%	95%	89%	91%	94%	88%	86%	94%	91%
Don't know	47	47	-	-	*	-	*	1	*	1	*	2	1	*	2	2	2	5	-	34
	1%	1%	-	-	1%	-	*	*	*	*	*	1%	2%	*	1%	4%	3%	-	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	221 6%	49 4%	76 8%	77 9%	12 4%	7 3%	25 3%	104 7%	89 7%	5 3%	71 7%	105 9%	37 4%
No	3205 92%	1091 93%	881 92%	767 91%	257 95%	200 96%	665 91%	1354 93%	1167 93%	168 97%	961 90%	1065 91%	889 95%
Don't know	47 1%	39 3%	4 *	1 *	1 *	* *	38 5%	4 *	4 *	* *	35 3%	5 *	6 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	221 6%	80 7%	20 10%	118 6%	190 6%	14 13%	17 6%	134 7%	87 5%
No	3205 92%	1101 93%	170 89%	1911 92%	2820 92%	95 87%	256 93%	1669 91%	1535 94%
Don't know	47 1%	5 *	* *	40 2%	46 2%	1 1%	1 *	41 2%	6 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_j For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Participating in professional networks (for example LinkedIn, etc.)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	221 6%	1 9%	20 12%	5 8%	2 2%	177 7%	6 2%	197 6%	8 10%
No	3205 92%	12 89%	148 88%	58 92%	105 97%	2213 91%	238 97%	2910 92%	73 89%
Don't know	47 1%	* 1%	* *	* *	* *	42 2%	1 1%	44 1%	1 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	387	387	-	11	1	18	11	11	8	45	2	40	3	15	19	13	2	11	17	158
	11%	11%	-	6%	5%	22%	5%	5%	4%	13%	6%	17%	8%	24%	10%	11%	4%	7%	7%	15%
No	3034	3034	-	170	26	64	222	219	182	299	32	200	34	48	180	112	38	127	244	837
	87%	87%	-	94%	93%	78%	95%	95%	96%	87%	94%	83%	91%	76%	90%	89%	94%	88%	93%	81%
Don't know	52	52	-	*	1	-	-	1	-	*	*	1	*	-	1	1	1	6	-	40
	2%	2%	-	*	2%	-	-	*	-	*	*	1%	1%	-	1%	1%	2%	4%	-	4%

C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	387 11%	74 6%	123 13%	130 15%	41 15%	19 9%	60 8%	196 13%	128 10%	13 7%	146 14%	170 14%	48 5%
No	3034 87%	1067 90%	834 87%	708 84%	228 85%	188 91%	632 87%	1256 86%	1127 89%	160 93%	879 82%	1000 85%	879 94%
Don't know	52 2%	38 3%	4 *	7 1%	1 *	* *	37 5%	9 1%	5 *	* *	42 4%	5 *	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	387 11%	179 15%	27 14%	180 9%	345 11%	19 17%	23 8%	226 12%	161 10%
No	3034 87%	1003 85%	155 82%	1850 89%	2658 87%	91 83%	251 91%	1572 85%	1462 90%
Don't know	52 2%	4 *	7 4%	39 2%	51 2%	- -	1 *	47 3%	5 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_k For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Buying goods or services

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	387 11%	2 17%	17 10%	8 12%	13 12%	318 13%	13 5%	357 11%	11 14%
No	3034 87%	11 82%	151 90%	55 87%	94 88%	2068 85%	231 94%	2745 87%	70 85%
Don't know	52 2%	* 1%	* *	1 1%	* *	45 2%	1 1%	49 2%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_I For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	136	136	-	7	*	4	6	7	6	12	*	21	1	5	8	8	1	6	2	40
	4%	4%	-	4%	1%	6%	2%	3%	3%	4%	1%	9%	2%	7%	4%	6%	2%	4%	1%	4%
No	3293	3293	-	174	28	77	227	223	184	332	33	219	37	58	192	117	39	133	259	961
	95%	95%	-	96%	98%	94%	98%	96%	97%	96%	99%	91%	97%	93%	96%	94%	96%	92%	99%	93%
Don't know	44	44	-	*	*	*	-	1	-	*	-	1	*	*	1	*	1	5	-	34
	1%	1%	-	*	1%	*	-	*	-	*	-	1%	1%	*	*	2%	4%	-	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_1 For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	136 4%	40 3%	41 4%	35 4%	12 4%	8 4%	21 3%	69 5%	43 3%	6 3%	52 5%	47 4%	27 3%
No	3293 95%	1102 93%	916 95%	809 96%	257 95%	199 96%	672 92%	1390 95%	1212 96%	168 97%	979 92%	1123 96%	900 97%
Don't know	44 1%	37 3%	4 *	1 *	1 *	* *	36 5%	3 *	5 *	* *	35 3%	4 *	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_1 For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	136 4%	51 4%	15 8%	70 3%	119 4%	8 7%	9 3%	81 4%	55 3%
No	3293 95%	1132 95%	175 92%	1960 95%	2892 95%	102 93%	265 97%	1725 94%	1568 96%
Don't know	44 1%	3 *	* *	39 2%	44 1%	* *	* *	38 2%	6 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_1 For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Selling goods or services, e.g. via auctions (e.g. eBay)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	136 4%	1 9%	11 7%	4 7%	8 8%	103 4%	3 1%	126 4%	3 3%
No	3293 95%	12 90%	157 93%	59 93%	99 92%	2290 94%	242 98%	2983 95%	78 95%
Don't know	44 1%	* 1%	* *	* *	* *	38 2%	1 1%	42 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	151	151	-	8	1	3	5	5	7	12	1	36	2	7	10	7	3	8	5	32
	4%	4%	-	4%	4%	4%	2%	2%	4%	4%	2%	15%	5%	11%	5%	5%	7%	6%	2%	3%
No	3277	3277	-	173	27	79	228	225	183	332	33	204	36	56	190	118	37	131	257	969
	94%	94%	-	96%	95%	96%	98%	98%	96%	97%	97%	85%	95%	89%	95%	94%	91%	91%	98%	94%
Don't know	45	45	-	*	*	-	-	1	-	*	*	1	*	*	*	1	1	5	-	34
	1%	1%	-	*	1%	-	-	*	-	*	1%	1%	1%	*	1%	2%	3%	-	3%	

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	151 4%	35 3%	55 6%	43 5%	10 4%	8 4%	28 4%	75 5%	47 4%	3 2%	52 5%	64 5%	29 3%
No	3277 94%	1106 94%	902 94%	801 95%	259 96%	199 96%	664 91%	1384 95%	1208 96%	170 98%	980 92%	1106 94%	898 96%
Don't know	45 1%	38 3%	3 *	* *	1 *	* *	36 5%	3 *	5 *	* *	35 3%	4 *	5 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	151 4%	58 5%	18 10%	75 4%	134 4%	9 8%	9 3%	80 4%	71 4%
No	3277 94%	1124 95%	171 90%	1955 95%	2877 94%	101 92%	265 97%	1725 94%	1552 95%
Don't know	45 1%	4 *	* *	39 2%	45 1%	* *	* *	39 2%	6 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_m For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding ways or places to sell your own products or goods

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	151 4%	* 3%	11 7%	4 6%	6 6%	115 5%	3 1%	137 4%	5 6%
No	3277 94%	13 96%	157 93%	60 94%	101 94%	2277 94%	242 98%	2972 94%	76 93%
Don't know	45 1%	* *	* *	* *	* *	39 2%	1 1%	43 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	682	682	-	29	6	38	67	69	68	43	6	40	7	9	39	32	15	12	76	126
	20%	20%	-	16%	21%	47%	29%	30%	36%	12%	16%	17%	19%	15%	20%	26%	37%	8%	29%	12%
No	2743	2743	-	152	22	43	166	161	122	300	28	200	30	52	161	92	24	128	185	875
	79%	79%	-	84%	77%	53%	71%	70%	64%	87%	83%	83%	80%	83%	73%	60%	89%	71%	84%	84%
Don't know	48	48	-	*	*	-	*	1	*	1	*	1	*	1	*	2	1	4	-	34
	1%	1%	-	*	2%	-	*	*	*	*	*	1%	1%	2%	1%	3%	3%	3%	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	682 20%	153 13%	238 25%	223 26%	48 18%	17 8%	151 21%	275 19%	255 20%	16 9%	196 18%	308 26%	144 15%
No	2743 79%	985 84%	719 75%	620 73%	221 82%	190 92%	539 74%	1182 81%	1001 79%	157 91%	837 78%	862 73%	780 84%
Don't know	48 1%	41 3%	3 *	1 *	* *	* *	38 5%	4 *	5 *	* *	34 3%	5 *	8 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	682 20%	285 24%	65 34%	328 16%	596 20%	29 27%	55 20%	390 21%	292 18%
No	2743 79%	896 76%	125 66%	1698 82%	2412 79%	81 73%	219 80%	1414 77%	1329 82%
Don't know	48 1%	4 *	* *	42 2%	48 2%	* *	1 *	41 2%	8 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_n For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Finding information related to a business you work in

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	682 20%	2 15%	38 22%	10 16%	20 18%	511 21%	32 13%	631 20%	11 14%
No	2743 79%	11 84%	131 78%	53 83%	87 81%	1879 77%	212 86%	2474 79%	69 85%
Don't know	48 1%	* 1%	* *	* *	* *	42 2%	1 1%	46 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	428	428	-	23	1	9	38	57	24	20	1	35	13	29	43	20	3	8	31	73
	12%	12%	-	13%	2%	11%	16%	25%	13%	6%	4%	14%	34%	46%	22%	16%	7%	6%	12%	7%
No	3000	3000	-	159	27	72	194	173	167	324	33	206	25	33	157	104	37	132	230	928
	86%	86%	-	87%	96%	89%	83%	75%	87%	94%	96%	85%	65%	53%	83%	91%	91%	91%	88%	90%
Don't know	45	45	-	*	*	-	*	-	-	*	-	1	*	1	*	2	1	4	*	34
	1%	1%	-	*	2%	-	*	-	-	*	-	1%	*	1%	*	1%	2%	3%	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	428 12%	101 9%	153 16%	108 13%	39 15%	27 13%	78 11%	178 12%	171 14%	12 7%	110 10%	206 18%	88 9%
No	3000 86%	1041 88%	803 84%	736 87%	230 85%	180 87%	613 84%	1280 88%	1085 86%	161 93%	921 86%	964 82%	840 90%
Don't know	45 1%	37 3%	4 *	2 *	* *	* *	37 5%	3 *	4 *	* *	36 3%	4 *	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	428 12%	175 15%	27 14%	224 11%	371 12%	26 24%	30 11%	226 12%	203 12%
No	3000 86%	1007 85%	162 86%	1805 87%	2640 86%	84 76%	244 89%	1579 86%	1421 87%
Don't know	45 1%	4 *	* *	40 2%	44 1%	* *	* *	40 2%	5 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_o For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Internet Banking (including paying a bill)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	428 12%	1 9%	22 13%	12 18%	15 14%	330 14%	13 5%	399 13%	8 10%
No	3000 86%	12 91%	146 87%	52 81%	92 86%	2062 85%	231 94%	2710 86%	73 89%
Don't know	45 1%	*	*	*	*	40 2%	1 1%	42 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	266	266	-	13	1	7	11	14	19	29	3	38	1	7	10	9	3	11	29	61
	8%	8%	-	7%	4%	9%	5%	6%	10%	8%	9%	16%	4%	10%	5%	7%	8%	7%	11%	6%
No	3158	3158	-	168	27	74	222	215	171	315	31	202	36	56	189	115	37	128	232	940
	91%	91%	-	92%	95%	91%	95%	93%	90%	92%	90%	84%	96%	88%	94%	91%	90%	89%	89%	91%
Don't know	49	49	-	*	*	-	*	1	*	-	*	1	*	1	2	1	1	5	-	34
	1%	1%	-	*	1%	-	*	1%	*	-	*	1%	1%	1%	1%	1%	2%	4%	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	266 8%	89 8%	102 11%	57 7%	11 4%	6 3%	45 6%	112 8%	108 9%	9 5%	72 7%	109 9%	67 7%
No	3158 91%	1049 89%	854 89%	787 93%	258 96%	201 97%	647 89%	1344 92%	1147 91%	165 95%	959 90%	1060 90%	857 92%
Don't know	49 1%	41 3%	4 *	1 *	1 *	* *	37 5%	6 *	6 *	* *	36 3%	5 *	7 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	266 8%	84 7%	9 5%	172 8%	221 7%	12 11%	31 11%	143 8%	123 8%
No	3158 91%	1096 92%	181 95%	1855 90%	2786 91%	98 89%	243 88%	1658 90%	1500 92%
Don't know	49 1%	5 *	* *	42 2%	48 2%	* *	1 *	43 2%	6 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_p For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Applying for an education or training course (at the end of which you get a qualification)

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	266 8%	3 21%	25 15%	8 13%	6 5%	211 9%	5 2%	243 8%	7 9%
No	3158 91%	10 78%	143 85%	55 87%	101 94%	2177 90%	239 97%	2862 91%	74 90%
Don't know	49 1%	* *	* *	* *	* *	43 2%	1 1%	47 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	367	367	-	21	3	10	15	4	21	55	5	53	4	12	27	15	6	23	37	54
	11%	11%	-	12%	10%	13%	6%	2%	11%	16%	15%	22%	11%	20%	14%	12%	14%	16%	14%	5%
No	3059	3059	-	160	25	71	216	226	169	289	29	187	33	49	173	108	34	118	225	947
	88%	88%	-	88%	88%	87%	93%	98%	89%	84%	84%	78%	88%	78%	86%	86%	84%	82%	86%	91%
Don't know	47	47	-	*	*	*	2	1	*	*	*	1	*	1	*	2	1	3	-	34
	1%	1%	-	*	1%	*	1%	*	*	*	1%	1%	1%	2%	*	2%	2%	2%	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	367 11%	65 5%	132 14%	100 12%	43 16%	26 13%	76 10%	158 11%	130 10%	16 9%	114 11%	165 14%	61 7%
No	3059 88%	1076 91%	826 86%	742 88%	225 84%	180 87%	616 85%	1299 89%	1125 89%	157 91%	916 86%	1004 86%	866 93%
Don't know	47 1%	38 3%	3 *	2 *	1 1%	* *	36 5%	6 *	5 *	* *	37 3%	5 *	4 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	367 11%	152 13%	24 13%	183 9%	321 11%	11 10%	33 12%	203 11%	164 10%
No	3059 88%	1029 87%	166 87%	1845 89%	2688 88%	99 90%	241 88%	1601 87%	1458 89%
Don't know	47 1%	4 *	* *	41 2%	47 2%	* *	* *	40 2%	7 *

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C10_q For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on consumer/legal rights

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	367 11%	1 10%	18 10%	9 15%	14 13%	284 12%	14 6%	328 10%	17 20%
No	3059 88%	12 89%	151 90%	54 85%	93 87%	2106 87%	229 93%	2780 88%	63 77%
Don't know	47 1%	* 1%	* *	* *	* *	41 2%	3 1%	44 1%	2 3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	749	713	715	
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	356	356	-	24	2	7	14	18	21	42	7	76	4	11	19	17	5	15	37	34
	10%	10%	-	13%	7%	9%	6%	8%	11%	12%	21%	31%	12%	18%	9%	14%	13%	11%	14%	3%
No	3071	3071	-	157	26	74	218	212	169	302	27	165	33	50	181	106	34	124	224	967
	88%	88%	-	87%	92%	91%	94%	92%	89%	88%	79%	68%	86%	80%	91%	85%	85%	86%	86%	93%
Don't know	46	46	-	*	*	*	*	1	-	*	*	1	1	1	*	2	1	5	-	34
	1%	1%	-	*	1%	*	*	*	-	*	*	1%	2%	2%	*	2%	2%	3%	-	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	356 10%	66 6%	133 14%	87 10%	40 15%	28 13%	71 10%	147 10%	134 11%	10 6%	88 8%	177 15%	70 8%
No	3071 88%	1074 91%	823 86%	757 90%	229 85%	179 86%	621 85%	1312 90%	1121 89%	163 94%	944 88%	992 84%	855 92%
Don't know	46 1%	39 3%	4 *	1 *	* *	* *	37 5%	4 *	5 *	* *	35 3%	5 *	6 1%

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C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female	
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	356 10%	124 10%	27 14%	200 10%	303 10%	17 15%	35 13%	218 12%	137 8%
No	3071 88%	1057 89%	162 86%	1830 88%	2706 89%	93 85%	239 87%	1586 86%	1485 91%
Don't know	46 1%	5 *	* *	40 2%	46 1%	* *	1 *	39 2%	7 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_r For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU government activity or politics

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	356 10%	2 17%	23 14%	7 12%	10 9%	257 11%	17 7%	310 10%	17 21%
No	3071 88%	11 82%	145 86%	56 87%	97 90%	2134 88%	227 92%	2798 89%	63 77%
Don't know	46 1%	* 1%	* *	1 1%	* *	40 2%	1 1%	44 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	260	260	-	16	1	6	7	6	11	30	6	56	3	5	4	14	3	17	53	24
	7%	7%	-	9%	5%	7%	3%	3%	6%	9%	18%	23%	8%	8%	2%	11%	8%	11%	20%	2%
No	3166	3166	-	165	27	76	226	224	179	314	28	184	34	57	196	110	37	123	209	977
	91%	91%	-	91%	95%	93%	97%	97%	94%	91%	81%	76%	90%	90%	98%	88%	90%	85%	80%	94%
Don't know	47	47	-	*	*	-	*	1	*	*	*	1	1	1	*	2	1	5	-	34
	1%	1%	-	*	1%	-	*	*	*	*	1%	1%	2%	2%	*	2%	2%	3%	-	3%

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C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	260 7%	49 4%	120 12%	63 7%	19 7%	9 4%	62 8%	104 7%	91 7%	10 6%	76 7%	116 10%	50 5%
No	3166 91%	1090 92%	838 87%	781 92%	249 93%	198 95%	631 87%	1355 93%	1163 92%	163 94%	956 90%	1053 90%	875 94%
Don't know	47 1%	40 3%	3 *	1 *	1 *	* *	36 5%	4 *	6 *	* *	35 3%	5 *	5 1%

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C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	260 7%	102 9%	17 9%	141 7%	218 7%	14 13%	28 10%	143 8%	117 7%
No	3166 91%	1079 91%	172 91%	1888 91%	2791 91%	96 87%	246 90%	1661 90%	1505 92%
Don't know	47 1%	5 *	* *	40 2%	46 2%	* *	1 *	40 2%	7 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C10_s For this question please think about what you have done in the last 3 months only. For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...Seeking information on local / national / EU grants or benefit schemes

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	260 7%	2 16%	22 13%	5 8%	9 8%	197 8%	9 4%	233 7%	10 12%
No	3166 91%	11 83%	146 87%	58 92%	98 91%	2194 90%	235 96%	2875 91%	71 87%
Don't know	47 1%	* 1%	* *	* *	* *	40 2%	1 1%	44 1%	1 1%

**C10. Summary Table - For this question please think about what you have done in the last 3 months only.
For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...**

Base : All computer users

	Yes	No	Don't know
Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, etc.)	1176 34%	2256 65%	42 1%
Communicating with friends or family	1437 41%	1996 57%	41 1%
Reading or downloading online news / newspapers / news magazines	1380 40%	2047 59%	46 1%
Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	901 26%	2528 73%	45 1%
Looking for information about education, training or course offers	1201 35%	2224 64%	48 1%
Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	476 14%	2950 85%	46 1%
Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	190 5%	3237 93%	46 1%
Doing an online course (in any subject)	205 6%	3219 93%	49 1%
Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	1322 38%	2105 61%	45 1%
Participating in professional networks (for example LinkedIn, etc.)	221 6%	3205 92%	47 1%
Buying goods or services	387 11%	3034 87%	52 2%
Selling goods or services, e.g. via auctions (e.g. eBay)	136 4%	3293 95%	44 1%

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**C10. Summary Table - For this question please think about what you have done in the last 3 months only.
For which of the following activities have you used the Internet on computers in public libraries in the last 3 months...**

Base : All computer users

	Yes	No	Don't know
Finding ways or places to sell your own products or goods	151 4%	3277 94%	45 1%
Finding information related to a business you work in	682 20%	2743 79%	48 1%
Internet Banking (including paying a bill)	428 12%	3000 86%	45 1%
Applying for an education or training course (at the end of which you get a qualification)	266 8%	3158 91%	49 1%
Seeking information on consumer/legal rights	367 11%	3059 88%	47 1%
Seeking information on local / national / EU government activity or politics	356 10%	3071 88%	46 1%
Seeking information on local / national / EU grants or benefit schemes	260 7%	3166 91%	47 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
I have to wait 10 minutes or less (Net)	3069	3069	-	168	27	71	226	208	165	312	31	191	34	50	191	114	36	126	219	900
	88%	88%	-	92%	95%	87%	97%	90%	87%	91%	91%	79%	90%	80%	95%	91%	89%	88%	84%	87%
I find a free computer straight away	2510	2510	-	150	20	50	190	145	142	255	20	133	30	34	159	93	32	100	174	783
	72%	72%	-	83%	71%	61%	81%	63%	75%	74%	60%	55%	79%	54%	79%	74%	79%	70%	67%	76%
I have to wait no more than 10 minutes	558	558	-	18	7	21	36	63	23	57	10	58	4	16	32	21	4	26	45	117
	16%	16%	-	10%	24%	26%	15%	27%	12%	17%	31%	24%	12%	26%	16%	17%	9%	18%	17%	11%
I have to wait at least ten minutes (Net)	248	248	-	12	1	8	3	15	19	21	3	39	2	9	6	8	3	11	29	60
	7%	7%	-	7%	4%	10%	1%	6%	10%	6%	8%	16%	4%	15%	3%	6%	8%	8%	11%	6%
I have to wait between 10 and 30 minutes	193	193	-	11	1	8	3	13	16	15	2	30	2	8	6	7	3	10	22	38
	6%	6%	-	6%	4%	10%	1%	6%	9%	4%	6%	12%	4%	13%	3%	5%	8%	7%	8%	4%
I have to wait longer than 30 minutes	54	54	-	1	*	1	-	2	3	5	1	9	*	1	1	*	*	2	8	22
	2%	2%	-	1%	*	1%	-	1%	1%	2%	1%	4%	*	1%	*	1%	*	1%	3%	2%
I have to book a computer ahead of time otherwise there are no free computers	113	113	-	1	*	2	4	4	4	8	-	8	2	3	*	1	*	4	11	62
	3%	3%	-	1%	*	2%	2%	2%	2%	2%	-	3%	4%	5%	*	1%	*	2%	4%	6%
Don't know (SPONTANEOUS)	44	44	-	1	*	*	1	4	2	3	1	4	*	1	3	3	1	3	2	14
	1%	1%	-	1%	1%	*	*	2%	1%	1%	2%	2%	1%	1%	2%	2%	3%	2%	1%	1%

C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
I have to wait 10 minutes or less (Net)	3069 88%	1024 87%	857 89%	763 90%	242 90%	173 84%	632 87%	1354 93%	1063 84%	151 87%	927 87%	1052 90%	822 88%
I find a free computer straight away	2510 72%	832 71%	692 72%	626 74%	205 76%	149 72%	529 73%	1127 77%	837 66%	131 76%	752 70%	866 74%	659 71%
I have to wait no more than 10 minutes	558 16%	191 16%	164 17%	137 16%	36 13%	25 12%	102 14%	227 16%	226 18%	20 12%	175 16%	186 16%	163 17%
I have to wait at least ten minutes (Net)	248 7%	83 7%	74 8%	55 6%	14 5%	21 10%	42 6%	69 5%	135 11%	15 9%	74 7%	86 7%	67 7%
I have to wait between 10 and 30 minutes	193 6%	70 6%	57 6%	37 4%	10 4%	18 9%	37 5%	58 4%	96 8%	12 7%	59 5%	64 5%	55 6%
I have to wait longer than 30 minutes	54 2%	13 1%	16 2%	18 2%	4 1%	3 2%	5 1%	11 1%	38 3%	3 2%	16 1%	22 2%	12 1%
I have to book a computer ahead of time otherwise there are no free computers	113 3%	55 5%	18 2%	22 3%	9 3%	8 4%	48 7%	19 1%	45 4%	7 4%	55 5%	22 2%	25 3%
Don't know (SPONTANEOUS)	44 1%	17 1%	12 1%	5 1%	5 2%	5 2%	7 1%	20 1%	17 1%	* *	10 1%	14 1%	18 2%

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C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
I have to wait 10 minutes or less (Net)	3069	1078	168	1801	2717	94	225	1591	1478
	88%	91%	89%	87%	89%	85%	82%	86%	91%
I find a free computer straight away	2510	897	144	1456	2219	82	179	1294	1217
	72%	76%	76%	70%	73%	74%	65%	70%	75%
I have to wait no more than 10 minutes	558	181	24	345	498	12	46	297	262
	16%	15%	13%	17%	16%	11%	17%	16%	16%
I have to wait at least ten minutes (Net)	248	81	12	149	193	13	42	157	90
	7%	7%	7%	7%	6%	11%	15%	9%	6%
I have to wait between 10 and 30 minutes	193	54	10	124	159	6	28	126	68
	6%	5%	5%	6%	5%	5%	10%	7%	4%
I have to wait longer than 30 minutes	54	27	3	25	34	7	13	32	22
	2%	2%	1%	1%	1%	6%	5%	2%	1%
I have to book a computer ahead of time otherwise there are no free computers	113	18	5	90	102	3	7	71	42
	3%	2%	2%	4%	3%	3%	3%	4%	3%
Don't know (SPONTANEOUS)	44	8	4	29	43	*	1	25	19
	1%	1%	2%	1%	1%	*	*	1%	1%

C11 When you go to a library to use a computer, which of the following statements best describes your experience in gaining access to a computer?

Base : All computer users

	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?		
	Total	Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
I have to wait 10 minutes or less (Net)	3069	11	142	58	95	2172	214	2815	58
	88%	83%	84%	91%	88%	89%	87%	89%	70%
I find a free computer straight away	2510	7	125	42	78	1823	174	2300	48
	72%	50%	74%	67%	72%	75%	71%	73%	59%
I have to wait no more than 10 minutes	558	4	17	15	18	349	40	515	9
	16%	33%	10%	24%	16%	14%	16%	16%	11%
I have to wait at least ten minutes (Net)	248	2	22	4	9	163	25	207	19
	7%	16%	13%	7%	8%	7%	10%	7%	23%
I have to wait between 10 and 30 minutes	193	2	12	3	8	131	19	166	11
	6%	15%	7%	4%	7%	5%	8%	5%	14%
I have to wait longer than 30 minutes	54	*	10	2	1	32	6	42	7
	2%	1%	6%	3%	1%	1%	2%	1%	9%
I have to book a computer ahead of time otherwise there are no free computers	113	*	5	1	4	78	2	101	4
	3%	1%	3%	2%	3%	3%	1%	3%	5%
Don't know (SPONTANEOUS)	44	*	*	*	*	18	4	28	2
	1%	1%	*	1%	*	1%	2%	1%	2%

C12 Where did you first use a computer to access the Internet?

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Home	1705	1705	-	97	14	34	115	101	78	182	11	105	11	23	125	62	13	67	110	558
	49%	49%	-	53%	49%	42%	50%	44%	41%	53%	31%	43%	28%	37%	63%	49%	32%	47%	42%	54%
In a school, university or college	542	542	-	23	3	9	45	54	32	32	3	23	10	12	24	14	13	16	43	187
	16%	16%	-	13%	9%	11%	19%	23%	17%	9%	9%	9%	26%	19%	12%	11%	33%	11%	16%	18%
Friend/family's house	339	339	-	8	4	18	9	14	17	51	7	49	4	8	11	18	3	23	23	72
	10%	10%	-	5%	15%	23%	4%	6%	9%	15%	19%	20%	12%	12%	5%	14%	6%	16%	9%	7%
Public library	319	319	-	11	2	8	21	13	12	14	4	26	6	13	15	11	4	15	31	114
	9%	9%	-	6%	7%	10%	9%	6%	6%	4%	13%	11%	15%	21%	7%	8%	10%	11%	12%	11%
Work	267	267	-	18	1	6	27	42	26	26	3	16	3	3	15	8	3	3	13	54
	8%	8%	-	10%	4%	8%	12%	18%	14%	8%	8%	7%	9%	5%	8%	6%	6%	2%	5%	5%
Internet cafe	138	138	-	13	1	3	2	*	9	23	6	11	1	1	3	6	1	13	20	25
	4%	4%	-	7%	5%	3%	1%	*	5%	7%	17%	4%	1%	1%	4%	2%	2%	9%	8%	2%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	39	39	-	2	2	*	3	1	3	5	*	3	1	*	2	1	*	1	9	5
	1%	1%	-	1%	6%	*	1%	1%	2%	2%	1%	1%	3%	*	1%	1%	1%	1%	3%	*
Somewhere else	56	56	-	7	1	1	6	5	7	5	*	5	1	2	4	1	*	1	5	4
	2%	2%	-	4%	4%	1%	2%	2%	4%	2%	1%	2%	3%	3%	2%	1%	1%	1%	2%	*
Don't know/can't remember (SPONTANEOUS)	69	69	-	2	1	2	5	1	6	6	*	4	1	1	2	6	3	3	8	17
	2%	2%	-	1%	2%	2%	2%	*	3%	2%	1%	2%	3%	2%	1%	5%	8%	2%	3%	2%

C12 Where did you first use a computer to access the Internet?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Home	1705 49%	760 64%	407 42%	372 44%	101 38%	59 29%	341 47%	751 51%	601 48%	71 41%	478 45%	505 43%	596 64%
In a school, university or college	542 16%	205 17%	217 23%	92 11%	18 7%	10 5%	126 17%	208 14%	206 16%	7 4%	138 13%	216 18%	155 17%
Friend/family's house	339 10%	91 8%	118 12%	85 10%	24 9%	17 8%	68 9%	143 10%	126 10%	15 9%	128 12%	106 9%	78 8%
Public library	319 9%	62 5%	77 8%	98 12%	39 14%	43 21%	70 10%	132 9%	113 9%	45 26%	126 12%	91 8%	45 5%
Work	267 8%	1 *	25 3%	121 14%	67 25%	52 25%	72 10%	102 7%	92 7%	12 7%	86 8%	151 13%	4 *
Internet cafe	138 4%	32 3%	62 7%	36 4%	4 1%	3 2%	18 2%	59 4%	61 5%	7 4%	51 5%	49 4%	28 3%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	39 1%	5 *	17 2%	9 1%	4 1%	5 3%	11 2%	17 1%	11 1%	3 2%	15 1%	16 1%	4 *
Somewhere else	56 2%	9 1%	14 2%	14 2%	8 3%	9 4%	8 1%	20 1%	28 2%	10 6%	19 2%	16 1%	8 1%
Don't know/can't remember (SPONTANEOUS)	69 2%	15 1%	22 2%	18 2%	5 2%	8 4%	15 2%	30 2%	23 2%	4 2%	27 2%	22 2%	14 1%

C12 Where did you first use a computer to access the Internet?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Home	1705	512	95	1087	1526	64	100	849	855
	49%	43%	50%	53%	50%	58%	36%	46%	53%
In a school, university or college	542	231	22	288	476	15	49	263	279
	16%	19%	12%	14%	16%	14%	18%	14%	17%
Friend/family's house	339	125	21	192	295	9	22	208	130
	10%	11%	11%	9%	10%	8%	8%	11%	8%
Public library	319	75	9	226	283	5	28	189	130
	9%	6%	5%	11%	9%	4%	10%	10%	8%
Work	267	129	23	113	243	3	21	147	120
	8%	11%	12%	5%	8%	3%	7%	8%	7%
Internet cafe	138	65	6	63	95	12	31	88	51
	4%	5%	3%	3%	3%	11%	11%	5%	3%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	39	13	3	23	33	*	6	24	15
	1%	1%	2%	1%	1%	*	2%	1%	1%
Somewhere else	56	12	1	43	45	1	10	34	21
	2%	1%	*	2%	1%	1%	3%	2%	1%
Don't know/can't remember (SPONTANEOUS)	69	25	9	34	59	1	9	42	27
	2%	2%	5%	2%	2%	1%	3%	2%	2%

C12 Where did you first use a computer to access the Internet?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Home	1705 49%	4 33%	57 34%	28 44%	30 28%	1169 48%	135 55%	1525 48%	43 52%
In a school, university or college	542 16%	2 15%	38 23%	14 22%	21 20%	402 17%	26 10%	507 16%	11 13%
Friend/family's house	339 10%	2 16%	7 4%	6 10%	19 18%	233 10%	19 8%	311 10%	4 5%
Public library	319 9%	3 21%	15 9%	5 7%	17 15%	247 10%	6 3%	304 10%	5 6%
Work	267 8%	* 1%	8 5%	2 2%	9 8%	186 8%	35 14%	242 8%	8 10%
Internet cafe	138 4%	1 6%	28 16%	3 4%	5 5%	78 3%	16 7%	119 4%	6 7%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	39 1%	* 1%	6 3%	1 2%	4 3%	27 1%	2 1%	32 1%	4 4%
Somewhere else	56 2%	1 6%	5 3%	5 7%	3 3%	41 2%	3 1%	48 2%	2 3%
Don't know/can't remember (SPONTANEOUS)	69 2%	* *	5 3%	1 1%	* *	49 2%	3 1%	63 2%	* *

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C13 Other than at public libraries, where else can you access the Internet from?

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
At home	2500	2500	-	117	21	53	203	209	140	246	20	172	24	43	160	99	30	104	170	692
	72%	72%	-	64%	75%	65%	87%	90%	74%	71%	58%	71%	64%	68%	80%	78%	72%	72%	65%	67%
In a school, university or college	1060	1060	-	72	6	20	96	103	54	101	15	67	14	22	83	43	18	55	66	226
	31%	31%	-	40%	20%	24%	41%	44%	29%	29%	45%	28%	38%	35%	42%	34%	43%	38%	25%	22%
At work	995	995	-	43	6	23	106	118	53	111	7	65	10	12	75	41	12	31	55	228
	29%	29%	-	24%	22%	28%	46%	51%	28%	32%	21%	27%	26%	19%	38%	33%	29%	22%	21%	22%
In a public Wi-Fi (wireless Internet) access place	797	797	-	34	5	13	62	78	45	48	9	51	10	9	58	22	15	36	56	247
	23%	23%	-	19%	17%	16%	27%	34%	23%	14%	25%	21%	26%	14%	29%	18%	36%	25%	22%	24%
In an Internet cafe	634	634	-	54	3	18	28	68	37	72	12	31	5	10	43	12	9	29	53	151
	18%	18%	-	30%	10%	22%	12%	30%	19%	21%	35%	13%	14%	15%	21%	10%	21%	20%	20%	15%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	488	488	-	28	3	7	42	69	17	43	3	25	6	5	62	16	11	14	36	100
	14%	14%	-	16%	10%	8%	18%	30%	9%	12%	10%	10%	16%	8%	31%	13%	26%	10%	14%	10%
Somewhere else	633	633	-	42	2	12	60	83	44	72	2	32	7	19	48	16	3	26	61	104
	18%	18%	-	23%	6%	15%	26%	36%	23%	21%	6%	13%	18%	31%	24%	13%	7%	18%	23%	10%
Nowhere else (Public library is the only place I can access the Internet from)	377	377	-	23	3	12	17	3	14	34	2	20	4	6	11	8	4	9	26	179
	11%	11%	-	13%	9%	15%	7%	2%	8%	10%	5%	8%	11%	10%	5%	7%	9%	7%	10%	17%
Don't know (SPONTANEOUS)	11	11	-	-	*	1	1	-	*	1	-	*	*	*	2	1	*	1	1	2
	*	*	-	-	*	1%	1%	-	*	*	-	*	1%	1%	1%	1%	*	1%	*	*

C13 Other than at public libraries, where else can you access the Internet from?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
At home	2500 72%	988 84%	699 73%	529 63%	164 61%	110 53%	551 76%	1026 70%	907 72%	86 49%	650 61%	874 74%	810 87%
In a school, university or college	1060 31%	745 63%	208 22%	76 9%	21 8%	7 3%	224 31%	413 28%	421 33%	9 5%	121 11%	204 17%	703 76%
At work	995 29%	190 16%	364 38%	341 40%	88 33%	9 4%	205 28%	416 28%	365 29%	13 7%	240 23%	554 47%	150 16%
In a public Wi-Fi (wireless Internet) access place	797 23%	357 30%	250 26%	149 18%	31 12%	8 4%	192 26%	311 21%	291 23%	13 8%	207 19%	264 22%	278 30%
In an Internet cafe	634 18%	243 21%	202 21%	125 15%	38 14%	22 11%	115 16%	234 16%	284 23%	14 8%	183 17%	219 19%	193 21%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	488 14%	180 15%	140 15%	126 15%	26 10%	14 7%	91 13%	210 14%	186 15%	9 5%	136 13%	184 16%	150 16%
Somewhere else	633 18%	204 17%	182 19%	143 17%	65 24%	37 18%	143 20%	245 17%	244 19%	34 20%	162 15%	247 21%	174 19%
Nowhere else (Public library is the only place I can access the Internet from)	377 11%	46 4%	93 10%	132 16%	47 18%	57 28%	64 9%	179 12%	131 10%	57 33%	197 18%	85 7%	15 2%
Don't know (SPONTANEOUS)	11 *	3 *	3 *	2 *	1 *	* *	1 *	3 *	6 *	* *	3 *	3 *	3 *

C13 Other than at public libraries, where else can you access the Internet from?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
At home	2500 72%	893 75%	150 79%	1442 70%	2213 72%	75 68%	183 67%	1243 67%	1257 77%
In a school, university or college	1060 31%	204 17%	19 10%	834 40%	954 31%	27 25%	77 28%	516 28%	544 33%
At work	995 29%	697 59%	61 32%	231 11%	893 29%	35 31%	66 24%	481 26%	514 32%
In a public Wi-Fi (wireless Internet) access place	797 23%	307 26%	42 22%	444 21%	715 23%	34 31%	48 18%	424 23%	374 23%
In an Internet cafe	634 18%	240 20%	45 24%	343 17%	547 18%	31 28%	55 20%	390 21%	244 15%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	488 14%	158 13%	32 17%	287 14%	434 14%	17 15%	36 13%	276 15%	212 13%
Somewhere else	633 18%	216 18%	44 23%	370 18%	567 19%	32 29%	33 12%	347 19%	286 18%
Nowhere else (Public library is the only place I can access the Internet from)	377 11%	80 7%	7 4%	287 14%	328 11%	8 7%	38 14%	225 12%	151 9%
Don't know (SPONTANEOUS)	11 *	2 *	1 1%	6 *	9 *	* *	1 *	6 *	4 *

C13 Other than at public libraries, where else can you access the Internet from?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
At home	2500 72%	5 37%	118 70%	45 71%	59 55%	1675 69%	202 82%	2257 72%	54 66%
In a school, university or college	1060 31%	1 10%	58 35%	23 35%	18 17%	669 28%	99 40%	939 30%	31 37%
At work	995 29%	1 9%	41 25%	15 24%	30 28%	675 28%	95 39%	886 28%	16 19%
In a public Wi-Fi (wireless Internet) access place	797 23%	3 20%	33 20%	10 15%	18 17%	558 23%	57 23%	721 23%	19 23%
In an Internet cafe	634 18%	6 44%	34 20%	11 18%	20 19%	426 18%	54 22%	568 18%	26 31%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	488 14%	1 4%	21 12%	8 12%	15 14%	347 14%	33 13%	423 13%	13 16%
Somewhere else	633 18%	3 22%	23 14%	13 20%	23 21%	399 16%	73 30%	555 18%	22 27%
Nowhere else (Public library is the only place I can access the Internet from)	377 11%	4 27%	19 11%	6 10%	33 30%	301 12%	13 5%	359 11%	6 8%
Don't know (SPONTANEOUS)	11 *	* *	* *	* *	* *	8 *	* *	9 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C14 Other than at public libraries, where else can you access the Internet for free?

Base : All computer users who can access the internet from somewhere other than public libraries

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	9889	9889	-	558	594	572	635	692	246	606	663	599	611	586	469	640	588	660	633	537
Weighted base	2984	2984	-	158	26	68	215	227	74	310	32	221	33	56	188	116	37	134	234	854
At home	950	950	-	54	4	15	45	61	43	95	5	73	4	5	86	26	7	26	50	351
	32%	32%	-	34%	16%	21%	21%	27%	58%	31%	17%	33%	11%	8%	46%	22%	19%	20%	22%	41%
In a school, university or college	898	898	-	59	5	15	82	92	40	83	13	58	13	20	80	35	17	43	68	174
	30%	30%	-	38%	21%	22%	38%	40%	54%	27%	40%	26%	39%	35%	43%	30%	45%	32%	29%	20%
At work	753	753	-	35	6	21	93	95	25	91	5	51	9	8	61	30	9	21	43	151
	25%	25%	-	22%	23%	31%	43%	42%	34%	29%	15%	23%	25%	14%	32%	25%	26%	16%	18%	18%
In a public Wi-Fi (wireless Internet) access place	662	662	-	30	5	11	46	53	35	31	8	42	8	8	61	16	13	46	54	196
	22%	22%	-	19%	18%	16%	21%	23%	47%	10%	24%	19%	23%	14%	32%	14%	35%	35%	23%	23%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a community centre or telecentre)	293	293	-	21	3	4	21	42	20	15	4	14	3	3	24	12	7	5	32	62
	10%	10%	-	13%	10%	6%	10%	19%	27%	5%	14%	6%	10%	6%	13%	10%	20%	4%	14%	7%
In an Internet cafe	168	168	-	8	1	4	9	26	21	10	1	9	1	1	13	2	3	9	18	31
	6%	6%	-	5%	5%	6%	4%	11%	29%	3%	5%	4%	3%	7%	2%	8%	6%	7%	4%	4%
Somewhere else	396	396	-	32	1	10	41	49	14	47	1	15	6	8	40	11	2	15	34	72
	13%	13%	-	20%	6%	15%	19%	21%	18%	15%	2%	7%	19%	14%	21%	9%	6%	11%	14%	8%
Nowhere else (Public library is the only place I can access the Internet for free)	477	477	-	29	7	12	41	18	8	62	8	41	7	21	10	15	2	20	49	127
	16%	16%	-	18%	28%	17%	19%	8%	10%	20%	25%	19%	22%	37%	5%	13%	6%	15%	21%	15%
Don't know (SPONTANEOUS)	135	135	-	1	1	2	1	10	-	7	1	4	*	*	6	14	2	10	13	62
	5%	5%	-	1%	2%	3%	1%	4%	-	2%	2%	2%	1%	1%	3%	12%	5%	8%	6%	7%
Not stated	*	*	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C14 Other than at public libraries, where else can you access the Internet for free?

Base : All computer users who can access the internet from somewhere other than public libraries

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	9889	3956	2604	1975	823	463	2253	4008	3588	307	2303	3488	3540
Weighted base	2984	1094	842	683	213	140	639	1225	1101	108	848	1042	880
At home	950 32%	469 43%	244 29%	157 23%	45 21%	30 21%	220 35%	386 32%	336 30%	12 12%	302 36%	261 25%	349 40%
In a school, university or college	898 30%	630 58%	187 22%	57 8%	17 8%	5 4%	194 30%	360 29%	341 31%	7 7%	102 12%	169 16%	597 68%
At work	753 25%	143 13%	303 36%	234 34%	63 30%	8 6%	160 25%	291 24%	298 27%	10 9%	186 22%	410 39%	119 14%
In a public Wi-Fi (wireless Internet) access place	662 22%	316 29%	189 22%	127 19%	22 10%	7 5%	148 23%	266 22%	246 22%	12 11%	172 20%	215 21%	246 28%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a community centre or telecentre)	293 10%	83 8%	88 10%	96 14%	13 6%	11 8%	64 10%	125 10%	103 9%	6 6%	77 9%	124 12%	81 9%
In an Internet cafe	168 6%	63 6%	58 7%	31 5%	9 4%	5 4%	46 7%	69 6%	52 5%	5 5%	30 4%	61 6%	59 7%
Somewhere else	396 13%	120 11%	123 15%	90 13%	34 16%	26 18%	89 14%	141 12%	165 15%	17 16%	105 12%	170 16%	95 11%
Nowhere else (Public library is the only place I can access the Internet for free)	477 16%	99 9%	131 16%	140 21%	54 25%	51 36%	108 17%	210 17%	156 14%	52 48%	162 19%	180 17%	65 7%
Don't know (SPONTANEOUS)	135 5%	32 3%	25 3%	50 7%	14 7%	13 9%	22 3%	70 6%	41 4%	1 1%	44 5%	59 6%	26 3%
Not stated	*	*	*	*	-	-	*	-	-	*	*	*	*

C14 Other than at public libraries, where else can you access the Internet for free?

Base : All computer users who can access the internet from somewhere other than public libraries

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	9889	3232	470	6106	8944	227	693	4787	5102
Weighted base	2984	1072	173	1714	2626	101	227	1555	1428
At home	950 32%	287 27%	32 19%	618 36%	833 32%	37 37%	79 35%	507 33%	442 31%
In a school, university or college	898 30%	176 16%	14 8%	705 41%	806 31%	25 25%	66 29%	430 28%	468 33%
At work	753 25%	538 50%	38 22%	174 10%	668 25%	31 31%	53 23%	342 22%	411 29%
In a public Wi-Fi (wireless Internet) access place	662 22%	240 22%	30 17%	389 23%	597 23%	27 27%	38 17%	341 22%	321 22%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a community centre or telecentre)	293 10%	94 9%	24 14%	172 10%	262 10%	8 8%	22 10%	175 11%	118 8%
In an Internet cafe	168 6%	67 6%	12 7%	88 5%	154 6%	2 2%	11 5%	87 6%	81 6%
Somewhere else	396 13%	146 14%	23 13%	223 13%	355 14%	15 15%	24 11%	217 14%	179 13%
Nowhere else (Public library is the only place I can access the Internet for free)	477 16%	161 15%	47 27%	265 15%	389 15%	21 20%	41 18%	254 16%	223 16%
Don't know (SPONTANEOUS)	135 5%	44 4%	20 12%	69 4%	130 5%	1 1%	5 2%	63 4%	72 5%
Not stated	*	*	-	*	*	-	*	*	*

C14 Other than at public libraries, where else can you access the Internet for free?

Base : All computer users who can access the internet from somewhere other than public libraries

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	9889	81	354	236	219	7233	484	9098	192
Weighted base	2984	9	149	57	75	2049	232	2690	73
At home	950 32%	1 13%	42 28%	15 27%	26 34%	621 30%	74 32%	850 32%	23 31%
In a school, university or college	898 30%	2 17%	53 35%	21 37%	13 17%	578 28%	76 33%	795 30%	24 32%
At work	753 25%	1 8%	33 22%	14 24%	22 29%	507 25%	75 32%	667 25%	13 18%
In a public Wi-Fi (wireless Internet) access place	662 22%	2 24%	26 18%	9 16%	13 18%	459 22%	51 22%	604 22%	15 21%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a community centre or telecentre)	293 10%	* 5%	11 8%	4 8%	8 11%	222 11%	14 6%	259 10%	6 8%
In an Internet cafe	168 6%	1 9%	4 2%	1 2%	3 4%	120 6%	10 4%	150 6%	4 5%
Somewhere else	396 13%	1 15%	13 8%	6 11%	18 24%	279 14%	30 13%	348 13%	16 21%
Nowhere else (Public library is the only place I can access the Internet for free)	477 16%	2 19%	31 21%	9 16%	18 24%	347 17%	24 10%	432 16%	14 19%
Don't know (SPONTANEOUS)	135 5%	1 10%	4 2%	1 2%	* *	96 5%	15 7%	128 5%	3 4%
Not stated	* *	- -	- -	- -	- -	* *	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Books to read / borrow

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	22722	3055	19667	974	208	469	680	777	3671	2946	227	1881	124	142	1338	1646	279	737	2331	4292
	94%	88%	95%	91%	95%	92%	93%	94%	96%	94%	93%	93%	85%	84%	94%	92%	96%	92%	98%	91%
5-Extremely Important	19887	2520	17367	851	192	403	598	669	3302	2645	181	1560	106	118	1108	1361	243	619	2064	3867
	82%	73%	84%	80%	88%	79%	82%	81%	87%	85%	75%	77%	73%	69%	77%	76%	84%	77%	87%	82%
4	2835	535	2300	123	16	66	81	107	369	301	45	322	18	25	230	285	36	118	267	425
	12%	15%	11%	12%	7%	13%	11%	13%	10%	10%	19%	16%	12%	15%	16%	12%	15%	15%	11%	9%
3	845	199	646	48	7	29	35	28	65	72	10	66	9	14	44	77	8	38	21	273
	3%	6%	3%	4%	3%	6%	5%	3%	2%	2%	4%	3%	6%	8%	3%	4%	3%	5%	1%	6%
Not important (Net)	653	207	447	45	2	12	13	19	59	108	2	62	10	13	49	71	3	23	22	139
	3%	6%	2%	4%	1%	2%	2%	2%	2%	3%	1%	3%	7%	8%	3%	4%	1%	3%	1%	3%
2	317	87	230	33	2	4	6	15	10	53	1	58	4	5	17	26	*	11	21	52
	1%	2%	1%	3%	1%	1%	1%	2%	*	2%	*	3%	3%	3%	1%	1%	*	1%	1%	1%
1-Not at all important	336	120	216	12	*	8	7	5	49	55	1	3	6	8	32	45	3	13	1	87
	1%	3%	1%	1%	*	2%	1%	1%	1%	2%	*	*	4%	5%	2%	2%	1%	2%	*	2%
Don't know	32	11	21	-	1	-	*	-	13	3	4	4	2	*	*	*	*	2	2	1
	*	*	*	-	*	-	*	-	*	*	2%	*	1%	*	*	*	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Books to read / borrow

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	22722	5399	5955	5788	2660	2843	6696	9574	6402	1466	6421	9414	4808
	94%	91%	95%	96%	93%	95%	96%	94%	92%	95%	93%	95%	92%
5-Extremely Important	19887	4420	5275	5179	2391	2547	5862	8365	5615	1276	5630	8423	4034
	82%	74%	84%	86%	83%	85%	84%	82%	81%	83%	82%	85%	77%
4	2835	979	680	608	268	297	834	1209	787	190	792	991	774
	12%	16%	11%	10%	9%	10%	12%	12%	11%	12%	11%	10%	15%
3	845	357	213	122	95	57	174	337	331	24	260	257	270
	3%	6%	3%	2%	3%	2%	2%	3%	5%	2%	4%	3%	5%
Not important (Net)	653	195	124	136	110	87	129	294	230	50	209	188	161
	3%	3%	2%	2%	4%	3%	2%	3%	3%	3%	3%	2%	3%
2	317	100	81	52	64	20	88	134	95	22	83	130	57
	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
1-Not at all important	336	96	44	84	46	67	41	160	135	28	126	58	103
	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%
Don't know	32	8	6	1	1	15	2	18	11	1	4	16	8
	*	*	*	*	*	*	*	*	*	*	*	*	*

C15 (L8) How important is this service that can be provided by public libraries - Books to read / borrow

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	22722	9226	1138	12234	20859	500	1270	9248	13475
	94%	95%	95%	93%	94%	94%	93%	92%	95%
5-Extremely Important	19887	8181	1004	10612	18246	466	1096	7834	12054
	82%	84%	84%	81%	82%	88%	80%	78%	85%
4	2835	1045	135	1622	2613	34	174	1414	1421
	12%	11%	11%	12%	12%	6%	13%	14%	10%
3	845	304	22	513	751	14	66	416	429
	3%	3%	2%	4%	3%	3%	5%	4%	3%
Not important (Net)	653	185	41	407	605	16	31	404	250
	3%	2%	3%	3%	3%	3%	2%	4%	2%
2	317	94	19	184	300	6	11	176	141
	1%	1%	2%	1%	1%	1%	1%	2%	1%
1-Not at all important	336	91	22	223	305	10	20	227	109
	1%	1%	2%	2%	1%	2%	1%	2%	1%
Don't know	32	5	*	26	30	*	1	27	5
	*	*	*	*	*	*	*	*	*

C15 (L8) How important is this service that can be provided by public libraries - Books to read / borrow

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	22722	60	482	222	523	2151	226	2779	71
	94%	89%	88%	85%	91%	88%	92%	88%	86%
5-Extremely Important	19887	51	405	192	459	1796	191	2288	63
	82%	76%	74%	74%	79%	74%	78%	73%	76%
4	2835	9	77	30	64	354	35	490	8
	12%	13%	14%	12%	11%	15%	14%	16%	10%
3	845	4	22	20	28	133	4	182	4
	3%	5%	4%	7%	5%	5%	2%	6%	5%
Not important (Net)	653	4	43	19	24	141	14	183	6
	3%	5%	8%	7%	4%	6%	6%	6%	8%
2	317	2	28	7	3	52	12	71	5
	1%	3%	5%	3%	1%	2%	5%	2%	6%
1-Not at all important	336	2	15	12	21	90	2	112	2
	1%	3%	3%	4%	4%	4%	1%	4%	2%
Don't know	32	*	*	*	2	6	2	8	2
	*	*	*	*	*	*	1%	*	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Newspapers/magazines to read

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	15925	2306	13619	596	183	266	447	532	3129	1658	155	1411	90	91	894	1248	221	514	1924	2566
	66%	66%	66%	56%	84%	52%	61%	65%	82%	53%	64%	70%	62%	54%	63%	70%	76%	64%	81%	55%
5-Extremely Important	10974	1553	9421	370	136	173	289	302	2537	1087	86	951	67	68	458	760	161	293	1436	1800
	45%	45%	45%	35%	62%	34%	40%	37%	67%	35%	36%	47%	46%	40%	32%	42%	55%	37%	60%	38%
4	4951	754	4197	226	47	93	158	229	592	571	69	460	23	24	436	488	60	221	488	766
	20%	22%	20%	21%	21%	18%	22%	28%	16%	18%	28%	23%	16%	14%	30%	27%	20%	28%	21%	16%
3	4163	542	3621	218	14	114	130	165	488	669	26	334	17	29	247	295	45	151	344	878
	17%	16%	17%	20%	6%	22%	18%	20%	13%	21%	11%	17%	12%	17%	17%	16%	15%	19%	14%	19%
Not important (Net)	4018	596	3423	253	18	127	149	128	189	794	11	257	37	49	289	236	22	127	103	1229
	17%	17%	16%	24%	8%	25%	21%	15%	5%	25%	4%	13%	25%	29%	20%	13%	7%	16%	4%	26%
2	1934	308	1626	135	8	37	91	94	114	309	9	217	10	20	131	97	15	82	83	481
	8%	9%	8%	13%	3%	7%	12%	11%	3%	10%	4%	11%	7%	12%	9%	5%	5%	10%	4%	10%
1-Not at all important	2084	287	1797	118	10	91	59	34	75	485	2	40	26	29	157	139	7	45	20	748
	9%	8%	9%	11%	5%	18%	8%	4%	2%	16%	1%	2%	18%	17%	11%	8%	2%	6%	1%	16%
Don't know	144	28	115	*	4	1	1	-	1	7	50	12	1	*	1	16	4	8	3	33
	1%	1%	1%	*	2%	*	*	-	*	*	21%	1%	1%	*	*	1%	1%	1%	*	1%
Not stated	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Newspapers/magazines to read

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	15925	3437	4267	4217	1946	2020	4442	6809	4640	1097	4548	6738	3081
	66%	58%	68%	70%	68%	67%	63%	67%	67%	71%	66%	68%	59%
5-Extremely Important	10974	2225	2926	2841	1437	1519	3033	4806	3118	883	3092	4609	2046
	45%	37%	46%	47%	50%	51%	43%	47%	45%	57%	45%	47%	39%
4	4951	1213	1341	1375	509	501	1409	2003	1521	214	1457	2128	1035
	20%	20%	21%	23%	18%	17%	20%	20%	22%	14%	21%	22%	20%
3	4163	1317	1022	947	467	395	1375	1648	1130	272	1116	1526	1142
	17%	22%	16%	16%	16%	13%	20%	16%	16%	18%	16%	15%	22%
Not important (Net)	4018	1158	969	848	441	583	1163	1673	1177	169	1192	1543	993
	17%	19%	15%	14%	15%	19%	17%	16%	17%	11%	17%	16%	19%
2	1934	654	514	358	165	232	562	821	548	80	575	676	550
	8%	11%	8%	6%	6%	8%	8%	8%	8%	5%	8%	7%	10%
1-Not at all important	2084	504	455	490	276	351	602	852	629	89	617	867	442
	9%	8%	7%	8%	10%	12%	9%	8%	9%	6%	9%	9%	8%
Don't know	144	47	41	36	9	4	21	91	28	4	37	66	31
	1%	1%	1%	1%	*	*	*	1%	*	*	1%	1%	1%
Not stated	2	-	-	-	2	-	-	2	-	-	-	2	-
	*	-	-	-	*	-	-	*	-	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Newspapers/magazines to read

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	15925	6515	823	8502	14586	399	880	6555	9371
	66%	67%	69%	65%	66%	75%	64%	65%	66%
5-Extremely Important	10974	4341	584	5998	9980	318	626	4502	6472
	45%	45%	49%	46%	45%	60%	46%	45%	46%
4	4951	2174	240	2504	4606	82	253	2053	2898
	20%	22%	20%	19%	21%	15%	19%	20%	20%
3	4163	1717	218	2190	3887	34	224	1896	2267
	17%	18%	18%	17%	17%	6%	16%	19%	16%
Not important (Net)	4018	1438	158	2398	3636	92	259	1575	2443
	17%	15%	13%	18%	16%	17%	19%	16%	17%
2	1934	689	59	1173	1781	64	89	811	1123
	8%	7%	5%	9%	8%	12%	7%	8%	8%
1-Not at all important	2084	748	99	1225	1855	28	169	764	1320
	9%	8%	8%	9%	8%	5%	12%	8%	9%
Don't know	144	49	1	90	132	4	7	66	78
	1%	1%	*	1%	1%	1%	*	1%	1%
Not stated	2	2	-	-	2	-	-	2	-
	*	*	-	-	*	-	-	*	-

C15 (L8) How important is this service that can be provided by public libraries - Newspapers/magazines to read

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	15925	44	340	149	310	1695	137	2113	48
	66%	65%	62%	57%	54%	70%	56%	67%	59%
5-Extremely Important	10974	38	243	87	195	1184	79	1416	33
	45%	57%	44%	33%	34%	49%	32%	45%	40%
4	4951	6	97	61	115	511	58	697	15
	20%	9%	18%	24%	20%	21%	23%	22%	19%
3	4163	15	101	49	109	347	59	478	12
	17%	23%	18%	19%	19%	14%	24%	15%	14%
Not important (Net)	4018	8	96	62	153	373	47	536	20
	17%	12%	18%	24%	27%	15%	19%	17%	25%
2	1934	3	49	17	43	190	24	279	9
	8%	4%	9%	7%	7%	8%	10%	9%	11%
1-Not at all important	2084	5	48	45	111	183	24	256	11
	9%	8%	9%	17%	19%	8%	10%	8%	14%
Don't know	144	*	10	1	5	16	2	24	2
	1%	*	2%	*	1%	1%	1%	1%	2%
Not stated	2	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - CDs/DVDs to borrow

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	13578	1882	11696	552	128	149	384	382	2787	1603	137	1091	31	26	654	1047	185	392	1789	2243
	56%	54%	56%	52%	59%	29%	53%	46%	73%	51%	56%	54%	21%	15%	46%	58%	64%	49%	75%	48%
5-Extremely Important	8177	1100	7077	281	70	76	222	145	1895	989	87	695	20	16	280	593	103	206	1182	1315
	34%	32%	34%	26%	32%	15%	31%	18%	50%	32%	36%	35%	14%	9%	20%	33%	35%	26%	50%	28%
4	5401	781	4619	270	58	73	162	236	891	614	49	395	11	10	374	454	82	185	607	928
	22%	23%	22%	25%	27%	14%	22%	29%	23%	20%	20%	20%	8%	6%	26%	25%	28%	23%	26%	20%
3	4851	721	4129	235	32	94	160	211	574	656	35	491	16	13	306	352	53	185	350	1088
	20%	21%	20%	22%	15%	19%	22%	26%	15%	21%	15%	24%	11%	8%	21%	20%	18%	23%	15%	23%
Not important (Net)	5480	828	4651	280	40	262	178	227	443	865	18	340	81	125	460	353	46	193	230	1339
	23%	24%	22%	26%	18%	51%	25%	28%	12%	28%	7%	17%	56%	74%	32%	20%	16%	24%	10%	28%
2	2443	370	2073	119	14	65	100	135	220	346	12	256	10	10	233	131	32	107	154	499
	10%	11%	10%	11%	6%	13%	14%	16%	6%	11%	5%	13%	7%	6%	16%	7%	11%	13%	6%	11%
1-Not at all important	3037	458	2578	160	26	197	79	92	223	519	6	85	71	115	228	222	14	85	76	839
	13%	13%	12%	15%	12%	39%	11%	11%	6%	17%	2%	4%	49%	68%	16%	12%	5%	11%	3%	18%
Don't know	345	41	303	1	18	4	6	5	4	5	53	91	18	5	10	44	7	32	7	35
	1%	1%	1%	*	8%	1%	1%	1%	*	*	22%	5%	12%	3%	1%	2%	2%	4%	*	1%

C15 (L8) How important is this service that can be provided by public libraries - CDs/DVDs to borrow

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	13578	2956	4080	3719	1481	1306	3870	5801	3883	784	3875	5953	2637
	56%	50%	65%	61%	52%	44%	55%	57%	56%	51%	56%	60%	50%
5-Extremely Important	8177	1648	2479	2248	905	875	2241	3602	2319	523	2423	3568	1461
	34%	28%	39%	37%	32%	29%	32%	35%	33%	34%	35%	36%	28%
4	5401	1307	1601	1471	576	432	1629	2199	1564	261	1452	2385	1176
	22%	22%	25%	24%	20%	14%	23%	22%	22%	17%	21%	24%	22%
3	4851	1332	1254	1175	524	550	1385	2018	1433	245	1296	2005	1110
	20%	22%	20%	19%	18%	18%	20%	20%	21%	16%	19%	20%	21%
Not important (Net)	5480	1595	883	1094	821	1067	1665	2203	1599	442	1627	1826	1432
	23%	27%	14%	18%	29%	36%	24%	22%	23%	29%	24%	18%	27%
2	2443	874	495	467	315	278	783	976	680	162	596	809	800
	10%	15%	8%	8%	11%	9%	11%	10%	10%	11%	9%	8%	15%
1-Not at all important	3037	721	387	627	505	788	882	1227	919	280	1031	1017	632
	13%	12%	6%	10%	18%	26%	13%	12%	13%	18%	15%	10%	12%
Don't know	345	77	83	60	39	79	81	202	58	71	96	91	69
	1%	1%	1%	1%	1%	3%	1%	2%	1%	5%	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - CDs/DVDs to borrow

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	13578	5905	764	6837	12468	313	755	5310	8268
	56%	61%	64%	52%	56%	59%	55%	53%	58%
5-Extremely Important	8177	3499	467	4155	7540	194	412	3154	5023
	34%	36%	39%	32%	34%	37%	30%	31%	35%
4	5401	2405	297	2682	4928	119	343	2155	3245
	22%	25%	25%	20%	22%	23%	25%	21%	23%
3	4851	2001	214	2604	4461	62	294	2005	2846
	20%	21%	18%	20%	20%	12%	22%	20%	20%
Not important (Net)	5480	1724	209	3500	5004	151	292	2648	2832
	23%	18%	17%	27%	22%	28%	21%	26%	20%
2	2443	759	89	1580	2260	34	149	1159	1285
	10%	8%	7%	12%	10%	6%	11%	11%	9%
1-Not at all important	3037	964	121	1920	2744	117	143	1489	1548
	13%	10%	10%	15%	12%	22%	10%	15%	11%
Don't know	345	90	14	240	311	4	27	132	213
	1%	1%	1%	2%	1%	1%	2%	1%	2%

C15 (L8) How important is this service that can be provided by public libraries - CDs/DVDs to borrow

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	13578	50	292	159	247	1357	132	1710	38
	56%	73%	53%	61%	43%	56%	54%	54%	47%
5-Extremely Important	8177	34	161	61	131	841	61	1003	20
	34%	50%	29%	23%	23%	35%	25%	32%	25%
4	5401	16	131	98	115	516	71	707	18
	22%	23%	24%	38%	20%	21%	29%	22%	22%
3	4851	5	108	41	152	496	40	661	18
	20%	7%	20%	16%	26%	20%	16%	21%	22%
Not important (Net)	5480	10	134	53	173	548	71	744	23
	23%	14%	24%	20%	30%	23%	29%	24%	28%
2	2443	4	82	31	44	244	36	329	9
	10%	6%	15%	12%	8%	10%	15%	10%	10%
1-Not at all important	3037	5	52	23	129	304	34	416	15
	13%	8%	9%	9%	22%	13%	14%	13%	18%
Don't know	345	3	14	8	6	30	3	36	2
	1%	5%	2%	3%	1%	1%	1%	1%	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - A space where the local community can meet

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	12163	1824	10338	392	154	97	390	253	1436	638	178	1360	40	86	574	1005	181	553	1605	3222
	50%	53%	50%	37%	70%	19%	54%	31%	38%	20%	73%	68%	27%	51%	40%	56%	62%	69%	68%	68%
5-Extremely Important	6237	1012	5225	129	92	44	198	90	480	215	108	834	25	53	167	526	96	376	969	1833
	26%	29%	25%	12%	42%	9%	27%	11%	13%	7%	44%	41%	17%	31%	12%	29%	33%	47%	41%	39%
4	5926	813	5113	263	61	52	192	163	955	423	70	526	15	32	407	479	86	177	636	1388
	24%	23%	25%	25%	28%	10%	26%	20%	25%	14%	29%	26%	10%	19%	28%	27%	29%	22%	27%	30%
3	5048	664	4384	239	37	112	156	240	1070	538	45	380	23	33	333	413	60	143	451	776
	21%	19%	21%	22%	17%	22%	22%	29%	28%	17%	19%	19%	16%	19%	23%	23%	21%	18%	19%	16%
Not important (Net)	6648	945	5703	434	22	295	174	325	1293	1900	11	205	71	49	504	322	47	92	287	617
	27%	27%	27%	41%	10%	58%	24%	39%	34%	61%	4%	10%	49%	29%	35%	18%	16%	12%	12%	13%
2	3118	426	2691	188	12	94	91	166	694	835	6	140	11	17	238	125	30	57	177	237
	13%	12%	13%	18%	5%	18%	13%	20%	18%	27%	2%	7%	7%	10%	17%	7%	10%	7%	7%	5%
1-Not at all important	3530	519	3011	247	10	201	83	159	600	1065	5	64	60	32	266	197	17	35	110	380
	15%	15%	14%	23%	5%	40%	11%	19%	16%	34%	2%	3%	41%	19%	19%	11%	6%	4%	5%	8%
Don't know	394	39	355	2	6	5	7	7	9	53	9	68	13	2	19	54	3	12	34	91
	2%	1%	2%	*	3%	1%	1%	1%	*	2%	4%	3%	9%	1%	1%	3%	1%	2%	1%	2%

C15 (L8) How important is this service that can be provided by public libraries - A space where the local community can meet

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	12163	2739	3462	3141	1335	1460	3660	4859	3603	972	3721	4741	2282
	50%	46%	55%	52%	47%	49%	52%	48%	52%	63%	54%	48%	43%
5-Extremely Important	6237	1153	1868	1648	777	773	1926	2461	1828	641	2130	2230	981
	26%	19%	30%	27%	27%	26%	28%	24%	26%	42%	31%	23%	19%
4	5926	1586	1594	1493	559	687	1733	2399	1775	331	1592	2511	1301
	24%	27%	25%	25%	19%	23%	25%	23%	25%	21%	23%	25%	25%
3	5048	1325	1364	1245	566	539	1338	2251	1454	288	1242	2247	1155
	21%	22%	22%	21%	20%	18%	19%	22%	21%	19%	18%	23%	22%
Not important (Net)	6648	1789	1367	1591	911	954	1871	2949	1819	231	1780	2796	1719
	27%	30%	22%	26%	32%	32%	27%	29%	26%	15%	26%	28%	33%
2	3118	951	702	728	390	334	879	1438	793	69	801	1267	930
	13%	16%	11%	12%	14%	11%	13%	14%	11%	4%	12%	13%	18%
1-Not at all important	3530	838	664	863	521	620	992	1510	1027	162	979	1529	788
	15%	14%	11%	14%	18%	21%	14%	15%	15%	11%	14%	15%	15%
Don't know	394	106	107	71	54	48	132	164	97	51	150	91	92
	2%	2%	2%	1%	2%	2%	2%	2%	1%	3%	2%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - A space where the local community can meet

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	12163	5011	616	6462	11154	262	676	4764	7399
	50%	52%	51%	49%	50%	49%	49%	47%	52%
5-Extremely Important	6237	2500	294	3400	5797	135	282	2305	3932
	26%	26%	25%	26%	26%	25%	21%	23%	28%
4	5926	2511	322	3062	5357	128	394	2459	3467
	24%	26%	27%	23%	24%	24%	29%	24%	24%
3	5048	2106	219	2687	4605	141	296	2184	2864
	21%	22%	18%	20%	21%	27%	22%	22%	20%
Not important (Net)	6648	2471	348	3816	6129	121	366	2964	3684
	27%	25%	29%	29%	28%	23%	27%	29%	26%
2	3118	1212	121	1781	2868	58	188	1402	1716
	13%	12%	10%	14%	13%	11%	14%	14%	12%
1-Not at all important	3530	1259	227	2035	3261	63	177	1562	1968
	15%	13%	19%	15%	15%	12%	13%	15%	14%
Don't know	394	132	19	215	356	6	31	182	212
	2%	1%	2%	2%	2%	1%	2%	2%	1%

C15 (L8) How important is this service that can be provided by public libraries - A space where the local community can meet

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	12163	39	289	131	299	1427	67	1715	30
	50%	58%	53%	50%	52%	59%	27%	54%	37%
5-Extremely Important	6237	13	105	73	195	827	28	958	20
	26%	19%	19%	28%	34%	34%	12%	30%	24%
4	5926	26	184	57	103	600	39	757	10
	24%	39%	34%	22%	18%	25%	16%	24%	13%
3	5048	19	105	79	116	428	50	593	15
	21%	28%	19%	30%	20%	18%	20%	19%	18%
Not important (Net)	6648	8	148	31	150	550	126	809	35
	27%	12%	27%	12%	26%	23%	51%	26%	43%
2	3118	4	77	15	82	245	59	370	13
	13%	5%	14%	6%	14%	10%	24%	12%	16%
1-Not at all important	3530	5	71	17	68	305	67	439	22
	15%	7%	13%	6%	12%	13%	27%	14%	27%
Don't know	394	1	5	20	12	27	2	34	2
	2%	2%	1%	8%	2%	1%	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Free access to computers

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	16818	2912	13906	606	186	194	475	493	2716	1155	223	1649	88	88	829	1402	279	671	2112	3653
	69%	84%	67%	57%	85%	38%	65%	60%	71%	37%	92%	82%	60%	52%	58%	78%	96%	84%	89%	78%
5-Extremely Important	11731	2332	9399	382	147	131	312	260	1685	662	184	1172	70	73	341	1040	232	540	1653	2848
	48%	67%	45%	36%	67%	26%	43%	32%	44%	21%	76%	58%	48%	43%	24%	58%	80%	67%	70%	61%
4	5087	580	4507	225	39	63	164	232	1031	493	39	477	17	16	488	361	46	131	459	806
	21%	17%	22%	21%	18%	12%	22%	28%	27%	16%	16%	24%	12%	9%	34%	20%	16%	16%	19%	17%
3	2585	303	2283	134	11	89	103	117	609	315	6	258	10	13	217	169	6	77	167	283
	11%	9%	11%	13%	5%	17%	14%	14%	16%	10%	3%	13%	7%	8%	15%	9%	2%	10%	7%	6%
Not important (Net)	4674	209	4465	326	15	223	135	211	483	1597	8	95	45	68	377	213	6	43	92	737
	19%	6%	21%	31%	7%	44%	18%	26%	13%	51%	3%	5%	31%	40%	26%	12%	2%	5%	4%	16%
2	1516	111	1405	104	2	40	68	87	163	339	6	70	5	9	188	43	2	17	75	296
	6%	3%	7%	10%	1%	8%	9%	11%	4%	11%	3%	3%	3%	5%	13%	2%	1%	2%	3%	6%
1-Not at all important	3159	98	3061	223	13	182	66	124	320	1258	1	25	41	59	189	170	4	26	17	441
	13%	3%	15%	21%	6%	36%	9%	15%	8%	40%	1%	1%	28%	35%	13%	9%	1%	3%	1%	9%
Don't know	176	49	126	-	6	4	14	4	*	61	5	11	2	*	8	11	1	10	6	32
	1%	1%	1%	-	3%	1%	2%	*	*	2%	2%	1%	1%	*	1%	1%	*	1%	*	1%

C15 (L8) How important is this service that can be provided by public libraries - Free access to computers

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	16818	4441	4691	4156	1731	1752	4815	7011	4945	1153	4936	6431	3816
	69%	75%	74%	69%	60%	58%	69%	69%	71%	75%	72%	65%	73%
5-Extremely Important	11731	2984	3294	3010	1196	1209	3509	4836	3347	851	3645	4308	2603
	48%	50%	52%	50%	42%	40%	50%	47%	48%	55%	53%	44%	50%
4	5087	1457	1397	1146	534	543	1306	2175	1598	302	1291	2123	1213
	21%	24%	22%	19%	19%	18%	19%	21%	23%	20%	19%	21%	23%
3	2585	752	605	635	341	248	814	1055	712	102	558	1172	687
	11%	13%	10%	11%	12%	8%	12%	10%	10%	7%	8%	12%	13%
Not important (Net)	4674	739	974	1212	768	954	1347	2065	1258	268	1356	2204	717
	19%	12%	15%	20%	27%	32%	19%	20%	18%	17%	20%	22%	14%
2	1516	297	350	474	251	137	405	690	418	40	360	829	263
	6%	5%	6%	8%	9%	5%	6%	7%	6%	3%	5%	8%	5%
1-Not at all important	3159	442	624	737	517	816	942	1375	841	229	997	1375	454
	13%	7%	10%	12%	18%	27%	13%	13%	12%	15%	14%	14%	9%
Don't know	176	28	29	44	26	47	24	93	58	19	44	68	28
	1%	*	*	1%	1%	2%	*	1%	1%	1%	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Free access to computers

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	16818	6704	756	9235	15409	322	1004	6795	10023
	69%	69%	63%	70%	69%	61%	73%	67%	71%
5-Extremely Important	11731	4630	504	6491	10752	237	689	4726	7004
	48%	48%	42%	49%	48%	45%	50%	47%	49%
4	5087	2074	251	2744	4657	85	315	2068	3019
	21%	21%	21%	21%	21%	16%	23%	20%	21%
3	2585	1031	128	1416	2401	41	132	1184	1401
	11%	11%	11%	11%	11%	8%	10%	12%	10%
Not important (Net)	4674	1932	312	2420	4281	157	223	2019	2656
	19%	20%	26%	18%	19%	30%	16%	20%	19%
2	1516	807	94	609	1344	65	106	680	835
	6%	8%	8%	5%	6%	12%	8%	7%	6%
1-Not at all important	3159	1125	218	1811	2937	93	116	1338	1820
	13%	12%	18%	14%	13%	17%	8%	13%	13%
Don't know	176	52	6	109	154	10	10	96	79
	1%	1%	*	1%	1%	2%	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Free access to computers

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	16818	47	404	172	378	2225	120	2708	55
	69%	70%	74%	66%	65%	92%	49%	86%	67%
5-Extremely Important	11731	21	273	117	296	1869	71	2182	46
	48%	31%	50%	45%	51%	77%	29%	69%	56%
4	5087	27	131	55	82	356	49	527	9
	21%	40%	24%	21%	14%	15%	20%	17%	11%
3	2585	15	32	31	39	118	44	265	4
	11%	22%	6%	12%	7%	5%	18%	8%	5%
Not important (Net)	4674	4	101	58	149	77	69	141	18
	19%	6%	18%	22%	26%	3%	28%	4%	22%
2	1516	3	45	49	25	49	25	86	8
	6%	4%	8%	19%	4%	2%	10%	3%	10%
1-Not at all important	3159	1	56	9	124	28	44	55	10
	13%	2%	10%	3%	22%	1%	18%	2%	12%
Don't know	176	1	11	*	12	11	12	37	5
	1%	2%	2%	*	2%	*	5%	1%	6%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Free access to the Internet

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	17122	2968	14155	611	183	203	492	516	2781	1189	226	1682	91	89	833	1395	279	681	2157	3715
	71%	85%	68%	57%	84%	40%	68%	63%	73%	38%	93%	84%	62%	53%	58%	78%	96%	85%	91%	79%
5-Extremely Important	12150	2406	9744	398	151	140	341	291	1759	709	184	1204	73	74	349	1053	242	563	1737	2883
	50%	69%	47%	37%	69%	27%	47%	35%	46%	23%	76%	60%	50%	44%	24%	59%	83%	70%	73%	61%
4	4973	561	4411	213	32	64	151	226	1022	479	42	478	18	15	483	342	37	119	420	832
	21%	16%	21%	20%	15%	13%	21%	27%	27%	15%	17%	24%	12%	9%	34%	19%	13%	15%	18%	18%
3	2378	269	2109	120	10	86	96	104	535	325	9	228	8	13	183	171	4	69	130	288
	10%	8%	10%	11%	5%	17%	13%	13%	14%	10%	4%	11%	6%	8%	13%	10%	1%	9%	5%	6%
Not important (Net)	4548	204	4344	336	18	217	125	202	492	1550	2	93	43	67	402	202	4	39	84	670
	19%	6%	21%	32%	8%	43%	17%	24%	13%	50%	1%	5%	30%	40%	28%	11%	1%	5%	4%	14%
2	1407	105	1302	104	4	35	61	76	179	310	1	69	4	8	203	50	1	17	59	225
	6%	3%	6%	10%	2%	7%	8%	9%	5%	10%	*	3%	3%	5%	14%	3%	*	2%	2%	5%
1-Not at all important	3140	99	3042	232	14	182	64	126	313	1239	1	24	39	59	199	152	3	23	25	445
	13%	3%	15%	22%	6%	36%	9%	15%	8%	40%	1%	1%	27%	35%	14%	8%	1%	3%	1%	9%
Don't know	205	33	173	-	8	2	14	3	*	65	6	11	4	*	14	26	3	10	6	33
	1%	1%	1%	-	3%	*	2%	*	*	2%	2%	1%	2%	*	1%	1%	1%	1%	*	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Free access to the Internet

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	17122	4587	4816	4192	1749	1732	4879	7147	5046	1147	4951	6577	3981
	71%	77%	76%	69%	61%	58%	70%	70%	72%	74%	72%	67%	76%
5-Extremely Important	12150	3194	3417	3090	1234	1178	3580	4946	3585	847	3740	4469	2759
	50%	54%	54%	51%	43%	39%	51%	48%	51%	55%	54%	45%	53%
4	4973	1393	1399	1102	515	554	1299	2201	1461	300	1211	2107	1222
	21%	23%	22%	18%	18%	18%	19%	22%	21%	19%	18%	21%	23%
3	2378	657	532	597	317	271	741	1009	626	105	541	1058	589
	10%	11%	8%	10%	11%	9%	11%	10%	9%	7%	8%	11%	11%
Not important (Net)	4548	681	912	1218	768	942	1342	1969	1234	270	1354	2154	642
	19%	11%	14%	20%	27%	31%	19%	19%	18%	18%	20%	22%	12%
2	1407	255	330	441	244	132	382	607	417	44	366	752	223
	6%	4%	5%	7%	9%	4%	5%	6%	6%	3%	5%	8%	4%
1-Not at all important	3140	426	582	777	524	811	960	1362	817	226	988	1403	419
	13%	7%	9%	13%	18%	27%	14%	13%	12%	15%	14%	14%	8%
Don't know	205	35	39	41	32	56	38	98	68	19	47	86	35
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Free access to the Internet

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	17122	6816	753	9448	15704	323	1011	6940	10182
	71%	70%	63%	72%	71%	61%	74%	69%	72%
5-Extremely Important	12150	4808	523	6729	11132	225	736	4912	7238
	50%	49%	44%	51%	50%	42%	54%	49%	51%
4	4973	2008	230	2719	4572	98	275	2029	2944
	21%	21%	19%	21%	21%	18%	20%	20%	21%
3	2378	976	125	1266	2191	40	135	1096	1282
	10%	10%	10%	10%	10%	8%	10%	11%	9%
Not important (Net)	4548	1866	317	2354	4166	155	213	1963	2585
	19%	19%	26%	18%	19%	29%	16%	19%	18%
2	1407	741	82	580	1234	79	94	666	742
	6%	8%	7%	4%	6%	15%	7%	7%	5%
1-Not at all important	3140	1125	236	1775	2932	76	119	1297	1844
	13%	12%	20%	13%	13%	14%	9%	13%	13%
Don't know	205	61	6	111	184	12	10	95	110
	1%	1%	*	1%	1%	2%	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Free access to the Internet

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	17122	47	386	168	381	2248	122	2762	61
	71%	69%	71%	64%	66%	92%	50%	88%	75%
5-Extremely Important	12150	21	272	126	294	1904	80	2257	50
	50%	31%	50%	48%	51%	78%	32%	72%	60%
4	4973	26	114	42	88	344	42	505	12
	21%	38%	21%	16%	15%	14%	17%	16%	14%
3	2378	14	50	35	36	107	44	231	4
	10%	20%	9%	13%	6%	4%	18%	7%	5%
Not important (Net)	4548	6	101	57	148	65	67	139	12
	19%	9%	18%	22%	26%	3%	27%	4%	14%
2	1407	3	48	51	23	39	25	82	2
	6%	4%	9%	20%	4%	2%	10%	3%	3%
1-Not at all important	3140	3	53	6	126	26	42	56	9
	13%	4%	10%	2%	22%	1%	17%	2%	11%
Don't know	205	1	10	1	11	11	13	20	5
	1%	2%	2%	*	2%	*	5%	1%	6%

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C15 (L8) How important is this service that can be provided by public libraries - Services to job seekers (e.g. advice on how to write CVs, job search facilities)

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	13872	2068	11804	390	147	198	336	411	2073	1055	156	1414	63	44	540	1186	226	566	1829	3238
	57%	60%	57%	37%	67%	39%	46%	50%	54%	34%	64%	70%	43%	26%	38%	66%	78%	71%	77%	69%
5-Extremely Important	8487	1298	7189	226	90	102	203	210	1222	459	89	892	45	32	211	691	149	372	1227	2267
	35%	37%	35%	21%	41%	20%	28%	25%	32%	15%	37%	44%	31%	19%	15%	39%	51%	46%	52%	48%
4	5385	770	4615	164	57	95	134	201	851	596	67	522	18	12	329	495	77	194	603	971
	22%	22%	22%	15%	26%	19%	18%	24%	22%	19%	28%	26%	13%	7%	23%	28%	26%	24%	25%	21%
3	3421	510	2911	186	24	90	137	142	585	364	38	289	11	14	324	276	26	117	368	431
	14%	15%	14%	17%	11%	18%	19%	17%	15%	12%	16%	14%	8%	8%	23%	15%	9%	15%	15%	9%
Not important (Net)	6213	811	5402	484	30	211	225	242	1046	1625	8	177	61	107	524	282	29	90	157	914
	26%	23%	26%	45%	14%	41%	31%	29%	27%	52%	3%	9%	42%	63%	37%	16%	10%	11%	7%	19%
2	2231	338	1893	153	13	38	88	82	503	283	5	133	6	12	260	73	23	56	77	424
	9%	10%	9%	14%	6%	7%	12%	10%	13%	9%	2%	7%	4%	7%	18%	4%	8%	7%	3%	9%
1-Not at all important	3982	473	3509	331	18	173	136	160	544	1342	3	43	55	95	264	208	6	34	80	490
	16%	14%	17%	31%	8%	34%	19%	19%	14%	43%	1%	2%	38%	56%	18%	12%	2%	4%	3%	10%
Don't know	747	85	662	7	18	11	30	30	104	84	40	133	10	5	42	51	10	27	23	123
	3%	2%	3%	1%	8%	2%	4%	4%	3%	3%	16%	7%	7%	3%	3%	4%	3%	3%	1%	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Services to job seekers (e.g. advice on how to write CVs, job search facilities)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	13872	3777	3745	3458	1509	1356	4043	5770	4022	993	4332	4976	3188
	57%	63%	59%	57%	53%	45%	58%	56%	58%	64%	63%	50%	61%
5-Extremely Important	8487	2083	2286	2316	927	864	2454	3590	2426	655	2862	2948	1781
	35%	35%	36%	38%	32%	29%	35%	35%	35%	42%	42%	30%	34%
4	5385	1694	1459	1143	582	492	1589	2180	1596	338	1470	2028	1407
	22%	28%	23%	19%	20%	16%	23%	21%	23%	22%	21%	21%	27%
3	3421	847	1042	799	323	404	944	1452	1014	206	765	1515	816
	14%	14%	17%	13%	11%	13%	13%	14%	15%	13%	11%	15%	16%
Not important (Net)	6213	1118	1297	1687	947	1128	1784	2666	1757	294	1629	3087	1034
	26%	19%	21%	28%	33%	38%	25%	26%	25%	19%	24%	31%	20%
2	2231	408	640	660	311	202	534	982	712	59	548	1245	341
	9%	7%	10%	11%	11%	7%	8%	10%	10%	4%	8%	13%	6%
1-Not at all important	3982	709	656	1027	635	926	1250	1684	1044	235	1081	1842	693
	16%	12%	10%	17%	22%	31%	18%	16%	15%	15%	16%	19%	13%
Don't know	747	218	216	104	87	114	229	335	181	48	167	296	209
	3%	4%	3%	2%	3%	4%	3%	3%	3%	3%	2%	3%	4%

C15 (L8) How important is this service that can be provided by public libraries - Services to job seekers (e.g. advice on how to write CVs, job search facilities)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	13872	5571	577	7631	12781	252	764	5470	8402
	57%	57%	48%	58%	57%	48%	56%	54%	59%
5-Extremely Important	8487	3483	329	4611	7773	153	526	3188	5299
	35%	36%	27%	35%	35%	29%	38%	32%	37%
4	5385	2088	248	3020	5008	100	238	2282	3103
	22%	21%	21%	23%	23%	19%	17%	23%	22%
3	3421	1423	188	1800	3134	98	179	1513	1908
	14%	15%	16%	14%	14%	19%	13%	15%	13%
Not important (Net)	6213	2496	390	3293	5637	174	378	2842	3371
	26%	26%	32%	25%	25%	33%	28%	28%	24%
2	2231	1087	124	1013	1966	72	190	1102	1129
	9%	11%	10%	8%	9%	14%	14%	11%	8%
1-Not at all important	3982	1409	266	2280	3671	102	187	1740	2242
	16%	14%	22%	17%	17%	19%	14%	17%	16%
Don't know	747	229	47	456	692	5	47	269	478
	3%	2%	4%	3%	3%	1%	3%	3%	3%

C15 (L8) How important is this service that can be provided by public libraries - Services to job seekers (e.g. advice on how to write CVs, job search facilities)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	13872	27	332	138	265	1579	83	1923	34
	57%	40%	61%	53%	46%	65%	34%	61%	41%
5-Extremely Important	8487	11	184	65	187	1021	35	1210	23
	35%	16%	34%	25%	32%	42%	14%	38%	28%
4	5385	16	148	74	78	559	48	712	11
	22%	24%	27%	28%	13%	23%	19%	23%	13%
3	3421	23	61	42	100	316	48	462	16
	14%	34%	11%	16%	17%	13%	19%	15%	19%
Not important (Net)	6213	14	136	75	196	479	110	692	30
	26%	21%	25%	29%	34%	20%	45%	22%	37%
2	2231	7	71	58	53	205	29	304	9
	9%	11%	13%	22%	9%	8%	12%	10%	12%
1-Not at all important	3982	7	65	17	143	274	81	387	21
	16%	11%	12%	6%	25%	11%	33%	12%	25%
Don't know	747	3	19	6	17	57	5	76	2
	3%	4%	3%	2%	3%	2%	2%	2%	3%

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C15 (L8) How important is this service that can be provided by public libraries - Information for businesses (e.g. on how to start a business, seeking business opportunities)

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	11355	1584	9770	286	118	147	250	263	1605	678	119	1167	51	29	418	1023	188	483	1645	2884
	47%	46%	47%	27%	54%	29%	34%	32%	42%	22%	49%	58%	35%	17%	29%	57%	65%	60%	69%	61%
5-Extremely Important	6095	862	5233	119	64	66	135	91	684	278	75	711	31	21	139	519	103	298	1006	1755
	25%	25%	25%	11%	29%	13%	19%	11%	18%	9%	31%	35%	21%	12%	10%	29%	35%	37%	42%	37%
4	5260	723	4537	167	54	81	116	172	921	400	44	456	20	9	279	503	86	185	639	1129
	22%	21%	22%	16%	25%	16%	16%	21%	24%	13%	18%	23%	14%	5%	19%	28%	29%	23%	27%	24%
3	4409	660	3749	174	39	108	163	199	842	351	41	426	14	17	347	352	43	163	421	709
	18%	19%	18%	16%	18%	21%	22%	24%	22%	11%	17%	21%	9%	10%	24%	20%	15%	20%	18%	15%
Not important (Net)	7670	1116	6553	598	37	243	271	336	1283	2017	26	259	67	119	631	365	47	105	259	1008
	32%	32%	32%	56%	17%	48%	37%	41%	34%	64%	11%	13%	46%	70%	44%	20%	16%	13%	11%	21%
2	2853	453	2401	217	18	53	122	163	694	389	14	177	7	14	310	103	34	51	139	348
	12%	13%	12%	20%	8%	10%	17%	20%	18%	12%	6%	9%	5%	8%	22%	6%	12%	6%	6%	7%
1-Not at all important	4816	663	4153	382	19	190	149	173	589	1629	12	82	60	105	321	262	13	54	119	659
	20%	19%	20%	36%	9%	37%	20%	21%	15%	52%	5%	4%	41%	62%	22%	15%	4%	7%	5%	14%
Don't know	820	112	708	8	24	11	44	27	77	82	57	161	14	5	36	55	13	49	52	105
	3%	3%	3%	1%	11%	2%	6%	3%	2%	3%	23%	8%	10%	3%	2%	3%	4%	6%	2%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Information for businesses (e.g. on how to start a business, seeking business opportunities)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	11355	3063	3019	2737	1274	1248	3343	4703	3279	876	3573	3941	2589
	<i>47%</i>	<i>51%</i>	<i>48%</i>	<i>45%</i>	<i>44%</i>	<i>42%</i>	<i>48%</i>	<i>46%</i>	<i>47%</i>	<i>57%</i>	<i>52%</i>	<i>40%</i>	<i>49%</i>
5-Extremely Important	6095	1519	1682	1572	623	694	1741	2550	1790	539	2108	1940	1306
	<i>25%</i>	<i>25%</i>	<i>27%</i>	<i>26%</i>	<i>22%</i>	<i>23%</i>	<i>25%</i>	<i>25%</i>	<i>26%</i>	<i>35%</i>	<i>31%</i>	<i>20%</i>	<i>25%</i>
4	5260	1543	1337	1165	651	554	1602	2153	1489	337	1465	2000	1283
	<i>22%</i>	<i>26%</i>	<i>21%</i>	<i>19%</i>	<i>23%</i>	<i>18%</i>	<i>23%</i>	<i>21%</i>	<i>21%</i>	<i>22%</i>	<i>21%</i>	<i>20%</i>	<i>24%</i>
3	4409	1160	1304	1130	396	414	1320	1766	1310	284	1071	1967	991
	<i>18%</i>	<i>19%</i>	<i>21%</i>	<i>19%</i>	<i>14%</i>	<i>14%</i>	<i>19%</i>	<i>17%</i>	<i>19%</i>	<i>18%</i>	<i>16%</i>	<i>20%</i>	<i>19%</i>
Not important (Net)	7670	1502	1752	2049	1093	1223	2101	3370	2195	331	2003	3688	1455
	<i>32%</i>	<i>25%</i>	<i>28%</i>	<i>34%</i>	<i>38%</i>	<i>41%</i>	<i>30%</i>	<i>33%</i>	<i>31%</i>	<i>21%</i>	<i>29%</i>	<i>37%</i>	<i>28%</i>
2	2853	588	890	792	318	246	740	1224	888	71	645	1485	567
	<i>12%</i>	<i>10%</i>	<i>14%</i>	<i>13%</i>	<i>11%</i>	<i>8%</i>	<i>11%</i>	<i>12%</i>	<i>13%</i>	<i>5%</i>	<i>9%</i>	<i>15%</i>	<i>11%</i>
1-Not at all important	4816	914	862	1257	775	977	1360	2146	1307	260	1358	2203	888
	<i>20%</i>	<i>15%</i>	<i>14%</i>	<i>21%</i>	<i>27%</i>	<i>33%</i>	<i>19%</i>	<i>21%</i>	<i>19%</i>	<i>17%</i>	<i>20%</i>	<i>22%</i>	<i>17%</i>
Don't know	820	235	225	131	103	116	237	385	191	50	246	279	213
	<i>3%</i>	<i>4%</i>	<i>4%</i>	<i>2%</i>	<i>4%</i>	<i>4%</i>	<i>3%</i>	<i>4%</i>	<i>3%</i>	<i>3%</i>	<i>4%</i>	<i>3%</i>	<i>4%</i>

C15 (L8) How important is this service that can be provided by public libraries - Information for businesses (e.g. on how to start a business, seeking business opportunities)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	11355	4386	537	6361	10479	212	610	4542	6813
	<i>47%</i>	<i>45%</i>	<i>45%</i>	<i>48%</i>	<i>47%</i>	<i>40%</i>	<i>45%</i>	<i>45%</i>	<i>48%</i>
5-Extremely Important	6095	2296	293	3459	5554	119	381	2374	3721
	<i>25%</i>	<i>24%</i>	<i>24%</i>	<i>26%</i>	<i>25%</i>	<i>22%</i>	<i>28%</i>	<i>24%</i>	<i>26%</i>
4	5260	2090	244	2902	4925	93	229	2169	3091
	<i>22%</i>	<i>22%</i>	<i>20%</i>	<i>22%</i>	<i>22%</i>	<i>18%</i>	<i>17%</i>	<i>21%</i>	<i>22%</i>
3	4409	1962	158	2261	4026	68	298	1730	2679
	<i>18%</i>	<i>20%</i>	<i>13%</i>	<i>17%</i>	<i>18%</i>	<i>13%</i>	<i>22%</i>	<i>17%</i>	<i>19%</i>
Not important (Net)	7670	3120	461	4054	6984	226	425	3497	4173
	<i>32%</i>	<i>32%</i>	<i>38%</i>	<i>31%</i>	<i>31%</i>	<i>43%</i>	<i>31%</i>	<i>35%</i>	<i>29%</i>
2	2853	1409	131	1306	2551	77	223	1322	1531
	<i>12%</i>	<i>15%</i>	<i>11%</i>	<i>10%</i>	<i>11%</i>	<i>15%</i>	<i>16%</i>	<i>13%</i>	<i>11%</i>
1-Not at all important	4816	1711	330	2748	4433	148	201	2175	2641
	<i>20%</i>	<i>18%</i>	<i>27%</i>	<i>21%</i>	<i>20%</i>	<i>28%</i>	<i>15%</i>	<i>22%</i>	<i>19%</i>
Don't know	820	252	46	503	755	25	35	325	495
	<i>3%</i>	<i>3%</i>	<i>4%</i>	<i>4%</i>	<i>3%</i>	<i>5%</i>	<i>3%</i>	<i>3%</i>	<i>3%</i>

C15 (L8) How important is this service that can be provided by public libraries - Information for businesses (e.g. on how to start a business, seeking business opportunities)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	11355	16	236	99	272	1235	50	1481	27
	47%	24%	43%	38%	47%	51%	20%	47%	32%
5-Extremely Important	6095	8	129	56	165	695	20	815	17
	25%	12%	23%	21%	29%	29%	8%	26%	20%
4	5260	8	108	43	107	540	30	666	10
	22%	12%	20%	17%	18%	22%	12%	21%	12%
3	4409	37	106	56	81	456	55	604	17
	18%	55%	19%	22%	14%	19%	22%	19%	20%
Not important (Net)	7670	11	166	80	202	664	133	968	36
	32%	16%	30%	31%	35%	27%	54%	31%	44%
2	2853	4	73	65	52	285	50	402	12
	12%	6%	13%	25%	9%	12%	20%	13%	15%
1-Not at all important	4816	7	93	15	150	379	83	566	25
	20%	10%	17%	6%	26%	16%	34%	18%	30%
Don't know	820	3	40	26	23	76	8	100	3
	3%	5%	7%	10%	4%	3%	3%	3%	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Access to information about government services, like tax, forms, etc

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	12117	1758	10359	399	131	160	389	324	1631	763	137	1268	60	44	542	1094	172	421	1486	3097
	50%	51%	50%	37%	60%	31%	53%	39%	43%	24%	56%	63%	41%	26%	38%	61%	59%	53%	63%	66%
5-Extremely Important	6793	1027	5766	179	75	80	233	136	764	391	82	770	37	27	182	558	99	250	857	2072
	28%	30%	28%	17%	34%	16%	32%	16%	20%	12%	34%	38%	26%	16%	13%	31%	34%	31%	36%	44%
4	5324	731	4593	220	56	80	155	188	867	372	55	498	23	17	360	536	73	171	629	1025
	22%	21%	22%	21%	26%	16%	21%	23%	23%	12%	23%	25%	15%	10%	25%	30%	25%	21%	26%	22%
3	4384	694	3689	193	35	112	127	217	906	373	33	354	14	15	343	326	59	179	510	588
	18%	20%	18%	18%	16%	22%	17%	26%	24%	12%	14%	18%	10%	9%	24%	18%	20%	22%	21%	13%
Not important (Net)	7054	942	6112	471	34	228	191	269	1174	1941	20	264	60	106	517	331	47	141	340	919
	29%	27%	29%	44%	16%	45%	26%	33%	31%	62%	8%	13%	41%	63%	36%	18%	16%	18%	14%	20%
2	2750	384	2366	167	17	51	89	138	580	419	14	211	7	19	229	91	28	56	239	397
	11%	11%	11%	16%	8%	10%	12%	17%	15%	13%	6%	10%	5%	11%	16%	5%	9%	7%	10%	8%
1-Not at all important	4304	558	3746	305	17	177	102	131	593	1522	5	53	53	88	288	240	19	85	101	522
	18%	16%	18%	29%	8%	35%	14%	16%	16%	49%	2%	3%	37%	52%	13%	6%	11%	4%	11%	
Don't know	699	79	620	5	18	9	21	14	97	52	53	128	11	5	28	43	14	59	40	100
	3%	2%	3%	*	8%	2%	3%	2%	3%	2%	22%	6%	8%	3%	2%	2%	5%	7%	2%	2%

C15 (L8) How important is this service that can be provided by public libraries - Access to information about government services, like tax, forms, etc

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	12117	2965	3312	2994	1423	1406	3534	5045	3509	943	3810	4446	2513
	50%	50%	53%	50%	50%	47%	50%	49%	50%	61%	55%	45%	48%
5-Extremely Important	6793	1574	1827	1774	769	835	1970	2789	2022	604	2343	2326	1299
	28%	26%	29%	29%	27%	28%	28%	27%	29%	39%	34%	24%	25%
4	5324	1391	1484	1220	654	570	1564	2256	1487	339	1467	2120	1213
	22%	23%	24%	20%	23%	19%	22%	22%	21%	22%	21%	21%	23%
3	4384	1297	1220	1093	372	386	1226	1770	1378	236	1031	1893	1110
	18%	22%	19%	18%	13%	13%	18%	17%	20%	15%	15%	19%	21%
Not important (Net)	7054	1455	1585	1857	979	1136	2041	3058	1945	323	1847	3322	1408
	29%	24%	25%	31%	34%	38%	29%	30%	28%	21%	27%	34%	27%
2	2750	620	816	742	296	268	793	1077	876	88	688	1328	591
	11%	10%	13%	12%	10%	9%	11%	11%	13%	6%	10%	13%	11%
1-Not at all important	4304	835	769	1115	683	868	1248	1981	1069	235	1159	1994	816
	18%	14%	12%	18%	24%	29%	18%	19%	15%	15%	17%	20%	16%
Don't know	699	243	183	103	92	74	200	350	142	39	205	214	217
	3%	4%	3%	2%	3%	2%	3%	3%	2%	3%	3%	2%	4%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Access to information about government services, like tax, forms, etc

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	12117	4856	505	6678	11148	207	690	4828	7289
	50%	50%	42%	51%	50%	39%	50%	48%	51%
5-Extremely Important	6793	2746	273	3718	6173	122	442	2795	3998
	28%	28%	23%	28%	28%	23%	32%	28%	28%
4	5324	2110	232	2960	4975	85	248	2033	3291
	22%	22%	19%	22%	22%	16%	18%	20%	23%
3	4384	1861	216	2259	4055	91	237	1879	2505
	18%	19%	18%	17%	18%	17%	17%	19%	18%
Not important (Net)	7054	2777	455	3808	6395	204	420	3134	3920
	29%	29%	38%	29%	29%	38%	31%	31%	28%
2	2750	1196	133	1418	2438	75	236	1240	1510
	11%	12%	11%	11%	11%	14%	17%	12%	11%
1-Not at all important	4304	1581	322	2391	3957	129	184	1894	2410
	18%	16%	27%	18%	18%	24%	13%	19%	17%
Don't know	699	226	26	435	645	29	22	254	445
	3%	2%	2%	3%	3%	5%	2%	3%	3%

C15 (L8) How important is this service that can be provided by public libraries - Access to information about government services, like tax, forms, etc

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	12117	28	255	124	275	1359	69	1637	35
	50%	41%	47%	47%	48%	56%	28%	52%	43%
5-Extremely Important	6793	9	160	57	148	836	29	964	24
	28%	14%	29%	22%	26%	34%	12%	31%	29%
4	5324	19	95	67	127	523	40	673	11
	22%	27%	17%	25%	22%	21%	16%	21%	14%
3	4384	24	92	54	85	474	58	626	15
	18%	36%	17%	21%	15%	20%	23%	20%	18%
Not important (Net)	7054	12	166	77	171	546	114	819	29
	29%	18%	30%	29%	30%	22%	47%	26%	35%
2	2750	5	93	64	68	213	49	347	7
	11%	7%	17%	25%	12%	9%	20%	11%	9%
1-Not at all important	4304	7	73	13	103	333	66	472	22
	18%	10%	13%	5%	18%	14%	27%	15%	27%
Don't know	699	3	34	6	47	52	5	69	3
	3%	5%	6%	2%	8%	2%	2%	2%	4%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Computer and Internet skills training

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	13150	1951	11198	412	157	153	372	303	2086	797	146	1247	57	72	491	1089	211	539	1769	3250
	54%	56%	54%	39%	72%	30%	51%	37%	55%	25%	60%	62%	39%	42%	34%	61%	73%	67%	74%	69%
5-Extremely Important	7399	1161	6238	181	112	62	209	144	936	333	96	774	41	49	143	610	107	376	935	2289
	31%	33%	30%	17%	51%	12%	29%	18%	25%	11%	39%	38%	28%	29%	10%	34%	37%	47%	39%	49%
4	5751	791	4960	230	45	91	163	159	1150	464	50	473	16	22	348	478	104	163	834	961
	24%	23%	24%	22%	20%	18%	22%	19%	30%	15%	21%	24%	11%	13%	24%	27%	36%	20%	35%	20%
3	4048	569	3480	223	20	102	145	219	743	386	29	480	16	18	343	288	43	109	348	536
	17%	16%	17%	21%	9%	20%	20%	27%	20%	12%	12%	24%	11%	11%	24%	16%	15%	14%	15%	11%
Not important (Net)	6560	888	5673	431	29	252	192	290	908	1904	11	182	65	79	577	378	27	129	234	874
	27%	26%	27%	40%	13%	49%	26%	35%	24%	61%	4%	9%	45%	46%	40%	21%	9%	16%	10%	19%
2	2432	333	2099	131	10	48	82	132	515	477	7	133	5	12	298	105	20	66	180	213
	10%	10%	10%	12%	5%	9%	11%	16%	14%	15%	3%	7%	4%	7%	21%	6%	7%	8%	8%	5%
1-Not at all important	4129	555	3574	301	18	204	110	158	393	1427	4	49	60	67	279	272	7	63	54	661
	17%	16%	17%	28%	8%	40%	15%	19%	10%	46%	2%	2%	41%	40%	19%	15%	2%	8%	2%	14%
Don't know	495	66	429	1	13	3	19	13	71	42	57	104	7	1	20	40	10	23	27	45
	2%	2%	2%	*	6%	1%	3%	2%	2%	1%	24%	5%	4%	1%	1%	2%	3%	3%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Computer and Internet skills training

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	13150	3216	3567	3354	1478	1501	3869	5446	3796	1052	4252	4801	2686
	54%	54%	57%	55%	52%	50%	55%	53%	54%	68%	62%	49%	51%
5-Extremely Important	7399	1679	1852	2007	881	964	2142	3079	2158	686	2654	2478	1334
	31%	28%	29%	33%	31%	32%	31%	30%	31%	45%	39%	25%	25%
4	5751	1537	1715	1348	597	536	1727	2367	1639	366	1597	2323	1352
	24%	26%	27%	22%	21%	18%	25%	23%	23%	24%	23%	24%	26%
3	4048	1153	1167	979	391	349	1166	1704	1168	163	781	1857	1108
	17%	19%	19%	16%	14%	12%	17%	17%	17%	11%	11%	19%	21%
Not important (Net)	6560	1461	1421	1647	926	1077	1832	2812	1910	301	1720	3014	1344
	27%	25%	23%	27%	32%	36%	26%	28%	27%	20%	25%	31%	26%
2	2432	595	628	722	250	232	610	1062	756	71	544	1252	523
	10%	10%	10%	12%	9%	8%	9%	10%	11%	5%	8%	13%	10%
1-Not at all important	4129	866	793	925	676	845	1222	1750	1153	230	1176	1762	821
	17%	15%	13%	15%	24%	28%	17%	17%	17%	15%	17%	18%	16%
Don't know	495	130	145	66	70	75	133	261	100	25	141	202	109
	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%	2%	2%

C15 (L8) How important is this service that can be provided by public libraries - Computer and Internet skills training

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	13150	5248	557	7254	11983	259	840	5181	7969
	54%	54%	46%	55%	54%	49%	61%	51%	56%
5-Extremely Important	7399	2947	300	4096	6772	132	438	2879	4520
	31%	30%	25%	31%	30%	25%	32%	29%	32%
4	5751	2300	257	3158	5212	127	402	2301	3449
	24%	24%	21%	24%	23%	24%	29%	23%	24%
3	4048	1664	184	2181	3774	120	145	1676	2373
	17%	17%	15%	17%	17%	23%	11%	17%	17%
Not important (Net)	6560	2635	438	3457	6020	148	360	3024	3536
	27%	27%	36%	26%	27%	28%	26%	30%	25%
2	2432	1172	142	1112	2213	46	173	1180	1251
	10%	12%	12%	8%	10%	9%	13%	12%	9%
1-Not at all important	4129	1463	296	2344	3808	102	187	1844	2285
	17%	15%	25%	18%	17%	19%	14%	18%	16%
Don't know	495	173	22	289	467	3	24	214	281
	2%	2%	2%	2%	2%	1%	2%	2%	2%

C15 (L8) How important is this service that can be provided by public libraries - Computer and Internet skills training

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	13150	48	312	128	318	1509	75	1817	32
	54%	71%	57%	49%	55%	62%	31%	58%	39%
5-Extremely Important	7399	11	155	61	213	941	30	1099	20
	31%	17%	28%	23%	37%	39%	12%	35%	25%
4	5751	37	157	67	105	569	45	718	11
	24%	55%	29%	26%	18%	23%	18%	23%	14%
3	4048	5	56	44	73	368	42	524	9
	17%	7%	10%	17%	13%	15%	17%	17%	11%
Not important (Net)	6560	13	163	71	178	510	124	754	39
	27%	19%	30%	27%	31%	21%	51%	24%	47%
2	2432	8	76	55	42	192	45	291	11
	10%	11%	14%	21%	7%	8%	18%	9%	14%
1-Not at all important	4129	5	87	17	136	318	79	463	27
	17%	8%	16%	6%	24%	13%	32%	15%	33%
Don't know	495	2	17	19	8	44	4	56	3
	2%	2%	3%	7%	1%	2%	2%	2%	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - School books and text books for children

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	18442	2473	15969	711	194	279	518	545	2935	1933	207	1724	76	58	1036	1445	265	678	2202	3638
	76%	71%	77%	67%	89%	55%	71%	66%	77%	62%	85%	86%	52%	34%	72%	80%	91%	85%	93%	77%
5-Extremely Important	13596	1824	11773	455	165	179	373	306	1816	1402	144	1177	61	44	707	1066	213	523	1802	3164
	56%	53%	57%	43%	76%	35%	51%	37%	48%	45%	59%	58%	42%	26%	49%	59%	73%	65%	76%	67%
4	4846	650	4197	256	29	100	145	238	1119	531	63	547	15	14	329	379	52	155	400	474
	20%	19%	20%	24%	13%	20%	20%	29%	29%	17%	26%	27%	10%	8%	23%	21%	18%	19%	17%	10%
3	1761	297	1464	100	6	64	76	85	362	139	12	182	8	13	89	144	14	61	111	295
	7%	9%	7%	9%	3%	13%	10%	10%	10%	4%	5%	9%	5%	8%	6%	8%	5%	8%	5%	6%
Not important (Net)	3807	661	3146	252	11	165	113	187	469	1023	1	88	56	97	292	195	9	54	47	748
	16%	19%	15%	24%	5%	32%	16%	23%	12%	33%	1%	4%	39%	57%	20%	11%	3%	7%	2%	16%
2	1082	166	916	57	4	31	32	68	193	178	*	69	5	12	108	43	7	38	29	208
	4%	5%	4%	5%	2%	6%	4%	8%	5%	6%	*	3%	4%	7%	8%	2%	2%	5%	1%	4%
1-Not at all important	2726	496	2230	196	7	135	82	119	275	845	1	19	51	85	184	152	2	16	18	540
	11%	14%	11%	18%	3%	26%	11%	14%	7%	27%	1%	1%	35%	50%	13%	8%	1%	2%	1%	11%
Don't know	242	42	201	4	8	2	20	8	42	34	23	19	6	2	14	11	3	7	17	23
	1%	1%	1%	*	4%	*	3%	1%	1%	1%	9%	1%	4%	1%	1%	1%	1%	1%	1%	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - School books and text books for children

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	18442	4620	5221	4653	1957	1954	5454	7680	5260	1199	5405	7242	4065
	76%	78%	83%	77%	68%	65%	78%	75%	75%	78%	78%	73%	77%
5-Extremely Important	13596	3254	3739	3571	1501	1502	4074	5551	3934	997	4231	5148	2831
	56%	55%	59%	59%	52%	50%	58%	54%	56%	65%	61%	52%	54%
4	4846	1365	1482	1082	456	451	1379	2129	1326	202	1174	2093	1234
	20%	23%	24%	18%	16%	15%	20%	21%	19%	13%	17%	21%	24%
3	1761	601	381	407	188	176	438	805	516	85	326	804	501
	7%	10%	6%	7%	7%	6%	6%	8%	7%	6%	5%	8%	10%
Not important (Net)	3807	679	656	938	692	817	1068	1642	1093	247	1109	1713	633
	16%	11%	10%	16%	24%	27%	15%	16%	16%	16%	16%	17%	12%
2	1082	178	244	351	185	118	218	555	307	60	209	601	188
	4%	3%	4%	6%	6%	4%	3%	5%	4%	4%	3%	6%	4%
1-Not at all important	2726	501	412	587	507	700	851	1087	786	187	900	1112	444
	11%	8%	7%	10%	18%	23%	12%	11%	11%	12%	13%	11%	8%
Don't know	242	60	42	50	28	55	41	96	105	10	53	116	49
	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - School books and text books for children

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	18442	7583	879	9886	16980	357	1034	7264	11178
	76%	78%	73%	75%	76%	67%	76%	72%	79%
5-Extremely Important	13596	5625	616	7283	12547	243	742	5106	8491
	56%	58%	51%	55%	56%	46%	54%	51%	60%
4	4846	1958	263	2603	4433	114	291	2159	2687
	20%	20%	22%	20%	20%	21%	21%	21%	19%
3	1761	708	93	953	1513	67	174	802	959
	7%	7%	8%	7%	7%	13%	13%	8%	7%
Not important (Net)	3807	1378	215	2178	3527	105	145	1901	1906
	16%	14%	18%	17%	16%	20%	11%	19%	13%
2	1082	483	61	524	1023	36	22	567	514
	4%	5%	5%	4%	5%	7%	2%	6%	4%
1-Not at all important	2726	895	154	1653	2504	69	122	1334	1392
	11%	9%	13%	13%	11%	13%	9%	13%	10%
Don't know	242	51	14	164	224	1	16	127	116
	1%	1%	1%	1%	1%	*	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - School books and text books for children

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	18442	56	414	181	428	1800	138	2290	48
	76%	83%	76%	69%	74%	74%	56%	73%	58%
5-Extremely Important	13596	27	314	113	336	1382	93	1695	32
	56%	40%	57%	43%	58%	57%	38%	54%	39%
4	4846	29	100	68	92	418	44	594	15
	20%	42%	18%	26%	16%	17%	18%	19%	18%
3	1761	5	49	57	32	175	38	261	9
	7%	8%	9%	22%	6%	7%	15%	8%	11%
Not important (Net)	3807	6	77	19	105	428	68	565	23
	16%	9%	14%	7%	18%	18%	28%	18%	27%
2	1082	1	25	8	14	111	21	139	3
	4%	2%	5%	3%	2%	5%	9%	4%	4%
1-Not at all important	2726	5	52	11	91	316	47	426	19
	11%	7%	10%	4%	16%	13%	19%	14%	23%
Don't know	242	*	8	4	12	29	2	36	3
	1%	*	1%	1%	2%	1%	1%	1%	4%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Study materials and text books for adults

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	19538	2715	16823	743	192	330	564	646	3308	1977	211	1830	89	99	1100	1518	275	658	2233	3765
	81%	78%	81%	70%	88%	65%	78%	78%	87%	63%	87%	91%	61%	58%	77%	85%	94%	82%	94%	80%
5-Extremely Important	14228	1990	12238	464	162	237	426	407	2134	1460	146	1345	69	65	707	1062	227	512	1756	3048
	59%	57%	59%	43%	74%	47%	59%	49%	56%	47%	60%	67%	47%	38%	49%	59%	78%	64%	74%	65%
4	5310	726	4585	279	30	92	139	239	1174	517	65	484	20	34	394	457	48	146	477	716
	22%	21%	22%	26%	14%	18%	19%	29%	31%	17%	27%	24%	14%	20%	28%	25%	16%	18%	20%	15%
3	1989	297	1692	107	8	56	72	75	301	426	20	147	10	23	96	139	10	80	115	305
	8%	9%	8%	10%	4%	11%	10%	9%	8%	14%	8%	7%	7%	13%	7%	8%	3%	10%	5%	6%
Not important (Net)	2557	432	2125	215	8	123	74	100	183	706	3	32	42	47	227	127	4	54	18	594
	11%	12%	10%	20%	4%	24%	10%	12%	5%	23%	1%	2%	29%	28%	16%	7%	2%	7%	1%	13%
2	751	154	598	56	5	28	22	37	67	148	2	25	2	12	86	39	3	41	9	171
	3%	4%	3%	5%	2%	6%	3%	4%	2%	5%	1%	1%	2%	7%	6%	2%	1%	5%	*	4%
1-Not at all important	1806	279	1527	159	3	95	52	63	116	559	*	7	39	35	140	89	1	14	9	423
	7%	8%	7%	15%	2%	19%	7%	8%	3%	18%	*	*	27%	21%	10%	5%	*	2%	*	9%
Don't know	168	28	139	3	9	1	17	4	15	19	8	5	5	1	8	10	2	8	12	42
	1%	1%	1%	*	4%	*	2%	*	*	1%	3%	*	4%	1%	1%	1%	1%	1%	*	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Study materials and text books for adults

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	19538	5036	5374	4844	2131	2114	5704	8119	5667	1250	5556	7687	4496
	81%	84%	85%	80%	74%	70%	81%	79%	81%	81%	81%	78%	86%
5-Extremely Important	14228	3583	3890	3605	1493	1625	4179	5779	4234	1019	4176	5381	3264
	59%	60%	62%	60%	52%	54%	60%	57%	61%	66%	61%	54%	62%
4	5310	1452	1484	1239	638	489	1525	2339	1434	231	1380	2306	1232
	22%	24%	24%	20%	22%	16%	22%	23%	21%	15%	20%	23%	23%
3	1989	503	481	523	218	262	517	902	567	107	399	1040	403
	8%	8%	8%	9%	8%	9%	7%	9%	8%	7%	6%	11%	8%
Not important (Net)	2557	385	411	652	494	586	742	1144	667	170	901	1082	310
	11%	6%	7%	11%	17%	20%	11%	11%	10%	11%	13%	11%	6%
2	751	152	149	240	135	62	172	373	204	33	201	374	99
	3%	3%	2%	4%	5%	2%	2%	4%	3%	2%	3%	4%	2%
1-Not at all important	1806	233	262	411	358	525	570	771	463	137	700	708	211
	7%	4%	4%	7%	13%	17%	8%	8%	7%	9%	10%	7%	4%
Don't know	168	37	33	29	23	39	37	58	72	15	37	66	38
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Study materials and text books for adults

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	19538	7852	976	10608	17937	418	1107	7765	11774
	81%	81%	81%	80%	81%	79%	81%	77%	83%
5-Extremely Important	14228	5667	623	7863	13076	304	777	5504	8724
	59%	58%	52%	60%	59%	57%	57%	55%	62%
4	5310	2185	353	2745	4861	114	329	2261	3049
	22%	22%	29%	21%	22%	21%	24%	22%	22%
3	1989	837	83	1054	1784	60	145	1007	983
	8%	9%	7%	8%	8%	11%	11%	10%	7%
Not important (Net)	2557	983	136	1432	2375	51	100	1248	1310
	11%	10%	11%	11%	11%	10%	7%	12%	9%
2	751	347	38	365	721	11	19	430	321
	3%	4%	3%	3%	3%	2%	1%	4%	2%
1-Not at all important	1806	636	99	1067	1654	40	81	817	989
	7%	7%	8%	8%	7%	8%	6%	8%	7%
Don't know	168	48	6	86	148	2	17	75	93
	1%	*	*	1%	1%	*	1%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Study materials and text books for adults

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	19538	56	422	188	461	1954	178	2498	61
	81%	84%	77%	72%	80%	80%	72%	79%	74%
5-Extremely Important	14228	46	317	113	368	1438	118	1834	44
	59%	67%	58%	43%	64%	59%	48%	58%	54%
4	5310	11	105	76	92	516	60	664	17
	22%	16%	19%	29%	16%	21%	24%	21%	20%
3	1989	5	68	59	24	167	32	242	10
	8%	8%	12%	22%	4%	7%	13%	8%	12%
Not important (Net)	2557	4	52	12	82	290	34	386	10
	11%	7%	9%	4%	14%	12%	14%	12%	12%
2	751	*	26	6	16	100	5	146	1
	3%	1%	5%	2%	3%	4%	2%	5%	2%
1-Not at all important	1806	4	26	6	66	190	29	240	9
	7%	6%	5%	2%	11%	8%	12%	8%	11%
Don't know	168	1	6	3	11	20	2	26	2
	1%	2%	1%	1%	2%	1%	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Information about/for the local community

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	13730	1960	11771	480	152	112	466	365	1267	1042	182	1438	52	80	727	1238	235	554	1759	3579
	57%	56%	57%	45%	70%	22%	64%	44%	33%	33%	75%	71%	36%	47%	51%	69%	81%	69%	74%	76%
5-Extremely Important	7678	1136	6542	202	97	47	253	117	485	538	119	905	31	49	200	703	142	345	941	2505
	32%	33%	31%	19%	44%	9%	35%	14%	13%	17%	49%	45%	21%	29%	14%	39%	49%	43%	40%	53%
4	6052	824	5229	279	55	65	213	248	782	503	63	533	21	31	528	535	94	209	818	1074
	25%	24%	25%	26%	25%	13%	29%	30%	21%	16%	26%	26%	14%	18%	37%	30%	32%	26%	34%	23%
3	4636	679	3957	239	31	131	124	240	1040	633	31	398	17	35	317	318	38	131	447	468
	19%	20%	19%	22%	14%	26%	17%	29%	27%	20%	13%	20%	11%	21%	22%	18%	13%	16%	19%	10%
Not important (Net)	5510	785	4725	345	23	257	119	207	1440	1428	6	98	62	52	375	211	13	98	140	636
	23%	23%	23%	32%	10%	50%	16%	25%	38%	46%	3%	5%	42%	31%	26%	12%	4%	12%	6%	14%
2	2355	352	2003	116	13	72	71	116	759	419	3	91	10	15	187	73	10	68	103	230
	10%	10%	10%	11%	6%	14%	10%	14%	20%	13%	1%	5%	7%	9%	13%	4%	3%	9%	4%	5%
1-Not at all important	3154	433	2721	229	10	185	48	90	681	1009	3	7	51	37	189	138	3	30	37	406
	13%	12%	13%	21%	4%	36%	7%	11%	18%	32%	1%	*	35%	22%	13%	8%	1%	4%	2%	9%
Don't know	377	50	327	2	12	10	19	13	61	26	23	79	15	2	11	28	5	17	31	22
	2%	1%	2%	*	6%	2%	3%	2%	2%	1%	9%	4%	11%	1%	1%	2%	2%	2%	1%	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Information about/for the local community

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	13730	2984	3774	3640	1592	1709	3973	5570	4153	1128	4147	5406	2548
	57%	50%	60%	60%	56%	57%	57%	54%	60%	73%	60%	55%	49%
5-Extremely Important	7678	1483	2068	2111	917	1084	2212	3130	2317	769	2477	2830	1285
	32%	25%	33%	35%	32%	36%	32%	31%	33%	50%	36%	29%	24%
4	6052	1501	1706	1530	675	625	1761	2441	1835	359	1670	2576	1262
	25%	25%	27%	25%	24%	21%	25%	24%	26%	23%	24%	26%	24%
3	4636	1525	1222	966	464	439	1299	2023	1304	212	1115	1855	1366
	19%	26%	19%	16%	16%	15%	19%	20%	19%	14%	16%	19%	26%
Not important (Net)	5510	1349	1200	1378	743	815	1599	2486	1419	185	1507	2470	1256
	23%	23%	19%	23%	26%	27%	23%	24%	20%	12%	22%	25%	24%
2	2355	647	633	604	251	215	706	1037	612	45	555	1121	602
	10%	11%	10%	10%	9%	7%	10%	10%	9%	3%	8%	11%	11%
1-Not at all important	3154	702	568	774	491	600	893	1450	807	140	952	1349	655
	13%	12%	9%	13%	17%	20%	13%	14%	12%	9%	14%	14%	12%
Don't know	377	102	103	64	67	39	130	144	98	17	125	144	77
	2%	2%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Information about/for the local community

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	13730	5624	646	7372	12577	306	765	5545	8185
	<i>57%</i>	<i>58%</i>	<i>54%</i>	<i>56%</i>	<i>57%</i>	<i>58%</i>	<i>56%</i>	<i>55%</i>	<i>58%</i>
5-Extremely Important	7678	3045	338	4242	7023	144	449	3031	4647
	<i>32%</i>	<i>31%</i>	<i>28%</i>	<i>32%</i>	<i>32%</i>	<i>27%</i>	<i>33%</i>	<i>30%</i>	<i>33%</i>
4	6052	2579	308	3130	5554	162	317	2514	3538
	<i>25%</i>	<i>27%</i>	<i>26%</i>	<i>24%</i>	<i>25%</i>	<i>31%</i>	<i>23%</i>	<i>25%</i>	<i>25%</i>
3	4636	1856	200	2554	4194	96	346	1900	2736
	<i>19%</i>	<i>19%</i>	<i>17%</i>	<i>19%</i>	<i>19%</i>	<i>18%</i>	<i>25%</i>	<i>19%</i>	<i>19%</i>
Not important (Net)	5510	2119	305	3060	5124	123	236	2512	2998
	<i>23%</i>	<i>22%</i>	<i>25%</i>	<i>23%</i>	<i>23%</i>	<i>23%</i>	<i>17%</i>	<i>25%</i>	<i>21%</i>
2	2355	1003	100	1250	2173	52	129	1105	1251
	<i>10%</i>	<i>10%</i>	<i>8%</i>	<i>9%</i>	<i>10%</i>	<i>10%</i>	<i>9%</i>	<i>11%</i>	<i>9%</i>
1-Not at all important	3154	1116	205	1810	2950	71	107	1407	1747
	<i>13%</i>	<i>11%</i>	<i>17%</i>	<i>14%</i>	<i>13%</i>	<i>13%</i>	<i>8%</i>	<i>14%</i>	<i>12%</i>
Don't know	377	121	51	193	350	5	21	137	240
	<i>2%</i>	<i>1%</i>	<i>4%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>

C15 (L8) How important is this service that can be provided by public libraries - Information about/for the local community

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	13730	28	311	139	340	1498	91	1826	38
	57%	42%	57%	53%	59%	62%	37%	58%	46%
5-Extremely Important	7678	7	161	73	239	895	42	1071	23
	32%	10%	29%	28%	41%	37%	17%	34%	28%
4	6052	22	149	67	101	603	50	755	15
	25%	32%	27%	26%	18%	25%	20%	24%	18%
3	4636	30	108	72	108	432	65	607	16
	19%	44%	20%	27%	19%	18%	26%	19%	19%
Not important (Net)	5510	9	114	29	117	468	88	674	27
	23%	13%	21%	11%	20%	19%	36%	21%	33%
2	2355	5	61	16	50	214	38	309	10
	10%	7%	11%	6%	9%	9%	16%	10%	12%
1-Not at all important	3154	4	53	13	68	254	49	364	18
	13%	6%	10%	5%	12%	10%	20%	12%	22%
Don't know	377	1	15	21	13	33	2	45	1
	2%	2%	3%	8%	2%	1%	1%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Photocopiers/printers

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Important (Net)	15113	2536	12578	547	178	223	438	495	2089	1178	193	1474	84	108	737	1345	234	563	1725	3500
	62%	73%	61%	51%	81%	44%	60%	60%	55%	38%	80%	73%	58%	64%	52%	75%	80%	70%	73%	74%
5-Extremely Important	9291	1772	7518	306	143	116	281	267	923	610	143	925	68	75	292	904	144	349	1108	2634
	38%	51%	36%	29%	66%	23%	39%	32%	24%	20%	59%	46%	47%	44%	20%	50%	49%	44%	47%	56%
4	5823	763	5060	241	35	107	158	228	1166	568	50	549	16	33	445	441	90	214	618	866
	24%	22%	24%	23%	16%	21%	22%	28%	31%	18%	21%	27%	11%	19%	31%	25%	31%	27%	26%	18%
3	3805	414	3391	175	14	83	111	130	779	506	27	394	13	17	310	234	34	135	393	449
	16%	12%	16%	16%	6%	16%	15%	16%	20%	16%	11%	20%	9%	10%	22%	13%	12%	17%	17%	10%
Not important (Net)	5074	498	4576	345	15	200	157	192	903	1424	10	118	44	43	368	198	16	81	233	726
	21%	14%	22%	32%	7%	39%	22%	23%	24%	46%	4%	6%	30%	26%	26%	11%	6%	10%	10%	15%
2	1806	209	1597	93	7	27	77	95	498	276	8	87	8	11	186	59	11	39	145	180
	7%	6%	8%	9%	3%	5%	11%	12%	13%	9%	3%	4%	5%	7%	13%	3%	4%	5%	6%	4%
1-Not at all important	3268	289	2978	251	9	173	80	97	405	1148	2	31	36	32	182	139	6	42	89	547
	13%	8%	14%	24%	4%	34%	11%	12%	11%	37%	1%	2%	25%	19%	13%	8%	2%	5%	4%	12%
Don't know	261	26	235	1	11	3	21	7	36	21	12	27	5	1	15	19	6	21	25	30
	1%	1%	1%	*	5%	1%	3%	1%	1%	1%	5%	1%	3%	1%	1%	1%	2%	3%	1%	1%

C15 (L8) How important is this service that can be provided by public libraries - Photocopiers/printers

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Important (Net)	15113	3979	4197	3586	1648	1660	4292	6282	4497	1120	4459	5634	3434
	62%	67%	67%	59%	57%	55%	61%	61%	64%	73%	65%	57%	65%
5-Extremely Important	9291	2307	2640	2211	999	1097	2729	3750	2786	825	2914	3259	1972
	38%	39%	42%	37%	35%	37%	39%	37%	40%	54%	42%	33%	38%
4	5823	1672	1557	1375	649	563	1562	2533	1711	295	1545	2375	1462
	24%	28%	25%	23%	23%	19%	22%	25%	25%	19%	22%	24%	28%
3	3805	916	1098	953	369	457	1068	1623	1104	201	964	1718	832
	16%	15%	17%	16%	13%	15%	15%	16%	16%	13%	14%	17%	16%
Not important (Net)	5074	971	953	1474	816	846	1594	2191	1285	207	1417	2440	885
	21%	16%	15%	24%	28%	28%	23%	21%	18%	13%	21%	25%	17%
2	1806	443	378	541	273	168	600	721	483	43	406	901	415
	7%	7%	6%	9%	10%	6%	9%	7%	7%	3%	6%	9%	8%
1-Not at all important	3268	528	575	933	543	677	994	1470	802	164	1011	1538	470
	13%	9%	9%	15%	19%	23%	14%	14%	11%	11%	15%	16%	9%
Don't know	261	94	51	35	33	40	47	126	87	13	54	84	96
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Photocopiers/printers

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Important (Net)	15113	5871	684	8459	13855	315	869	6022	9092
	62%	60%	57%	64%	62%	59%	64%	60%	64%
5-Extremely Important	9291	3597	376	5253	8447	186	610	3536	5754
	38%	37%	31%	40%	38%	35%	45%	35%	41%
4	5823	2275	308	3206	5408	129	260	2486	3337
	24%	23%	26%	24%	24%	24%	19%	25%	24%
3	3805	1593	198	1997	3546	82	174	1633	2172
	16%	16%	16%	15%	16%	16%	13%	16%	15%
Not important (Net)	5074	2191	312	2564	4595	130	315	2340	2734
	21%	23%	26%	19%	21%	25%	23%	23%	19%
2	1806	824	90	889	1612	37	156	937	869
	7%	8%	8%	7%	7%	7%	11%	9%	6%
1-Not at all important	3268	1368	222	1675	2983	93	159	1403	1865
	13%	14%	18%	13%	13%	18%	12%	14%	13%
Don't know	261	65	8	160	248	2	10	99	161
	1%	1%	1%	1%	1%	*	1%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C15 (L8) How important is this service that can be provided by public libraries - Photocopiers/printers

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Important (Net)	15113	41	394	194	401	1904	128	2357	47
	62%	60%	72%	74%	69%	78%	52%	75%	58%
5-Extremely Important	9291	13	234	83	298	1380	77	1660	35
	38%	19%	43%	32%	52%	57%	31%	53%	43%
4	5823	28	159	111	103	524	51	697	12
	24%	41%	29%	42%	18%	22%	21%	22%	15%
3	3805	16	53	45	94	235	47	359	14
	16%	24%	10%	17%	16%	10%	19%	11%	17%
Not important (Net)	5074	8	93	21	70	274	69	415	21
	21%	12%	17%	8%	12%	11%	28%	13%	26%
2	1806	4	50	12	14	117	30	180	7
	7%	6%	9%	5%	2%	5%	12%	6%	9%
1-Not at all important	3268	4	43	9	56	158	39	235	14
	13%	6%	8%	3%	10%	6%	16%	7%	17%
Don't know	261	2	8	1	13	17	2	22	*
	1%	4%	2%	1%	2%	1%	1%	1%	*

C15 (L8) Summary Table - How important is this service that can be provided by public libraries

Base : All Respondents

	Important (Net)	5-Extremely Important	4	3	Not important (Net)	2	1-Not at all important	Don't know	Not stated
Books to read / borrow	22722 94%	19887 82%	2835 12%	845 3%	653 3%	317 1%	336 1%	32 *	-
Newspapers/magazines to read	15925 66%	10974 45%	4951 20%	4163 17%	4018 17%	1934 8%	2084 9%	144 1%	2 *
CDs/DVDs to borrow	13578 56%	8177 34%	5401 22%	4851 20%	5480 23%	2443 10%	3037 13%	345 1%	-
A space where the local community can meet	12163 50%	6237 26%	5926 24%	5048 21%	6648 27%	3118 13%	3530 15%	394 2%	-
Free access to computers	16818 69%	11731 48%	5087 21%	2585 11%	4674 19%	1516 6%	3159 13%	176 1%	-
Free access to the Internet	17122 71%	12150 50%	4973 21%	2378 10%	4548 19%	1407 6%	3140 13%	205 1%	-
Services to job seekers (e.g. advice on how to write CVs, job search facilities)	13872 57%	8487 35%	5385 22%	3421 14%	6213 26%	2231 9%	3982 16%	747 3%	-
Information for businesses (e.g. on how to start a business, seeking business opportunities)	11355 47%	6095 25%	5260 22%	4409 18%	7670 32%	2853 12%	4816 20%	820 3%	-
Access to information about government services, like tax, forms, etc	12117 50%	6793 28%	5324 22%	4384 18%	7054 29%	2750 11%	4304 18%	699 3%	-
Computer and Internet skills training	13150 54%	7399 31%	5751 24%	4048 17%	6560 27%	2432 10%	4129 17%	495 2%	-
School books and text books for children	18442 76%	13596 56%	4846 20%	1761 7%	3807 16%	1082 4%	2726 11%	242 1%	-
Study materials and text books for adults	19538 81%	14228 59%	5310 22%	1989 8%	2557 11%	751 3%	1806 7%	168 1%	-
Information about/for the local community	13730 57%	7678 32%	6052 25%	4636 19%	5510 23%	2355 10%	3154 13%	377 2%	-
Photocopiers/printers	15113 62%	9291 38%	5823 24%	3805 16%	5074 21%	1806 7%	3268 13%	261 1%	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a computer training class

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	569 2%	192 6%	377 2%	23 2%	3 1%	7 1%	35 5%	13 2%	33 1%	32 1%	12 5%	157 8%	4 3%	15 9%	13 1%	*	4 1%	90 11%	39 2%	89 2%
No	23683 98%	3281 94%	20402 98%	1044 98%	215 99%	502 99%	693 95%	812 98%	3775 99%	3096 99%	230 95%	1856 92%	142 97%	155 91%	1418 99%	1794 100%	287 99%	711 89%	2337 98%	4616 98%
Not stated	1 *	*	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a computer training class

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	569 2%	142 2%	104 2%	113 2%	72 3%	129 4%	127 2%	297 3%	135 2%	88 6%	187 3%	171 2%	100 2%
No	23683 98%	5816 98%	6195 98%	5935 98%	2794 97%	2873 96%	6874 98%	9925 97%	6839 98%	1453 94%	6706 97%	9704 98%	5146 98%
Not stated	1 *	1 *	-	*	-	-	-	1 *	*	-	*	-	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a computer training class

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	569 2%	199 2%	14 1%	348 3%	531 2%	9 2%	27 2%	280 3%	288 2%
No	23683 98%	9521 98%	1188 99%	12831 97%	21712 98%	521 98%	1341 98%	9813 97%	13870 98%
Not stated	1 *	* *	- -	1 *	1 *	* *	- -	* *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a computer training class

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	569 2%	5 7%	36 6%	33 13%	16 3%	156 6%	8 3%	178 6%	7 9%
No	23683 98%	63 93%	512 94%	228 87%	562 97%	2275 94%	237 97%	2973 94%	75 91%
Not stated	1 *	- -	- -	- -	- -	- -	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a class for job-seekers

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	390 2%	138 4%	251 1%	13 1%	1 1%	6 1%	11 1%	3 *	8 *	34 1%	3 1%	122 6%	2 1%	5 3%	4 *	7 *	3 1%	55 7%	31 1%	83 2%
No	23860 98%	3335 96%	20526 99%	1054 99%	217 99%	504 99%	717 99%	821 100%	3800 100%	3092 99%	239 99%	1891 94%	144 99%	165 97%	1427 100%	1788 100%	288 99%	745 93%	2346 99%	4622 98%
Not stated	3 *	* *	3 *	- -	- -	- -	- -	- -	- -	3 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a class for job-seekers

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	390 2%	115 2%	145 2%	89 1%	20 1%	11 *	91 1%	185 2%	110 2%	13 1%	211 3%	114 1%	35 1%
No	23860 98%	5844 98%	6152 98%	5959 99%	2845 99%	2991 100%	6908 99%	10037 98%	6864 98%	1528 99%	6682 97%	9760 99%	5210 99%
Not stated	3 *	1 *	2 *	* *	- -	- -	2 *	1 *	* *	- -	* *	- -	3 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a class for job-seekers

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	390 2%	172 2%	12 1%	201 2%	368 2%	3 1%	18 1%	259 3%	131 1%
No	23860 98%	9548 98%	1190 99%	12976 98%	21874 98%	527 99%	1350 99%	9833 97%	14027 99%
Not stated	3 *	* *	- -	3 *	3 *	* *	- -	2 *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a class for job-seekers

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	390 2%	2 3%	28 5%	22 9%	7 1%	115 5%	5 2%	128 4%	5 6%
No	23860 98%	65 97%	519 95%	239 91%	570 99%	2316 95%	241 98%	3024 96%	77 94%
Not stated	3 *	- -	- -	- -	- -	- -	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received one-to-one advice from library staff on looking for or applying for a job

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	649	214	435	28	14	20	23	28	54	63	7	105	4	12	20	33	3	114	62	57
	3%	6%	2%	3%	7%	4%	3%	3%	1%	2%	3%	5%	3%	7%	1%	2%	1%	14%	3%	1%
No	23602	3259	20344	1039	204	489	704	797	3754	3064	235	1908	141	157	1411	1761	288	687	2315	4648
	97%	94%	98%	97%	93%	96%	97%	97%	99%	98%	97%	95%	97%	93%	99%	98%	99%	86%	97%	99%
Not stated	1	*	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received one-to-one advice from library staff on looking for or applying for a job

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	649 3%	173 3%	176 3%	166 3%	62 2%	52 2%	197 3%	245 2%	193 3%	35 2%	230 3%	211 2%	144 3%
No	23602 97%	5786 97%	6123 97%	5882 97%	2803 98%	2950 98%	6803 97%	9977 98%	6781 97%	1507 98%	6663 97%	9664 98%	5102 97%
Not stated	1 *	1 *	-	*	-	-	-	1 *	*	-	*	-	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received one-to-one advice from library staff on looking for or applying for a job

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	649 3%	259 3%	22 2%	363 3%	596 3%	18 3%	35 3%	309 3%	340 2%
No	23602 97%	9460 97%	1179 98%	12816 97%	21647 97%	512 96%	1334 97%	9785 97%	13818 98%
Not stated	1 *	* *	- -	1 *	1 *	* *	- -	* *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received one-to-one advice from library staff on looking for or applying for a job

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	649 3%	4 6%	25 4%	13 5%	12 2%	167 7%	15 6%	199 6%	5 6%
No	23602 97%	63 94%	523 96%	249 95%	565 98%	2264 93%	231 94%	2953 94%	77 94%
Not stated	1 *	- -	- -	- -	- -	- -	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a lecture or talk

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	2732	451	2282	86	28	93	129	108	503	451	22	362	15	54	125	75	46	123	306	203
	11%	13%	11%	8%	13%	18%	18%	13%	13%	14%	9%	18%	11%	32%	9%	4%	16%	15%	13%	4%
No	21519	3022	18497	981	190	417	599	716	3304	2676	220	1651	130	115	1306	1719	245	677	2071	4502
	89%	87%	89%	92%	87%	82%	82%	87%	87%	86%	91%	82%	89%	68%	91%	96%	84%	85%	87%	96%
Not stated	1	*	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a lecture or talk

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	2732 11%	428 7%	554 9%	713 12%	479 17%	521 17%	766 11%	1308 13%	647 9%	175 11%	684 10%	1395 14%	408 8%
No	21519 89%	5531 93%	5745 91%	5335 88%	2386 83%	2481 83%	6235 89%	8914 87%	6327 91%	1366 89%	6209 90%	8480 86%	4838 92%
Not stated	1 *	1 *	-	*	-	-	-	1 *	*	-	*	-	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a lecture or talk

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	2732 11%	1040 11%	147 12%	1516 12%	2568 12%	65 12%	97 7%	1113 11%	1619 11%
No	21519 89%	8679 89%	1054 88%	11663 88%	19675 88%	465 88%	1272 93%	8980 89%	12539 89%
Not stated	1 *	* *	- -	1 *	1 *	* *	- -	* *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a lecture or talk

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	2732 11%	8 12%	24 4%	27 10%	66 11%	326 13%	32 13%	404 13%	12 15%
No	21519 89%	59 88%	524 96%	234 90%	511 89%	2106 87%	214 87%	2747 87%	70 85%
Not stated	1 *	- -	- -	- -	- -	- -	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received assistance from library staff with homework / other education

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	2268	430	1839	65	36	52	80	21	354	204	61	405	15	78	74	94	24	199	334	173
	9%	12%	9%	6%	16%	10%	11%	3%	9%	7%	25%	20%	11%	46%	5%	5%	8%	25%	14%	4%
No	21981	3041	18940	1002	183	457	647	803	3453	2922	181	1608	130	92	1357	1701	267	601	2043	4532
	91%	88%	91%	94%	84%	90%	89%	97%	91%	93%	75%	80%	89%	54%	95%	95%	92%	75%	86%	96%
Not stated	3	2	1	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received assistance from library staff with homework / other education

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	2268 9%	890 15%	502 8%	554 9%	128 4%	169 6%	812 12%	982 10%	461 7%	108 7%	563 8%	735 7%	814 16%
No	21981 91%	5069 85%	5797 92%	5492 91%	2738 96%	2833 94%	6187 88%	9239 90%	6513 93%	1433 93%	6329 92%	9140 93%	4432 84%
Not stated	3 *	1 *	-	2 *	-	-	1 *	2 *	*	-	1 *	-	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received assistance from library staff with homework / other education

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	2268 9%	767 8%	98 8%	1389 11%	2147 10%	37 7%	83 6%	894 9%	1374 10%
No	21981 91%	8950 92%	1104 92%	11790 89%	20094 90%	493 93%	1285 94%	9200 91%	12782 90%
Not stated	3 *	2 *	-	1 *	3 *	* *	-	* *	3 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Received assistance from library staff with homework / other education

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	2268 9%	6 9%	66 12%	26 10%	37 6%	315 13%	16 7%	399 13%	6 7%
No	21981 91%	62 91%	482 88%	235 90%	541 94%	2114 87%	230 93%	2751 87%	76 93%
Not stated	3 *	- -	- -	- -	- -	2 *	- -	2 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Seen information about or been invited to attend a computer literacy course or class

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	1410	346	1064	74	14	65	79	3	174	79	16	229	16	84	55	63	7	120	133	200
	6%	10%	5%	7%	7%	13%	11%	*	5%	3%	6%	11%	11%	49%	4%	4%	2%	15%	6%	4%
No	22835	3123	19713	993	204	445	649	822	3633	3043	227	1784	129	86	1376	1732	284	680	2243	4505
	94%	90%	95%	93%	93%	87%	89%	100%	95%	97%	94%	89%	89%	51%	96%	96%	98%	85%	94%	96%
Not stated	7	5	3	-	-	-	-	-	-	7	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Seen information about or been invited to attend a computer literacy course or class

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	1410 6%	276 5%	276 4%	444 7%	190 7%	211 7%	589 8%	527 5%	280 4%	107 7%	473 7%	607 6%	191 4%
No	22835 94%	5678 95%	6023 96%	5601 93%	2676 93%	2791 93%	6408 92%	9694 95%	6693 96%	1434 93%	6420 93%	9266 94%	5051 96%
Not stated	7 *	5 *	-	2 *	-	-	4 *	3 *	*	-	*	2 *	5 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Seen information about or been invited to attend a computer literacy course or class

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	1410 6%	563 6%	65 5%	773 6%	1322 6%	20 4%	63 5%	621 6%	789 6%
No	22835 94%	9154 94%	1136 95%	12402 94%	20915 94%	510 96%	1305 95%	9473 94%	13363 94%
Not stated	7 *	2 *	-	5 *	7 *	* *	-	* *	7 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Seen information about or been invited to attend a computer literacy course or class

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	1410 6%	17 25%	27 5%	19 7%	25 4%	274 11%	11 4%	327 10%	5 6%
No	22835 94%	51 75%	521 95%	243 93%	552 96%	2157 89%	235 96%	2825 90%	77 94%
Not stated	7 *	- -	- -	- -	- -	- -	- -	* *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a meeting on local issues

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	1298	208	1090	27	31	19	38	37	87	214	18	227	11	33	24	72	11	134	158	158
	5%	6%	5%	3%	14%	4%	5%	5%	2%	7%	8%	11%	7%	19%	2%	4%	4%	17%	7%	3%
No	22953	3264	19688	1040	187	490	689	787	3721	2913	224	1786	135	137	1407	1723	280	666	2219	4547
	95%	94%	95%	97%	86%	96%	95%	95%	98%	93%	92%	89%	93%	81%	98%	96%	96%	83%	93%	97%
Not stated	2	1	1	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a meeting on local issues

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	1298 5%	144 2%	231 4%	416 7%	199 7%	272 9%	507 7%	525 5%	253 4%	97 6%	478 7%	571 6%	96 2%
No	22953 95%	5813 98%	6068 96%	5631 93%	2666 93%	2730 91%	6493 93%	9697 95%	6721 96%	1444 94%	6415 93%	9304 94%	5150 98%
Not stated	2 *	2 *	-	* *	-	-	1 *	1 *	* *	-	* *	-	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a meeting on local issues

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	1298 5%	527 5%	95 8%	671 5%	1221 5%	38 7%	39 3%	567 6%	732 5%
No	22953 95%	9193 95%	1106 92%	12508 95%	21022 95%	492 93%	1330 97%	9527 94%	13425 95%
Not stated	2 *	* *	- -	2 *	2 *	* *	- -	* *	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a meeting on local issues

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	1298 5%	13 19%	19 3%	26 10%	38 7%	163 7%	12 5%	192 6%	7 8%
No	22953 95%	54 81%	529 97%	236 90%	539 93%	2267 93%	234 95%	2959 94%	75 92%
Not stated	2 *	- -	- -	- -	- -	1 *	- -	1 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a discussion, debate or presentation (on topics such as on politics or health)

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	1485	244	1240	38	31	28	51	50	210	135	23	286	11	38	57	53	22	146	173	131
	6%	7%	6%	4%	14%	5%	7%	6%	6%	4%	10%	14%	8%	23%	4%	3%	8%	18%	7%	3%
No	22765	3226	19538	1029	187	481	676	775	3598	2990	219	1727	134	131	1374	1742	269	654	2203	4574
	94%	93%	94%	96%	86%	95%	93%	94%	94%	96%	90%	86%	92%	77%	96%	97%	92%	82%	93%	97%
Not stated	3	2	1	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a discussion, debate or presentation (on topics such as on politics or health)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	1485 6%	247 4%	294 5%	423 7%	231 8%	267 9%	508 7%	656 6%	315 5%	127 8%	447 6%	701 7%	168 3%
No	22765 94%	5711 96%	6005 95%	5623 93%	2635 92%	2735 91%	6491 93%	9567 94%	6659 95%	1414 92%	6445 93%	9174 93%	5077 97%
Not stated	3 *	2 *	-	1 *	-	-	2 *	1 *	*	-	1 *	-	2 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a discussion, debate or presentation (on topics such as on politics or health)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	1485 6%	638 7%	80 7%	763 6%	1390 6%	37 7%	57 4%	662 7%	823 6%
No	22765 94%	9081 93%	1121 93%	12415 94%	20852 94%	493 93%	1311 96%	9432 93%	13333 94%
Not stated	3 *	1 *	-	2 *	3 *	*	-	*	3 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C16 (L9) In the last 12 months, have you done any of the following things in a public library - Attended a discussion, debate or presentation (on topics such as on politics or health)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	1485 6%	7 10%	15 3%	25 10%	22 4%	189 8%	14 6%	219 7%	8 10%
No	22765 94%	61 90%	533 97%	236 90%	556 96%	2240 92%	232 94%	2930 93%	74 90%
Not stated	3 *	- -	- -	- -	- -	2 *	- -	2 *	- -

C16 (L9) Summary Table - In the last 12 months, have you done any of the following things in a public library**Base : All Respondents**

	Yes	No	Not stated
Attended a computer training class	569 2%	23683 98%	1 *
Attended a class for job-seekers	390 2%	23860 98%	3 *
Received one-to-one advice from library staff on looking for or applying for a job	649 3%	23602 97%	1 *
Attended a lecture or talk	2732 11%	21519 89%	1 *
Received assistance from library staff with homework / other education	2268 9%	21981 91%	3 *
Seen information about or been invited to attend a computer literacy course or class	1410 6%	22835 94%	7 *
Attended a meeting on local issues	1298 5%	22953 95%	2 *
Attended a discussion, debate or presentation (on topics such as on politics or health)	1485 6%	22765 94%	3 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C17 In the last 12 months, have you been shown how or helped to do any of the following things by staff at a public library...

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Use the computer equipment	893	893	-	50	9	17	44	46	34	90	9	108	9	33	50	33	8	64	68	221
	26%	26%	-	28%	32%	21%	19%	20%	18%	26%	27%	45%	23%	53%	25%	26%	20%	45%	26%	21%
Print or scan something	799	799	-	43	8	18	61	55	26	69	17	54	13	21	52	29	7	39	46	241
	23%	23%	-	23%	29%	22%	26%	24%	14%	20%	50%	22%	36%	34%	26%	23%	17%	27%	17%	23%
Connect to the library's wireless Internet service	511	511	-	23	4	9	31	21	15	21	8	74	3	13	20	14	4	40	50	161
	15%	15%	-	13%	13%	12%	13%	9%	8%	6%	23%	31%	8%	21%	10%	11%	9%	28%	19%	16%
Find information on the library's website	502	502	-	30	5	15	55	43	43	41	11	45	6	11	32	10	4	40	29	81
	14%	14%	-	17%	19%	19%	24%	19%	23%	12%	33%	19%	17%	18%	16%	8%	9%	28%	11%	8%
Use a browser or search engine (e.g. Google) to find information online	366	366	-	23	6	12	18	8	32	40	5	34	5	12	6	19	2	41	17	85
	11%	11%	-	13%	20%	15%	8%	4%	17%	12%	14%	14%	14%	19%	3%	15%	5%	28%	6%	8%
Create or edit documents or spreadsheets	238	238	-	9	4	5	6	2	14	8	7	28	5	9	8	9	1	21	9	94
	7%	7%	-	5%	12%	7%	2%	1%	7%	2%	20%	12%	13%	14%	4%	7%	2%	15%	4%	9%
Stay safe online	163	163	-	6	1	3	3	4	18	22	3	20	2	14	2	6	*	25	16	17
	5%	5%	-	3%	2%	4%	1%	2%	9%	6%	9%	8%	5%	22%	1%	5%	1%	17%	6%	2%
Communicate with others, for example using email, Skype, social media or social networking	150	150	-	7	4	4	8	3	11	5	2	13	3	7	2	6	1	27	9	37
	4%	4%	-	4%	13%	5%	4%	1%	6%	1%	6%	5%	9%	11%	1%	4%	3%	19%	3%	4%
Watch DVDs or watch or listen to online video or audio content	83	83	-	5	1	1	3	3	10	4	2	18	1	3	2	*	3	10	5	15
	2%	2%	-	3%	3%	2%	1%	1%	5%	1%	6%	7%	2%	5%	1%	*	7%	7%	2%	1%
Play games (on-line/off-line)	60	60	-	3	1	2	2	2	1	3	1	12	1	3	2	2	*	13	2	11
	2%	2%	-	2%	3%	3%	1%	1%	1%	1%	4%	5%	2%	4%	1%	1%	1%	9%	1%	1%
None of these (SPONTANEOUS)	1783	1783	-	93	11	37	104	116	103	193	9	78	17	14	99	65	25	32	141	645
	51%	51%	-	51%	38%	46%	45%	50%	54%	56%	27%	32%	45%	22%	49%	52%	62%	22%	54%	62%
Not stated	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C17 In the last 12 months, have you been shown how or helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Use the computer equipment	893 26%	223 19%	222 23%	274 32%	93 34%	76 37%	207 28%	383 26%	296 24%	64 37%	294 28%	298 25%	201 22%
Print or scan something	799 23%	229 19%	218 23%	229 27%	61 23%	58 28%	185 25%	353 24%	257 20%	48 28%	270 25%	252 21%	204 22%
Connect to the library's wireless Internet service	511 15%	192 16%	147 15%	104 12%	34 12%	33 16%	144 20%	213 15%	151 12%	23 13%	193 18%	160 14%	125 13%
Find information on the library's website	502 14%	146 12%	123 13%	136 16%	51 19%	43 21%	134 18%	193 13%	170 14%	17 10%	127 12%	187 16%	157 17%
Use a browser or search engine (e.g. Google) to find information online	366 11%	87 7%	70 7%	127 15%	38 14%	40 20%	111 15%	144 10%	105 8%	32 18%	143 13%	99 8%	74 8%
Create or edit documents or spreadsheets	238 7%	93 8%	53 6%	61 7%	17 6%	14 7%	83 11%	95 7%	56 4%	11 7%	110 10%	61 5%	52 6%
Stay safe online	163 5%	56 5%	30 3%	43 5%	17 6%	16 8%	45 6%	68 5%	47 4%	15 9%	47 4%	46 4%	52 6%
Communicate with others, for example using email, Skype, social media or social networking	150 4%	41 3%	31 3%	48 6%	17 6%	13 6%	51 7%	57 4%	40 3%	12 7%	54 5%	45 4%	36 4%
Watch DVDs or watch or listen to online video or audio content	83 2%	25 2%	18 2%	24 3%	10 4%	7 3%	17 2%	48 3%	17 1%	6 3%	30 3%	23 2%	21 2%
Play games (on-line/off-line)	60 2%	26 2%	7 1%	17 2%	6 2%	4 2%	14 2%	29 2%	17 1%	4 2%	23 2%	9 1%	23 3%
None of these (SPONTANEOUS)	1783 51%	660 56%	506 53%	398 47%	124 46%	92 44%	326 45%	771 53%	676 54%	85 49%	538 50%	593 51%	494 53%
Not stated	*	-	*	-	-	-	-	-	*	-	-	*	-
	*	-	*	-	-	-	-	-	*	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C17 In the last 12 months, have you been shown how or helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Use the computer equipment	893 26%	284 24%	48 25%	556 27%	789 26%	26 23%	77 28%	466 25%	427 26%
Print or scan something	799 23%	245 21%	55 29%	490 24%	704 23%	17 16%	77 28%	393 21%	406 25%
Connect to the library's wireless Internet service	511 15%	166 14%	24 13%	318 15%	452 15%	18 17%	39 14%	265 14%	246 15%
Find information on the library's website	502 14%	164 14%	24 13%	308 15%	447 15%	12 11%	43 16%	234 13%	268 16%
Use a browser or search engine (e.g. Google) to find information online	366 11%	108 9%	20 10%	233 11%	314 10%	14 13%	36 13%	198 11%	167 10%
Create or edit documents or spreadsheets	238 7%	68 6%	9 5%	159 8%	214 7%	7 7%	17 6%	140 8%	98 6%
Stay safe online	163 5%	49 4%	7 4%	106 5%	151 5%	3 3%	9 3%	82 4%	81 5%
Communicate with others, for example using email, Skype, social media or social networking	150 4%	52 4%	7 4%	91 4%	128 4%	1 1%	21 8%	77 4%	73 5%
Watch DVDs or watch or listen to online video or audio content	83 2%	25 2%	5 3%	53 3%	73 2%	4 4%	7 2%	48 3%	35 2%
Play games (on-line/off-line)	60 2%	13 1%	2 1%	45 2%	55 2%	1 1%	4 1%	39 2%	21 1%
None of these (SPONTANEOUS)	1783 51%	632 53%	97 51%	1041 50%	1564 51%	62 56%	126 46%	979 53%	804 49%
Not stated	*	*	-	-	-	*	-	*	-
	*	*	-	-	-	*	-	*	-

C17 In the last 12 months, have you been shown how or helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Use the computer equipment	893 26%	4 34%	36 21%	19 30%	34 32%	690 28%	30 12%	844 27%	13 16%
Print or scan something	799 23%	3 22%	35 21%	19 30%	31 29%	634 26%	32 13%	748 24%	10 13%
Connect to the library's wireless Internet service	511 15%	5 34%	30 18%	12 18%	14 13%	390 16%	20 8%	475 15%	9 11%
Find information on the library's website	502 14%	2 14%	19 11%	8 13%	11 10%	362 15%	36 15%	458 15%	8 10%
Use a browser or search engine (e.g. Google) to find information online	366 11%	3 22%	29 17%	9 15%	17 16%	292 12%	17 7%	339 11%	7 9%
Create or edit documents or spreadsheets	238 7%	1 9%	7 4%	4 7%	4 4%	204 8%	4 2%	229 7%	3 3%
Stay safe online	163 5%	1 10%	10 6%	2 3%	7 6%	131 5%	4 2%	154 5%	4 5%
Communicate with others, for example using email, Skype, social media or social networking	150 4%	2 18%	12 7%	3 5%	6 5%	129 5%	4 2%	139 4%	3 4%
Watch DVDs or watch or listen to online video or audio content	83 2%	1 5%	6 3%	2 3%	1 1%	62 3%	3 1%	77 2%	3 3%
Play games (on-line/off-line)	60 2%	2 15%	3 2%	2 3%	1 1%	48 2%	3 1%	54 2%	3 4%
None of these (SPONTANEOUS)	1783 51%	4 28%	85 51%	25 39%	47 44%	1174 48%	153 62%	1591 50%	55 67%
Not stated	*	-	-	*	-	*	-	*	-
	*	-	-	*	-	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C18 In the last 12 months, have you used the computers available in public libraries to...

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Find information about searching and/or applying for jobs	491	491	-	25	2	11	17	21	12	29	7	36	7	11	29	12	6	22	53	191
	14%	14%	-	14%	6%	13%	7%	9%	6%	9%	21%	15%	18%	18%	14%	9%	16%	15%	20%	18%
Search for jobs (e.g. posting a CV resume on a portal, looked at job ads, etc)	448	448	-	27	2	8	16	15	21	27	4	33	6	7	23	10	5	15	40	189
	13%	13%	-	15%	5%	10%	7%	7%	11%	8%	11%	14%	15%	11%	12%	8%	13%	11%	15%	18%
Write a CV or covering letter	426	426	-	17	1	8	16	10	18	24	2	29	4	8	22	11	4	17	27	207
	12%	12%	-	10%	5%	10%	7%	4%	10%	7%	6%	12%	10%	13%	11%	9%	11%	12%	10%	20%
Improve skills needed in your current job	380	380	-	15	3	12	15	29	10	37	6	55	4	16	9	11	4	24	26	105
	11%	11%	-	8%	11%	14%	6%	13%	5%	11%	17%	23%	9%	26%	9%	10%	16%	10%	10%	10%
Apply for jobs in this country	359	359	-	22	1	4	17	9	14	17	2	18	4	3	14	7	5	7	26	188
	10%	10%	-	12%	3%	5%	7%	4%	7%	5%	7%	8%	12%	5%	7%	6%	13%	5%	10%	18%
Search for information about an employer	295	295	-	19	1	9	18	10	15	19	2	20	4	6	12	6	4	7	15	129
	8%	8%	-	10%	2%	11%	8%	4%	8%	6%	5%	8%	11%	10%	6%	5%	11%	5%	6%	12%
Find a recruitment company	184	184	-	15	*	5	5	6	8	5	1	16	2	3	7	2	2	11	17	79
	5%	5%	-	8%	1%	6%	2%	2%	4%	1%	3%	6%	6%	5%	4%	2%	6%	8%	7%	8%
Use spread sheet/data base software for personal or business accounts and budgets	94	94	-	2	1	2	5	*	3	8	2	14	1	3	6	2	1	3	5	36
	3%	3%	-	1%	2%	3%	2%	*	2%	2%	5%	6%	2%	4%	3%	2%	2%	2%	2%	3%
Search for jobs in other EU countries	87	87	-	8	*	2	3	1	3	4	2	23	3	3	2	4	3	5	12	10
	2%	2%	-	4%	1%	3%	1%	*	2%	1%	5%	10%	8%	5%	1%	3%	7%	3%	5%	1%
Apply for jobs in other EU countries	48	48	-	3	*	1	2	1	3	3	*	11	1	1	2	2	2	3	6	7
	1%	1%	-	2%	*	1%	1%	*	1%	1%	1%	5%	4%	2%	1%	2%	4%	2%	2%	1%
None of these (SPONTANEOUS)	2445	2445	-	134	22	53	190	174	147	266	20	140	24	32	149	99	29	87	179	698
	70%	70%	-	74%	78%	65%	81%	75%	77%	77%	59%	58%	64%	51%	75%	79%	71%	61%	69%	67%
Not stated	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C18 In the last 12 months, have you used the computers available in public libraries to...

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Find information about searching and/or applying for jobs	491 14%	151 13%	162 17%	144 17%	27 10%	6 3%	120 16%	184 13%	186 15%	25 14%	212 20%	168 14%	69 7%
Search for jobs (e.g. posting a CV resume on a portal, looked at job ads, etc)	448 13%	124 11%	159 17%	137 16%	22 8%	4 2%	96 13%	184 13%	165 13%	17 10%	201 19%	152 13%	57 6%
Write a CV or covering letter	426 12%	156 13%	130 14%	116 14%	19 7%	4 2%	99 14%	172 12%	152 12%	21 12%	197 18%	118 10%	73 8%
Improve skills needed in your current job	380 11%	90 8%	139 14%	118 14%	24 9%	7 4%	84 11%	175 12%	118 9%	8 5%	131 12%	171 15%	61 7%
Apply for jobs in this country	359 10%	123 10%	104 11%	111 13%	17 6%	3 1%	81 11%	141 10%	135 11%	19 11%	180 17%	106 9%	40 4%
Search for information about an employer	295 8%	84 7%	91 9%	98 12%	18 7%	4 2%	78 11%	116 8%	100 8%	11 6%	134 13%	102 9%	38 4%
Find a recruitment company	184 5%	34 3%	68 7%	68 8%	10 4%	4 2%	27 4%	86 6%	70 6%	10 6%	87 8%	62 5%	18 2%
Use spread sheet/data base software for personal or business accounts and budgets	94 3%	30 3%	26 3%	24 3%	10 4%	5 2%	24 3%	36 2%	34 3%	3 2%	34 3%	25 2%	28 3%
Search for jobs in other EU countries	87 2%	16 1%	34 4%	27 3%	5 2%	3 1%	14 2%	40 3%	31 2%	3 2%	30 3%	40 3%	12 1%
Apply for jobs in other EU countries	48 1%	8 1%	21 2%	12 1%	5 2%	3 1%	7 1%	23 2%	18 1%	2 1%	17 2%	22 2%	6 1%
None of these (SPONTANEOUS)	2445 70%	835 71%	612 64%	584 69%	211 78%	193 93%	493 68%	1041 71%	894 71%	133 77%	690 65%	795 68%	734 79%
Not stated	1 *	* *	* *	- -	* *	* *	* *	* *	* *	- -	* *	* *	* *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C18 In the last 12 months, have you used the computers available in public libraries to...

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Find information about searching and/or applying for jobs	491 14%	131 11%	21 11%	338 16%	421 14%	21 19%	48 18%	305 17%	187 11%
Search for jobs (e.g. posting a CV resume on a portal, looked at job ads, etc)	448 13%	135 11%	22 11%	290 14%	380 12%	20 18%	47 17%	284 15%	164 10%
Write a CV or covering letter	426 12%	123 10%	19 10%	279 13%	357 12%	24 21%	43 16%	272 15%	155 9%
Improve skills needed in your current job	380 11%	193 16%	25 13%	156 8%	324 11%	17 16%	38 14%	248 13%	132 8%
Apply for jobs in this country	359 10%	83 7%	12 6%	263 13%	304 10%	15 14%	38 14%	249 14%	109 7%
Search for information about an employer	295 8%	82 7%	11 6%	200 10%	256 8%	15 13%	24 9%	209 11%	86 5%
Find a recruitment company	184 5%	55 5%	9 5%	120 6%	154 5%	11 10%	19 7%	131 7%	53 3%
Use spread sheet/data base software for personal or business accounts and budgets	94 3%	39 3%	10 5%	45 2%	78 3%	5 5%	11 4%	53 3%	42 3%
Search for jobs in other EU countries	87 2%	28 2%	8 4%	50 2%	74 2%	3 2%	10 3%	56 3%	30 2%
Apply for jobs in other EU countries	48 1%	16 1%	7 4%	25 1%	41 1%	2 1%	6 2%	31 2%	17 1%
None of these (SPONTANEOUS)	2445 70%	809 68%	134 71%	1480 72%	2166 71%	70 64%	178 65%	1212 66%	1233 76%
Not stated	1 *	* *	- -	1 *	1 *	- -	- -	* *	1 *

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C18 In the last 12 months, have you used the computers available in public libraries to...

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Find information about searching and/or applying for jobs	491 14%	4 32%	32 19%	16 26%	12 12%	410 17%	11 4%	461 15%	10 13%
Search for jobs (e.g. posting a CV resume on a portal, looked at job ads, etc)	448 13%	3 22%	30 18%	10 16%	10 9%	379 16%	8 3%	414 13%	13 16%
Write a CV or covering letter	426 12%	1 6%	28 17%	12 19%	14 13%	362 15%	9 4%	409 13%	8 10%
Improve skills needed in your current job	380 11%	2 14%	24 14%	6 9%	11 10%	298 12%	16 7%	357 11%	6 8%
Apply for jobs in this country	359 10%	2 14%	20 12%	11 17%	7 6%	301 12%	10 4%	339 11%	8 9%
Search for information about an employer	295 8%	2 16%	17 10%	4 7%	4 4%	258 11%	6 3%	278 9%	7 9%
Find a recruitment company	184 5%	1 6%	9 5%	4 7%	5 4%	158 6%	3 1%	175 6%	5 6%
Use spread sheet/data base software for personal or business accounts and budgets	94 3%	- *	4 2%	2 4%	2 2%	81 3%	3 1%	84 3%	3 4%
Search for jobs in other EU countries	87 2%	2 13%	6 3%	2 3%	1 1%	69 3%	4 2%	80 3%	3 3%
Apply for jobs in other EU countries	48 1%	- 2%	3 2%	1 2%	- *	41 2%	3 1%	44 1%	2 3%
None of these (SPONTANEOUS)	2445 70%	7 52%	106 63%	35 55%	80 74%	1634 67%	214 87%	2191 70%	62 75%
Not stated	1 *	- -	- -	- -	- -	1 *	- -	1 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C19 Did you get the job?

Base : All computer users who have used computers available in a public library to apply for a job in the last 12 months

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	1239	1239	-	93	36	55	73	37	61	63	55	55	124	43	61	64	139	40	98	142
Weighted base	366	366	-	22	1	5	17	9	14	18	2	19	5	3	14	8	5	8	26	188
Yes	72	72	-	4	*	2	3	2	3	4	*	7	3	1	4	3	1	3	4	28
	20%	20%	-	19%	15%	32%	20%	20%	24%	22%	8%	36%	50%	32%	30%	34%	20%	33%	15%	15%
No	269	269	-	14	1	3	13	7	11	13	2	8	2	2	9	5	4	5	22	149
	74%	74%	-	61%	85%	67%	75%	77%	75%	71%	81%	42%	38%	68%	65%	63%	68%	61%	85%	79%
Don't know	25	25	-	4	-	*	1	*	*	1	*	4	1	-	1	*	1	*	*	11
	7%	7%	-	20%	-	*	5%	4%	1%	7%	10%	21%	12%	-	4%	2%	11%	6%	1%	6%
Not stated	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-

C19 Did you get the job?

Base : All computer users who have used computers available in a public library to apply for a job in the last 12 months

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	1239	274	488	373	93	8	199	530	508	67	430	554	148
Weighted base	366	125	106	113	18	3	83	143	139	19	183	108	41
Yes	72 20%	25 20%	24 23%	17 15%	5 26%	* 8%	12 14%	29 20%	31 23%	3 16%	26 14%	24 22%	15 36%
No	269 74%	90 72%	74 69%	92 81%	12 65%	1 40%	66 80%	106 75%	96 69%	12 64%	147 81%	77 71%	24 59%
Don't know	25 7%	9 7%	8 8%	4 4%	2 8%	2 52%	5 6%	7 5%	12 9%	4 19%	9 5%	8 7%	2 5%
Not stated	*	-	*	*	-	-	-	*	-	*	*	*	-
	*	-	*	*	-	-	-	*	-	*	*	*	-

C19 Did you get the job?

Base : All computer users who have used computers available in a public library to apply for a job in the last 12 months

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	1239	361	55	816	1013	61	161	728	511
Weighted base	366	84	14	266	311	15	39	254	112
Yes	72 20%	39 46%	4 29%	29 11%	57 18%	4 27%	10 27%	43 17%	29 26%
No	269 74%	36 43%	8 52%	224 84%	231 74%	11 69%	26 68%	197 78%	72 64%
Don't know	25 7%	9 11%	3 19%	13 5%	22 7%	1 4%	2 6%	14 5%	11 10%
Not stated	*	*	-	-	*	-	*	*	*

C19 Did you get the job?

Base : All computer users who have used computers available in a public library to apply for a job in the last 12 months

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	1239	13	86	47	22	1031	29	1150	23
Weighted base	366	2	20	11	7	307	10	346	8
Yes	72	1	4	2	4	58	6	66	3
	20%	47%	18%	16%	54%	19%	59%	19%	36%
No	269	1	16	9	3	228	3	259	3
	74%	53%	80%	84%	46%	74%	31%	75%	40%
Don't know	25	-	*	*	-	21	1	20	2
	7%	-	2%	1%	-	7%	10%	6%	25%
Not stated	*	-	-	-	-	*	-	*	-
	*	-	-	-	-	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C20 In the last 12 months, have you been shown how / helped to do any of the following things by staff at a public library...

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Improve skills needed in your current job	153 4%	153 4%	-	5 3%	4 14%	7 9%	5 2%	5 2%	2 1%	13 4%	2 6%	35 14%	2 5%	12 19%	5 2%	3 2%	*	20 14%	8 3%	26 2%
How to write a CV	183 5%	183 5%	-	9 5%	2 6%	5 7%	6 3%	* *	3 2%	8 2%	1 3%	24 10%	3 7%	4 7%	4 2%	5 4%	2 4%	19 13%	10 4%	77 7%
How to develop skills needed to obtain a job	79 2%	79 2%	-	3 1%	1 4%	3 4%	6 2%	* *	1 1%	4 1%	1 3%	14 6%	2 4%	4 6%	1 1%	2 1%	*	14 9%	6 2%	18 2%
How to look for a job online (such as finding a recruitment company, searching for information about an employer)	100 3%	100 3%	-	4 2%	1 4%	5 6%	5 2%	1 *	2 1%	8 2%	1 2%	15 6%	2 5%	5 8%	3 2%	4 3%	*	11 8%	5 2%	29 3%
How to apply for a job online	86 2%	86 2%	-	4 2%	1 4%	3 3%	5 2%	1 *	1 1%	10 3%	1 2%	11 5%	1 3%	2 3%	1 *	2 1%	1 2%	7 5%	6 2%	31 3%
How to look for and apply for jobs in other EU countries	27 1%	27 1%	-	1 1%	* 1%	* *	2 1%	- -	* *	* *	* 1%	10 4%	* 1%	1 1%	* *	1 1%	* *	4 3%	1 *	5 1%
None of these (SPONTANEOUS)	3086 89%	3086 89%	-	166 91%	23 80%	65 80%	221 95%	224 97%	184 97%	314 91%	30 88%	185 77%	33 87%	43 69%	189 94%	117 93%	39 95%	96 66%	242 92%	917 89%
Not stated	2 *	2 *	-	-	-	-	1 1%	-	-	-	-	-	1 1%	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C20 In the last 12 months, have you been shown how / helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Improve skills needed in your current job	153 4%	28 2%	58 6%	48 6%	12 5%	6 3%	42 6%	59 4%	48 4%	5 3%	56 5%	61 5%	28 3%
How to write a CV	183 5%	80 7%	47 5%	45 5%	7 3%	3 1%	63 9%	66 5%	51 4%	12 7%	93 9%	36 3%	37 4%
How to develop skills needed to obtain a job	79 2%	27 2%	25 3%	18 2%	6 2%	3 1%	17 2%	30 2%	31 2%	6 3%	34 3%	19 2%	15 2%
How to look for a job online (such as finding a recruitment company, searching for information about an employer)	100 3%	21 2%	35 4%	31 4%	9 4%	3 1%	19 3%	41 3%	40 3%	4 2%	46 4%	32 3%	12 1%
How to apply for a job online	86 2%	22 2%	23 2%	32 4%	6 2%	2 1%	13 2%	41 3%	30 2%	5 3%	49 5%	19 2%	9 1%
How to look for and apply for jobs in other EU countries	27 1%	5 *	7 1%	10 1%	2 1%	2 1%	4 1%	13 1%	9 1%	* *	14 1%	9 1%	3 *
None of these (SPONTANEOUS)	3086 89%	1043 88%	849 88%	736 87%	248 92%	201 97%	615 84%	1323 91%	1131 90%	155 90%	888 83%	1070 91%	855 92%
Not stated	2 *	1 *	* *	- -	1 *	* *	* *	1 *	* *	- -	1 *	* *	1 *

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C20 In the last 12 months, have you been shown how / helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Improve skills needed in your current job	153 4%	74 6%	9 5%	65 3%	129 4%	7 6%	17 6%	72 4%	81 5%
How to write a CV	183 5%	50 4%	11 6%	123 6%	160 5%	10 9%	13 5%	117 6%	67 4%
How to develop skills needed to obtain a job	79 2%	26 2%	3 1%	50 2%	68 2%	3 2%	8 3%	35 2%	43 3%
How to look for a job online (such as finding a recruitment company, searching for information about an employer)	100 3%	44 4%	5 2%	51 2%	82 3%	7 7%	11 4%	53 3%	47 3%
How to apply for a job online	86 2%	36 3%	3 1%	47 2%	69 2%	9 8%	8 3%	40 2%	46 3%
How to look for and apply for jobs in other EU countries	27 1%	9 1%	2 1%	16 1%	21 1%	1 1%	5 2%	13 1%	14 1%
None of these (SPONTANEOUS)	3086 89%	1034 87%	170 90%	1857 90%	2718 89%	97 88%	239 87%	1635 89%	1451 89%
Not stated	2 *	1 *	-	1 *	2 *	-	-	* *	2 *

C20 In the last 12 months, have you been shown how / helped to do any of the following things by staff at a public library...

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Improve skills needed in your current job	153 4%	1 7%	6 4%	4 6%	6 5%	132 5%	4 2%	147 5%	3 4%
How to write a CV	183 5%	1 9%	7 4%	4 6%	2 2%	153 6%	4 2%	172 5%	2 2%
How to develop skills needed to obtain a job	79 2%	1 4%	6 3%	2 4%	1 1%	64 3%	2 1%	73 2%	2 2%
How to look for a job online (such as finding a recruitment company, searching for information about an employer)	100 3%	1 6%	6 4%	3 5%	2 2%	84 3%	4 2%	92 3%	3 4%
How to apply for a job online	86 2%	* 2%	9 5%	2 3%	1 1%	76 3%	2 1%	82 3%	2 2%
How to look for and apply for jobs in other EU countries	27 1%	* 1%	1 1%	1 2%	* *	22 1%	2 1%	25 1%	2 2%
None of these (SPONTANEOUS)	3086 89%	11 84%	146 87%	54 85%	97 90%	2109 87%	236 96%	2785 88%	77 94%
Not stated	2 *	- -	- -	- -	- -	2 *	- -	2 *	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C21 Have you used the Internet on a public library computer for business purposes, either running your own business or working in someone else's business, in the last 12 months?

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes (Net)	226	226	-	7	2	7	8	10	20	24	2	37	2	6	15	10	3	7	27	37
	7%	7%	-	4%	7%	9%	3%	5%	11%	7%	6%	15%	6%	10%	7%	8%	7%	5%	11%	4%
Yes - own business	124	124	-	3	1	5	4	2	13	20	1	20	1	4	5	4	2	3	7	26
	4%	4%	-	2%	4%	6%	2%	1%	7%	6%	2%	8%	4%	6%	3%	3%	4%	2%	3%	3%
Yes - working in someone else's business	102	102	-	4	1	2	4	8	7	4	1	17	1	3	9	6	1	4	20	11
	3%	3%	-	2%	3%	2%	2%	3%	4%	1%	3%	7%	3%	4%	5%	5%	2%	3%	8%	1%
No	3202	3202	-	172	26	74	224	220	169	318	26	200	34	53	184	114	37	133	231	987
	92%	92%	-	95%	92%	91%	96%	95%	89%	93%	76%	83%	90%	84%	92%	90%	90%	92%	88%	95%
Don't know	45	45	-	1	*	*	1	*	1	2	6	4	1	4	1	2	1	4	3	12
	1%	1%	-	1%	1%	1%	1%	*	*	*	18%	2%	4%	6%	1%	2%	3%	3%	1%	1%

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C21 Have you used the Internet on a public library computer for business purposes, either running your own business or working in someone else's business, in the last 12 months?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes (Net)	226	26	82	97	16	5	61	87	76	6	58	134	23
	7%	2%	9%	11%	6%	2%	8%	6%	6%	4%	5%	11%	2%
Yes - own business	124	11	37	62	10	4	29	51	43	5	34	73	8
	4%	1%	4%	7%	4%	2%	4%	3%	3%	3%	3%	6%	1%
Yes - working in someone else's business	102	15	46	36	5	1	32	37	33	2	24	61	15
	3%	1%	5%	4%	2%	1%	4%	3%	3%	1%	2%	5%	2%
No	3202	1126	868	745	251	201	660	1349	1173	164	1001	1033	883
	92%	96%	90%	88%	93%	97%	91%	92%	93%	95%	94%	88%	95%
Don't know	45	27	10	3	2	1	8	25	11	3	8	8	26
	1%	2%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	3%

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C21 Have you used the Internet on a public library computer for business purposes, either running your own business or working in someone else's business, in the last 12 months?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes (Net)	226	100	69	56	201	5	19	129	97
	7%	8%	36%	3%	7%	4%	7%	7%	6%
Yes - own business	124	41	60	21	108	4	12	75	49
	4%	3%	32%	1%	4%	3%	4%	4%	3%
Yes - working in someone else's business	102	58	9	35	93	1	8	54	48
	3%	5%	5%	2%	3%	1%	3%	3%	3%
No	3202	1076	119	1980	2811	105	254	1699	1503
	92%	91%	63%	96%	92%	95%	92%	92%	92%
Don't know	45	10	1	32	43	*	1	17	29
	1%	1%	1%	2%	1%	*	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C21 Have you used the Internet on a public library computer for business purposes, either running your own business or working in someone else's business, in the last 12 months?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes (Net)	226	1	7	4	10	173	16	195	9
	7%	8%	4%	7%	10%	7%	7%	6%	11%
Yes - own business	124	1	3	2	4	92	10	109	5
	4%	8%	2%	3%	4%	4%	4%	3%	6%
Yes - working in someone else's business	102	*	4	2	6	81	6	86	4
	3%	1%	2%	4%	6%	3%	2%	3%	5%
No	3202	12	160	59	97	2236	227	2927	72
	92%	92%	95%	93%	90%	92%	92%	93%	88%
Don't know	45	*	1	*	*	22	3	30	1
	1%	*	1%	1%	*	1%	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C22 How exactly did you use the Internet on a public library computer for business purposes?

Base : All computer users who have used the Internet on a public library computer for business purposes in the last 12 months

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	881	881	-	36	48	39	40	27	68	53	55	79	57	70	37	65	39	44	94	30
Weighted base	226	226	-	7	2	7	8	10	20	24	2	37	2	6	15	10	3	7	27	37
For business development	50	50	-	2	*	2	3	1	10	6	*	6	*	1	6	3	1	1	1	4
	22%	22%	-	28%	13%	32%	35%	14%	49%	25%	14%	16%	14%	23%	43%	33%	33%	13%	4%	11%
To find out about business legislation and/or tax codes	43	43	-	1	*	1	3	*	4	5	1	10	*	*	2	1	1	2	5	8
	19%	19%	-	8%	9%	13%	39%	4%	18%	19%	33%	27%	15%	4%	15%	8%	22%	29%	18%	21%
General management	39	39	-	3	*	*	2	*	2	3	*	7	1	1	1	2	2	*	5	10
	17%	17%	-	36%	12%	4%	25%	3%	10%	11%	2%	18%	22%	12%	8%	24%	70%	5%	18%	28%
Marketing activities	35	35	-	1	1	*	2	2	3	9	*	2	*	1	2	2	*	*	2	8
	16%	16%	-	9%	36%	1%	30%	19%	17%	35%	25%	6%	14%	9%	15%	17%	9%	6%	7%	21%
Find a supplier	26	26	-	1	*	*	2	*	5	2	*	4	*	1	1	1	1	1	4	3
	11%	11%	-	15%	2%	6%	29%	1%	25%	7%	5%	10%	8%	16%	5%	28%	9%	14%	9%	
Find new techniques (e.g. marketing techniques, manufacturing techniques)	25	25	-	1	*	1	2	1	6	2	*	3	1	*	2	1	1	1	2	1
	11%	11%	-	13%	3%	17%	25%	10%	28%	7%	19%	7%	29%	6%	11%	9%	21%	18%	9%	3%
Find new customers	24	24	-	1	1	1	2	*	*	6	*	2	*	*	2	1	1	1	1	3
	11%	11%	-	20%	44%	18%	21%	4%	2%	24%	10%	5%	19%	6%	12%	13%	34%	14%	4%	8%
Start up a business	22	22	-	*	*	*	2	*	3	1	*	4	*	1	3	*	*	1	4	2
	10%	10%	-	7%	3%	7%	27%	3%	13%	3%	7%	10%	8%	12%	20%	4%	17%	8%	15%	5%
Find a distributor	17	17	-	1	*	*	2	*	1	5	*	5	*	*	*	*	1	*	3	-
	8%	8%	-	8%	1%	3%	20%	1%	3%	21%	*	12%	4%	1%	2%	34%	3%	11%	-	
Find an employee or employees	16	16	-	1	*	1	1	-	*	4	*	1	1	*	4	1	*	*	*	2
	7%	7%	-	8%	1%	10%	8%	-	1%	17%	8%	4%	22%	3%	28%	10%	1%	1%	1%	6%
Apply for a bank loan	3	3	-	*	*	*	*	*	*	*	*	1	*	*	*	*	-	-	-	-
	1%	1%	-	3%	2%	2%	1%	1%	-	1%	-	3%	5%	2%	2%	3%	-	-	-	
Something else	77	77	-	3	*	2	1	7	5	12	*	13	*	2	4	3	*	*	14	10
	34%	34%	-	35%	3%	30%	14%	68%	27%	49%	6%	35%	15%	27%	32%	18%	4%	50%	28%	
Don't know (SPONTANEOUS)	15	15	-	-	-	*	*	-	1	1	1	7	*	1	*	*	3	1	1	1
	7%	7%	-	-	-	*	4%	-	3%	5%	29%	19%	1%	11%	3%	2%	*	37%	2%	2%

C22 How exactly did you use the Internet on a public library computer for business purposes?

Base : All computer users who have used the Internet on a public library computer for business purposes in the last 12 months

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	881	133	321	309	92	23	186	369	323	26	231	502	98
Weighted base	226	26	82	97	16	5	61	87	76	6	58	134	23
For business development	50	3	21	24	1	*	12	13	25	1	8	37	2
	22%	10%	26%	25%	8%	3%	19%	15%	33%	18%	14%	28%	11%
To find out about business legislation and/or tax codes	43	1	14	22	3	2	11	15	18	*	8	27	6
	19%	6%	17%	23%	17%	49%	18%	17%	23%	7%	15%	20%	28%
General management	39	3	9	24	1	2	8	23	8	1	14	21	3
	17%	11%	11%	25%	9%	33%	13%	26%	10%	14%	25%	15%	12%
Marketing activities	35	2	13	18	3	*	8	11	17	*	5	27	3
	16%	8%	16%	18%	16%	5%	13%	12%	22%	5%	9%	20%	12%
Find a supplier	26	2	7	15	1	1	10	9	6	*	6	17	1
	11%	8%	8%	15%	8%	12%	17%	10%	8%	2%	11%	13%	7%
Find new techniques (e.g. marketing techniques, manufacturing techniques)	25	3	8	12	1	*	9	9	6	1	4	15	3
	11%	14%	10%	12%	7%	3%	15%	10%	9%	17%	8%	12%	12%
Find new customers	24	3	6	12	2	*	4	5	14	1	5	16	2
	11%	12%	7%	13%	13%	5%	7%	6%	18%	14%	9%	12%	7%
Start up a business	22	1	10	10	1	-	6	9	7	2	5	13	2
	10%	5%	12%	10%	5%	-	10%	11%	9%	26%	9%	9%	10%
Find a distributor	17	1	4	8	2	2	4	7	7	1	6	11	*
	8%	3%	5%	9%	13%	40%	6%	8%	9%	12%	10%	8%	1%
Find an employee or employees	16	1	8	6	1	*	1	3	12	*	4	12	*
	7%	5%	9%	6%	5%	9%	2%	3%	16%	5%	7%	9%	2%
Apply for a bank loan	3	1	1	1	*	*	*	1	1	*	2	1	*
	1%	2%	1%	2%	1%	*	1%	1%	1%	*	3%	1%	1%
Something else	77	12	22	36	5	1	26	27	23	2	19	47	7
	34%	47%	27%	37%	33%	28%	43%	31%	30%	31%	34%	35%	30%
Don't know (SPONTANEOUS)	15	3	8	2	1	*	1	10	4	*	3	8	2
	7%	12%	10%	2%	8%	5%	1%	11%	5%	2%	6%	6%	7%

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C22 How exactly did you use the Internet on a public library computer for business purposes?

Base : All computer users who have used the Internet on a public library computer for business purposes in the last 12 months

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	881	414	215	244	796	19	65	494	387
Weighted base	226	100	69	56	201	5	19	129	97
For business development	50 22%	19 19%	24 35%	6 12%	42 21%	* 6%	8 41%	30 24%	19 20%
To find out about business legislation and/or tax codes	43 19%	20 20%	10 14%	13 24%	38 19%	* 9%	5 27%	21 16%	22 23%
General management	39 17%	14 14%	20 29%	5 9%	35 17%	1 16%	2 12%	25 19%	14 15%
Marketing activities	35 16%	14 14%	15 22%	7 12%	25 12%	2 34%	8 41%	21 16%	14 15%
Find a supplier	26 11%	11 11%	9 13%	6 10%	23 11%	* 3%	2 12%	19 15%	7 7%
Find new techniques (e.g. marketing techniques, manufacturing techniques)	25 11%	12 12%	8 11%	4 8%	22 11%	* 7%	3 14%	18 14%	7 7%
Find new customers	24 11%	7 7%	12 18%	5 8%	18 9%	1 32%	4 23%	12 9%	12 12%
Start up a business	22 10%	12 12%	4 6%	6 10%	18 9%	* *	4 20%	16 12%	6 6%
Find a distributor	17 8%	5 5%	8 11%	5 8%	12 6%	1 17%	5 26%	8 6%	9 9%
Find an employee or employees	16 7%	5 5%	10 14%	2 3%	11 6%	* 11%	4 23%	10 8%	6 7%
Apply for a bank loan	3 1%	2 2%	1 1%	* 1%	2 1%	* 2%	* 2%	1 1%	1 1%
Something else	77 34%	37 37%	20 29%	19 34%	71 35%	1 30%	5 24%	37 29%	40 41%
Don't know (SPONTANEOUS)	15 7%	7 7%	1 2%	7 12%	14 7%	* 1%	1 4%	6 4%	9 9%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C22 How exactly did you use the Internet on a public library computer for business purposes?

Base : All computer users who have used the Internet on a public library computer for business purposes in the last 12 months

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	881	5	25	33	25	673	31	792	24
Weighted base	226	1	7	4	10	173	16	195	9
For business development	50	-	2	*	4	40	5	41	4
	22%	-	22%	9%	37%	23%	29%	21%	41%
To find out about business legislation and/or tax codes	43	*	1	1	3	31	6	38	3
	19%	2%	12%	17%	30%	18%	38%	20%	30%
General management	39	-	2	1	1	32	2	34	3
	17%	-	26%	12%	5%	18%	15%	17%	33%
Marketing activities	35	-	2	1	3	22	3	32	1
	16%	-	33%	18%	29%	13%	21%	16%	13%
Find a supplier	26	-	-	1	3	22	1	25	*
	11%	-	-	13%	29%	13%	5%	13%	1%
Find new techniques (e.g. marketing techniques, manufacturing techniques)	25	1	1	1	1	22	*	22	1
	11%	71%	18%	13%	9%	13%	1%	11%	15%
Find new customers	24	1	1	*	4	17	3	23	*
	11%	74%	10%	7%	35%	10%	22%	12%	3%
Start up a business	22	-	1	*	*	19	2	18	2
	10%	-	12%	4%	*	11%	11%	9%	20%
Find a distributor	17	-	1	1	-	14	3	16	1
	8%	-	11%	13%	-	8%	21%	8%	6%
Find an employee or employees	16	-	1	1	-	11	3	11	-
	7%	-	11%	23%	-	7%	22%	6%	-
Apply for a bank loan	3	*	*	*	*	2	*	3	-
	1%	18%	1%	9%	3%	1%	*	1%	-
Something else	77	-	2	1	5	57	6	66	1
	34%	-	35%	26%	52%	33%	39%	34%	17%
Don't know (SPONTANEOUS)	15	*	*	1	*	12	1	13	1
	7%	7%	*	21%	*	7%	7%	7%	14%

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C23_a Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Obtaining information from public authorities' web sites

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	749	713	715	
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	593	593	-	36	3	14	57	47	25	47	6	55	5	8	57	13	6	21	67	127
	17%	17%	-	20%	10%	17%	24%	20%	13%	14%	18%	23%	14%	12%	29%	10%	15%	15%	25%	12%
No	2840	2840	-	145	25	68	172	183	164	295	28	179	32	51	142	111	34	121	194	895
	82%	82%	-	80%	89%	83%	74%	79%	86%	82%	74%	84%	82%	71%	89%	85%	84%	74%	86%	86%
Refused	40	40	-	*	*	*	4	1	1	3	*	7	1	4	1	2	*	2	1	13
	1%	1%	-	*	1%	*	2%	*	1%	1%	1%	3%	2%	6%	1%	*	2%	*	1%	1%

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C23_a Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Obtaining information from public authorities' web sites

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	593 17%	143 12%	189 20%	154 18%	61 23%	45 22%	153 21%	212 15%	225 18%	30 17%	177 17%	273 23%	78 8%
No	2840 82%	1020 87%	754 79%	688 81%	208 77%	162 78%	567 78%	1229 84%	1026 81%	140 81%	882 83%	891 76%	836 90%
Refused	40 1%	16 1%	17 2%	4 *	1 *	1 1%	9 1%	20 1%	10 1%	3 2%	8 1%	10 1%	16 2%

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C23_a Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Obtaining information from public authorities' web sites

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	593 17%	225 19%	36 19%	323 16%	508 17%	23 21%	50 18%	339 18%	253 16%
No	2840 82%	946 80%	152 80%	1723 83%	2508 82%	87 79%	224 82%	1487 81%	1353 83%
Refused	40 1%	14 1%	1 *	23 1%	39 1%	* *	1 *	18 1%	23 1%

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C23_a Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Obtaining information from public authorities' web sites

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	593 17%	3 20%	28 17%	18 28%	25 24%	479 20%	18 7%	549 17%	13 16%
No	2840 82%	11 80%	140 83%	46 72%	79 74%	1927 79%	226 92%	2575 82%	68 83%
Refused	40 1%	* *	* *	* *	3 3%	25 1%	1 1%	28 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_b Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Downloading official forms

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	427	427	-	18	2	8	31	13	17	32	6	52	3	9	41	8	5	14	45	123
	12%	12%	-	10%	9%	9%	13%	6%	9%	9%	18%	22%	9%	14%	21%	7%	13%	10%	17%	12%
No	3013	3013	-	163	26	74	199	217	172	310	28	186	34	52	159	115	35	127	216	900
	87%	87%	-	90%	91%	91%	85%	94%	90%	90%	81%	77%	89%	82%	79%	92%	87%	88%	83%	87%
Refused	33	33	-	*	*	*	4	1	1	2	*	3	1	3	*	2	*	3	*	12
	1%	1%	-	*	1%	*	2%	*	1%	1%	1%	1%	2%	4%	1%	*	2%	*	*	1%

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C23_b Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Downloading official forms

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	427 12%	115 10%	135 14%	115 14%	36 13%	26 12%	117 16%	176 12%	133 11%	25 14%	151 14%	175 15%	54 6%
No	3013 87%	1049 89%	812 85%	728 86%	233 87%	181 87%	603 83%	1270 87%	1119 89%	148 85%	908 85%	992 84%	860 92%
Refused	33 1%	15 1%	13 1%	2 *	* *	1 1%	9 1%	16 1%	8 1%	1 *	7 1%	7 1%	16 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_b Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Downloading official forms

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	427 12%	151 13%	28 15%	243 12%	369 12%	8 7%	39 14%	256 14%	171 10%
No	3013 87%	1026 87%	161 85%	1805 87%	2654 87%	102 93%	236 86%	1573 85%	1440 88%
Refused	33 1%	9 1%	1 *	21 1%	32 1%	* *	* *	15 1%	18 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_b Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Downloading official forms

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	427 12%	1 10%	21 13%	11 18%	21 19%	361 15%	13 5%	391 12%	12 15%
No	3013 87%	12 90%	147 87%	52 82%	84 78%	2052 84%	232 94%	2739 87%	69 84%
Refused	33 1%	* *	* *	* *	3 2%	18 1%	1 1%	21 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_c Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Sending filled in forms

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	389	389	-	13	2	7	24	17	10	19	5	40	3	9	26	5	7	8	39	155
	11%	11%	-	7%	6%	9%	10%	7%	5%	6%	13%	17%	9%	14%	13%	4%	18%	6%	15%	15%
No	3050	3050	-	168	26	74	206	213	180	322	29	198	33	51	174	119	34	134	222	868
	88%	88%	-	93%	93%	91%	88%	92%	94%	94%	86%	82%	86%	82%	87%	94%	82%	93%	85%	84%
Refused	34	34	-	*	*	*	4	1	1	2	*	3	2	3	*	2	*	2	1	12
	1%	1%	-	*	1%	*	2%	*	1%	1%	*	1%	5%	4%	*	2%	*	1%	*	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_c Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Sending filled in forms

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	389 11%	132 11%	104 11%	103 12%	27 10%	22 11%	100 14%	170 12%	117 9%	21 12%	156 15%	136 12%	46 5%
No	3050 88%	1032 88%	843 88%	740 88%	242 90%	184 89%	620 85%	1276 87%	1135 90%	152 88%	904 85%	1031 88%	868 93%
Refused	34 1%	15 1%	13 1%	2 *	* *	1 1%	9 1%	16 1%	8 1%	1 *	7 1%	7 1%	17 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_c Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Sending filled in forms

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	389 11%	153 13%	21 11%	215 10%	331 11%	11 10%	35 13%	235 13%	153 9%
No	3050 88%	1023 86%	168 89%	1832 89%	2691 88%	98 89%	239 87%	1594 86%	1457 89%
Refused	34 1%	10 1%	1 *	22 1%	33 1%	* *	* *	15 1%	19 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_c Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Sending filled in forms

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	389 11%	1 10%	22 13%	12 19%	9 8%	338 14%	12 5%	364 12%	10 12%
No	3050 88%	12 89%	146 87%	51 80%	96 89%	2074 85%	232 95%	2765 88%	71 87%
Refused	34 1%	* *	* *	* *	3 2%	19 1%	1 1%	22 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_d Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Providing feedback/sharing your opinions or perspectives with public authorities

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	132	132	-	4	1	4	13	13	2	12	2	27	1	4	6	5	2	6	9	23
	4%	4%	-	2%	2%	5%	6%	6%	1%	4%	5%	11%	3%	6%	3%	4%	4%	4%	3%	2%
No	3291	3291	-	177	27	77	216	216	187	330	32	208	35	57	194	119	39	135	252	988
	95%	95%	-	98%	97%	95%	93%	94%	98%	96%	94%	86%	93%	90%	97%	95%	96%	94%	96%	95%
Refused	49	49	-	*	*	*	4	1	1	2	*	6	1	2	*	2	*	3	1	25
	1%	1%	-	*	1%	*	2%	*	1%	1%	*	3%	3%	4%	*	2%	*	2%	*	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_d Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Providing feedback/sharing your opinions or perspectives with public authorities

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	132 4%	24 2%	35 4%	42 5%	16 6%	14 7%	22 3%	59 4%	50 4%	4 2%	41 4%	59 5%	20 2%
No	3291 95%	1127 96%	911 95%	799 95%	253 94%	192 93%	698 96%	1373 94%	1200 95%	157 91%	1017 95%	1107 94%	895 96%
Refused	49 1%	28 2%	14 1%	4 *	* *	1 1%	9 1%	29 2%	10 1%	12 7%	10 1%	9 1%	16 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_d Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Providing feedback/sharing your opinions or perspectives with public authorities

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	132 4%	52 4%	8 4%	72 3%	119 4%	2 2%	11 4%	78 4%	54 3%
No	3291 95%	1110 94%	182 96%	1974 95%	2899 95%	108 98%	263 96%	1748 95%	1544 95%
Refused	49 1%	24 2%	1 *	23 1%	37 1%	* *	1 *	19 1%	31 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_d Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Providing feedback/sharing your opinions or perspectives with public authorities

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	132 4%	1 10%	5 3%	4 6%	9 9%	110 5%	6 2%	118 4%	7 9%
No	3291 95%	12 90%	163 97%	59 93%	96 89%	2287 94%	238 97%	2995 95%	74 90%
Refused	49 1%	* *	* *	1 1%	3 3%	35 1%	1 1%	38 1%	1 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Interacted with public authorities in any other way online

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Yes	178	178	-	8	1	2	22	7	5	20	3	29	2	5	27	3	1	6	17	23
	5%	5%	-	4%	4%	3%	9%	3%	2%	6%	8%	12%	4%	8%	13%	2%	2%	4%	6%	2%
No	3246	3246	-	173	27	79	207	223	185	322	31	209	35	56	173	121	40	135	244	985
	93%	93%	-	96%	96%	97%	89%	97%	97%	94%	92%	86%	93%	89%	86%	96%	98%	94%	93%	95%
Refused	49	49	-	*	*	*	4	1	1	2	*	4	1	2	1	2	*	3	1	26
	1%	1%	-	*	1%	*	2%	*	1%	1%	*	2%	3%	3%	2%	*	2%	*	*	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Interacted with public authorities in any other way online

Base : All computer users

	Age					Size of settlement			Age stopped full-time education				
	Total	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Yes	178 5%	29 2%	56 6%	57 7%	19 7%	17 8%	32 4%	71 5%	74 6%	3 2%	58 5%	80 7%	29 3%
No	3246 93%	1123 95%	889 93%	785 93%	250 93%	189 91%	688 94%	1363 93%	1174 93%	158 91%	998 94%	1086 92%	886 95%
Refused	49 1%	27 2%	16 2%	3 *	1 *	1 1%	9 1%	28 2%	12 1%	12 7%	10 1%	9 1%	16 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Interacted with public authorities in any other way online

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Yes	178 5%	66 6%	10 5%	97 5%	150 5%	7 6%	20 7%	106 6%	72 4%
No	3246 93%	1098 93%	179 94%	1947 94%	2868 94%	103 93%	253 92%	1720 93%	1526 94%
Refused	49 1%	22 2%	1 1%	24 1%	37 1%	* *	1 *	19 1%	31 2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23_e Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities
- Interacted with public authorities in any other way online

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Yes	178 5%	1 8%	8 5%	6 9%	11 11%	145 6%	6 2%	162 5%	6 7%
No	3246 93%	12 92%	160 95%	58 91%	93 87%	2253 93%	239 97%	2952 94%	76 92%
Refused	49 1%	-	*	*	3 2%	34 1%	1 1%	38 1%	1 1%

C23 Summary Table - Did you interact with public authorities over the Internet using a computer at a public library for private purposes in the last 12 months for the following activities**Base : All computer users**

	Yes	No	Refused
Obtaining information from public authorities' web sites	593 17%	2840 82%	40 1%
Downloading official forms	427 12%	3013 87%	33 1%
Sending filled in forms	389 11%	3050 88%	34 1%
Providing feedback/ sharing your opinions or perspectives with public authorities	132 4%	3291 95%	49 1%
Interacted with public authorities in any other way online	178 5%	3246 93%	49 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C23c1 Have you sent filled-in forms for the purpose of tax declaration?

Base : All computer users who used a computer at a public library to send filled in forms

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	1355	1355	-	69	49	72	106	80	49	45	128	109	81	117	74	36	98	51	122	69
Weighted base	389	389	-	13	2	7	24	17	10	19	5	40	3	9	26	5	7	8	39	155
Yes	84	84	-	3	1	1	16	3	3	2	1	10	1	6	4	2	4	3	9	16
	22%	22%	-	27%	38%	12%	66%	18%	35%	12%	15%	24%	18%	64%	17%	42%	58%	33%	23%	10%
No	300	300	-	9	1	6	8	14	6	17	4	30	3	3	21	3	3	5	30	138
	77%	77%	-	73%	62%	88%	32%	82%	63%	88%	84%	76%	82%	36%	79%	54%	40%	56%	77%	89%
Refused	4	4	-	-	-	-	*	*	*	-	*	-	-	*	1	*	*	1	-	1
	1%	1%	-	-	-	-	1%	1%	2%	-	1%	-	-	1%	4%	3%	2%	10%	-	1%

C23c1 Have you sent filled-in forms for the purpose of tax declaration?

Base : All computer users who used a computer at a public library to send filled in forms

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	1355	304	409	398	158	81	283	571	497	42	354	643	255
Weighted base	389	132	104	103	27	22	100	170	117	21	156	136	46
Yes	84 22%	22 17%	20 19%	24 23%	11 41%	7 30%	16 16%	39 23%	28 24%	15 73%	15 10%	40 29%	7 15%
No	300 77%	109 83%	82 79%	78 76%	15 57%	15 69%	83 83%	130 77%	86 74%	6 26%	138 89%	95 70%	38 83%
Refused	4 1%	1 1%	2 2%	1 1%	* 2%	* 1%	1 1%	1 1%	2 2%	* *	2 1%	1 1%	1 2%

C23c1 Have you sent filled-in forms for the purpose of tax declaration?

Base : All computer users who used a computer at a public library to send filled in forms

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	1355	522	88	741	1167	34	150	701	654
Weighted base	389	153	21	215	331	11	35	235	153
Yes	84 22%	46 30%	5 25%	33 15%	63 19%	1 11%	8 24%	43 18%	41 27%
No	300 77%	104 68%	16 75%	180 84%	265 80%	10 85%	25 72%	190 81%	110 72%
Refused	4 1%	2 1%	-	2 1%	3 1%	* 3%	1 3%	2 1%	2 1%

C23c1 Have you sent filled-in forms for the purpose of tax declaration?

Base : All computer users who used a computer at a public library to send filled in forms

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	1355	10	66	61	33	1108	35	1258	29
Weighted base	389	1	22	12	9	338	12	364	10
Yes	84 22%	*	6 27%	3 25%	4 49%	71 21%	4 33%	77 21%	3 29%
No	300 77%	1 86%	15 68%	8 66%	5 51%	264 78%	8 67%	284 78%	6 59%
Refused	4 1%	-	1 5%	1 9%	-	3 1%	-	3 1%	1 13%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?

Base : All computer users who didn't use a computer at a public library to send filled in forms

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	10241	10241	-	580	662	623	590	631	550	662	585	565	616	556	448	658	598	688	587	642
Weighted base	3050	3050	-	168	26	74	206	213	180	322	29	198	33	51	174	119	34	134	222	868
Did not have to submit official forms at all	2025	2025	-	107	24	39	134	166	139	189	21	156	29	42	92	70	28	65	153	569
	66%	66%	-	64%	90%	53%	65%	78%	77%	59%	73%	79%	89%	82%	53%	59%	85%	49%	69%	66%
Concerns about protection and security of personal data	93	93	-	5	1	6	10	7	11	13	*	1	1	*	9	5	*	2	1	22
	3%	3%	-	3%	2%	8%	5%	3%	6%	4%	1%	*	2%	1%	5%	4%	1%	1%	*	3%
Too complicated or bureaucratic	57	57	-	7	*	3	2	1	6	12	1	2	*	1	1	3	1	6	4	7
	2%	2%	-	4%	2%	5%	1%	1%	3%	4%	2%	1%	1%	1%	1%	3%	2%	4%	2%	1%
Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	36	36	-	5	*	3	4	1	4	2	*	1	*	*	4	2	*	3	4	2
	1%	1%	-	3%	1%	4%	2%	*	2%	1%	*	1%	1%	*	2%	2%	1%	2%	2%	*
There was no such website service available	27	27	-	3	-	1	*	1	1	2	*	6	-	1	2	*	*	6	3	1
	1%	1%	-	2%	-	1%	*	*	*	1%	1%	3%	-	2%	1%	*	1%	4%	2%	*
Technical failure of website during filling-in or sending the form	12	12	-	1	-	1	*	-	1	1	*	1	-	-	6	-	-	*	2	-
	*	*	-	*	-	1%	*	-	*	*	*	*	-	-	3%	-	-	*	1%	-
None of the above	829	829	-	44	1	25	57	39	21	107	7	32	3	7	65	39	4	54	55	270
	27%	27%	-	26%	5%	34%	28%	18%	12%	33%	23%	16%	8%	14%	37%	33%	12%	41%	25%	31%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?

Base : All computer users who didn't use a computer at a public library to send filled in forms

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	10241	3947	2581	2027	999	621	2297	4214	3690	463	2647	3410	3444
Weighted base	3050	1032	843	740	242	184	620	1276	1135	152	904	1031	868
Did not have to submit official forms at all	2025 66%	723 70%	557 66%	470 64%	156 64%	112 61%	412 67%	901 71%	701 62%	95 62%	613 68%	648 63%	595 69%
Concerns about protection and security of personal data	93 3%	13 1%	19 2%	42 6%	11 5%	6 3%	11 2%	46 4%	35 3%	1 *	19 2%	58 6%	14 2%
Too complicated or bureaucratic	57 2%	10 1%	15 2%	18 2%	6 3%	9 5%	10 2%	21 2%	24 2%	5 3%	17 2%	22 2%	10 1%
Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	36 1%	9 1%	9 1%	7 1%	4 2%	7 4%	11 2%	11 1%	13 1%	1 1%	15 2%	14 1%	5 1%
There was no such website service available	27 1%	6 1%	14 2%	5 1%	1 *	* *	2 *	8 1%	17 1%	1 *	10 1%	11 1%	5 1%
Technical failure of website during filling-in or sending the form	12 *	1 *	8 1%	1 *	1 *	1 *	3 *	2 *	8 1%	1 *	3 *	7 1%	1 *
None of the above	829 27%	272 26%	228 27%	203 27%	67 28%	57 31%	176 28%	297 23%	348 31%	51 33%	237 26%	283 27%	240 28%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?

Base : All computer users who didn't use a computer at a public library to send filled in forms

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	10241	3134	425	6594	9258	237	718	5043	5198
Weighted base	3050	1023	168	1832	2691	98	239	1594	1457
Did not have to submit official forms at all	2025	657	94	1264	1797	61	149	1023	1001
	66%	64%	56%	69%	67%	62%	62%	64%	69%
Concerns about protection and security of personal data	93	32	20	40	88	1	4	59	33
	3%	3%	12%	2%	3%	1%	1%	4%	2%
Too complicated or bureaucratic	57	19	3	33	49	2	6	33	24
	2%	2%	2%	2%	2%	2%	2%	2%	2%
Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	36	8	2	26	31	2	3	20	15
	1%	1%	1%	1%	1%	2%	1%	1%	1%
There was no such website service available	27	12	*	14	24	*	2	15	12
	1%	1%	*	1%	1%	*	1%	1%	1%
Technical failure of website during filling-in or sending the form	12	4	-	5	8	-	5	10	2
	*	*	-	*	*	-	2%	1%	*
None of the above	829	297	49	471	719	33	74	450	379
	27%	29%	29%	26%	27%	33%	31%	28%	26%

C24 What were the reasons for not sending filled-in forms to public authorities over the Internet using a computer at a public library in the last 12 months?

Base : All computer users who didn't use a computer at a public library to send filled in forms

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	10241	119	359	244	259	7569	478	9432	194
Weighted base	3050	12	146	51	96	2074	232	2765	71
Did not have to submit official forms at all	2025 66%	8 65%	88 60%	34 66%	63 66%	1409 68%	138 60%	1858 67%	42 59%
Concerns about protection and security of personal data	93 3%	1 6%	1 1%	3 5%	3 3%	70 3%	2 1%	86 3%	1 2%
Too complicated or bureaucratic	57 2%	1 6%	3 2%	* 1%	4 4%	40 2%	6 2%	49 2%	2 3%
Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	36 1%	* 3%	3 2%	* 1%	2 2%	26 1%	1 *	34 1%	* 1%
There was no such website service available	27 1%	* 1%	1 1%	2 4%	1 1%	14 1%	2 1%	21 1%	2 3%
Technical failure of website during filling-in or sending the form	12 *	- -	* *	* *	* *	12 1%	* *	11 *	* *
None of the above	829 27%	3 24%	51 35%	13 26%	25 26%	521 25%	84 36%	732 26%	24 33%

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C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Copying or moving a file or folder	19248 79%	2888 83%	16360 79%	922 86%	152 70%	371 73%	631 87%	697 85%	3208 84%	2578 82%	146 60%	1448 72%	96 66%	111 65%	1219 85%	1298 72%	267 92%	590 74%	1992 84%	3522 75%
Using copy and paste tools to duplicate or move information within a document	18739 77%	2806 81%	15933 77%	883 83%	145 66%	329 65%	624 86%	642 78%	3234 85%	2523 81%	142 58%	1382 69%	96 66%	101 60%	1179 82%	1251 70%	265 91%	530 66%	1920 81%	3493 74%
Using basic arithmetic formulas in a spreadsheet	13282 55%	1978 57%	11303 54%	627 59%	88 41%	202 40%	491 67%	512 62%	2168 57%	1778 57%	77 32%	769 38%	80 55%	81 48%	760 53%	904 50%	197 68%	262 33%	1464 62%	2821 60%
Compressing (or zipping) files	12563 52%	1830 53%	10733 52%	587 55%	116 53%	198 39%	377 52%	422 51%	2091 55%	1702 54%	66 27%	828 41%	63 43%	82 48%	776 54%	833 46%	230 79%	374 47%	1617 68%	2201 47%
Connecting and installing new devices, e.g. a modem	13177 54%	1941 56%	11236 54%	628 59%	70 32%	164 32%	464 64%	532 65%	2232 59%	1784 57%	74 31%	939 47%	59 40%	73 43%	806 56%	863 48%	199 68%	348 44%	1497 63%	2444 52%
Writing a computer program using a specialised programming language	4184 17%	578 17%	3606 17%	137 13%	12 6%	61 12%	111 15%	175 21%	870 23%	559 18%	19 8%	262 13%	19 13%	23 14%	205 14%	237 13%	74 25%	156 20%	418 18%	845 18%
None of the above (SPONTANEOUS)	4205 17%	430 12%	3775 18%	128 12%	64 29%	130 26%	78 11%	109 13%	500 13%	465 15%	86 36%	354 18%	45 31%	54 32%	173 12%	478 27%	20 7%	173 22%	352 15%	996 21%

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C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Copying or moving a file or folder	19248 79%	5529 93%	5547 88%	4759 79%	2002 70%	1360 45%	5356 77%	8104 79%	5748 82%	530 34%	4751 69%	8599 87%	4914 94%
Using copy and paste tools to duplicate or move information within a document	18739 77%	5385 90%	5497 87%	4701 78%	1883 66%	1219 41%	5244 75%	7795 76%	5667 81%	480 31%	4659 68%	8390 85%	4790 91%
Using basic arithmetic formulas in a spreadsheet	13282 55%	4049 68%	4145 66%	3173 52%	1252 44%	639 21%	3618 52%	5418 53%	4229 61%	279 18%	2968 43%	6133 62%	3615 69%
Compressing (or zipping) files	12563 52%	3846 65%	3993 63%	2971 49%	1068 37%	661 22%	3410 49%	5105 50%	4027 58%	306 20%	2798 41%	5834 59%	3412 65%
Connecting and installing new devices, e.g. a modem	13177 54%	4244 71%	4014 64%	2969 49%	1233 43%	695 23%	3607 52%	5556 54%	3992 57%	364 24%	2849 41%	5917 60%	3811 73%
Writing a computer program using a specialised programming language	4184 17%	1620 27%	1175 19%	841 14%	370 13%	173 6%	989 14%	1840 18%	1351 19%	100 6%	757 11%	1855 19%	1395 27%
None of the above (SPONTANEOUS)	4205 17%	269 5%	528 8%	1081 18%	787 27%	1519 51%	1393 20%	1784 17%	1012 15%	933 61%	1884 27%	955 10%	214 4%

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C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).

Base : All Respondents

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Copying or moving a file or folder	19248 79%	8503 87%	1043 87%	9581 73%	17683 79%	433 82%	1077 79%	7953 79%	11295 80%
Using copy and paste tools to duplicate or move information within a document	18739 77%	8299 85%	1027 85%	9286 70%	17244 78%	400 76%	1042 76%	7692 76%	11047 78%
Using basic arithmetic formulas in a spreadsheet	13282 55%	6098 63%	667 55%	6476 49%	12142 55%	307 58%	798 58%	5768 57%	7514 53%
Compressing (or zipping) files	12563 52%	5771 59%	755 63%	5975 45%	11557 52%	261 49%	698 51%	5937 59%	6626 47%
Connecting and installing new devices, e.g. a modem	13177 54%	5795 60%	781 65%	6542 50%	12095 54%	310 58%	745 54%	6285 62%	6892 49%
Writing a computer program using a specialised programming language	4184 17%	1748 18%	217 18%	2202 17%	3825 17%	93 18%	263 19%	2436 24%	1748 12%
None of the above (SPONTANEOUS)	4205 17%	971 10%	138 11%	3075 23%	3833 17%	92 17%	226 17%	1818 18%	2387 17%

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C25 (L10) Which of the following computer related activities have you ever carried out? When answering this question, please think of any times you have used a computer (not just at a library).

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Copying or moving a file or folder	19248 79%	50 74%	404 74%	207 79%	404 70%	1991 82%	216 88%	2608 83%	70 85%
Using copy and paste tools to duplicate or move information within a document	18739 77%	47 70%	387 71%	186 71%	382 66%	1944 80%	204 83%	2537 81%	66 80%
Using basic arithmetic formulas in a spreadsheet	13282 55%	12 17%	269 49%	123 47%	281 49%	1391 57%	149 61%	1787 57%	48 58%
Compressing (or zipping) files	12563 52%	39 57%	221 40%	131 50%	244 42%	1264 52%	153 62%	1634 52%	54 66%
Connecting and installing new devices, e.g. a modem	13177 54%	44 65%	276 50%	115 44%	294 51%	1323 54%	158 64%	1737 55%	54 65%
Writing a computer program using a specialised programming language	4184 17%	5 8%	106 19%	22 8%	55 10%	376 15%	51 21%	503 16%	26 31%
None of the above (SPONTANEOUS)	4205 17%	15 23%	111 20%	45 17%	162 28%	313 13%	25 10%	398 13%	9 11%

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C25 (L10) Computer skills (derived)

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
0 Activities	4205	430	3775	128	64	130	78	109	500	465	86	354	45	54	173	478	20	173	352	996
	17%	12%	18%	12%	29%	26%	11%	13%	15%	36%	18%	31%	32%	12%	27%	7%	22%	15%	21%	
1-2 Activities	3900	673	3227	165	32	114	87	123	561	460	56	586	15	24	296	249	24	177	234	697
	16%	19%	16%	16%	15%	22%	12%	15%	15%	15%	23%	29%	10%	14%	21%	14%	8%	22%	10%	15%
3-4 Activities	6862	980	5881	337	67	160	250	231	1233	962	56	521	39	31	408	407	80	240	622	1217
	28%	28%	28%	32%	31%	31%	34%	28%	32%	31%	23%	26%	27%	18%	29%	23%	27%	30%	26%	26%
5-6 Activities	9287	1390	7897	437	55	105	312	362	1515	1242	44	552	46	61	553	661	166	211	1169	1795
	38%	40%	38%	41%	25%	21%	43%	44%	40%	40%	18%	27%	32%	36%	39%	37%	57%	26%	49%	38%

C25 (L10) Computer skills (derived)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
0 Activities	4205 17%	269 5%	528 8%	1081 18%	787 27%	1519 51%	1393 20%	1784 17%	1012 15%	933 61%	1884 27%	955 10%	214 4%
1-2 Activities	3900 16%	761 13%	901 14%	1097 18%	579 20%	545 18%	1203 17%	1746 17%	937 13%	210 14%	1338 19%	1618 16%	589 11%
3-4 Activities	6862 28%	1851 31%	1907 30%	1781 29%	722 25%	566 19%	1914 27%	2906 28%	2029 29%	192 12%	1806 26%	2953 30%	1746 33%
5-6 Activities	9287 38%	3078 52%	2964 47%	2089 35%	777 27%	373 12%	2491 36%	3787 37%	2996 43%	206 13%	1866 27%	4349 44%	2697 51%

C25 (L10) Computer skills (derived)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
0 Activities	4205 17%	971 10%	138 11%	3075 23%	3833 17%	92 17%	226 17%	1818 18%	2387 17%
1-2 Activities	3900 16%	1530 16%	182 15%	2125 16%	3586 16%	70 13%	239 17%	1294 13%	2605 18%
3-4 Activities	6862 28%	3006 31%	340 28%	3482 26%	6269 28%	158 30%	409 30%	2264 22%	4597 32%
5-6 Activities	9287 38%	4213 43%	541 45%	4499 34%	8557 38%	210 40%	495 36%	4717 47%	4570 32%

C25 (L10) Computer skills (derived)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
0 Activities	4205 17%	15 23%	111 20%	45 17%	162 28%	313 13%	25 10%	398 13%	9 11%
1-2 Activities	3900 16%	7 10%	122 22%	59 22%	90 16%	482 20%	36 15%	622 20%	11 14%
3-4 Activities	6862 28%	36 54%	141 26%	66 25%	135 23%	684 28%	73 30%	891 28%	21 26%
5-6 Activities	9287 38%	9 13%	174 32%	92 35%	190 33%	953 39%	112 46%	1241 39%	40 49%

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C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder

Base : All computer users who have carried out Copying or moving a file or folder

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	9759	9759	-	522	607	545	622	652	491	626	592	552	556	570	420	673	632	546	629	524
Weighted base	2888	2888	-	152	25	64	211	211	159	313	28	202	30	54	168	120	38	116	234	762
Confident (Net)	2530	2530	-	135	23	50	169	180	140	273	22	162	26	46	156	97	36	99	197	716
	88%	88%	-	89%	92%	78%	80%	85%	88%	87%	80%	80%	87%	85%	93%	81%	96%	86%	84%	94%
5-Extremely confident	2009	2009	-	112	19	34	133	141	126	223	16	118	20	36	117	67	30	79	145	593
	70%	70%	-	73%	74%	52%	63%	67%	79%	71%	56%	58%	66%	67%	69%	56%	79%	68%	62%	78%
4	521	521	-	23	5	16	36	40	14	50	7	44	7	10	39	29	7	20	52	123
	18%	18%	-	15%	18%	26%	17%	19%	9%	16%	24%	22%	22%	18%	23%	25%	18%	18%	22%	16%
3	275	275	-	14	2	12	27	22	16	30	5	32	3	7	10	17	1	14	32	31
	10%	10%	-	9%	7%	19%	13%	11%	10%	10%	19%	16%	9%	13%	6%	14%	2%	12%	14%	4%
Not confident (Net)	80	80	-	3	*	2	14	9	3	10	*	8	1	1	3	5	*	2	4	14
	3%	3%	-	2%	*	3%	7%	4%	2%	3%	1%	4%	3%	3%	2%	4%	1%	1%	2%	2%
2	53	53	-	3	*	2	10	7	2	5	*	5	1	1	2	2	*	1	2	9
	2%	2%	-	2%	*	3%	5%	4%	1%	2%	1%	2%	3%	2%	1%	2%	1%	1%	1%	1%
1-Not at all confident	27	27	-	*	*	*	4	1	1	5	-	4	*	*	1	2	*	*	2	5
	1%	1%	-	*	*	1%	2%	1%	1%	2%	-	2%	*	1%	2%	*	*	*	1%	1%
Don't know	4	4	-	-	*	-	-	*	*	*	-	*	*	-	1	-	-	*	-	1
	*	*	-	-	*	-	-	*	*	*	-	*	1%	-	*	1%	-	*	-	*

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C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder

Base : All computer users who have carried out Copying or moving a file or folder

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	9759	3839	2635	1963	834	428	2169	3965	3587	287	2252	3557	3415
Weighted base	2888	1046	837	656	208	132	636	1175	1059	96	779	1053	855
Confident (Net)	2530	969	743	548	164	100	557	1024	935	81	650	910	796
	88%	93%	89%	84%	79%	76%	88%	87%	88%	84%	84%	86%	93%
5-Extremely confident	2009	801	594	435	113	62	460	796	741	55	494	733	667
	70%	77%	71%	66%	54%	47%	72%	68%	70%	57%	63%	70%	78%
4	521	168	150	113	52	39	97	228	194	26	156	177	130
	18%	16%	18%	17%	25%	29%	15%	19%	18%	27%	20%	17%	15%
3	275	61	76	82	30	24	60	119	91	12	103	107	45
	10%	6%	9%	12%	14%	18%	9%	10%	9%	12%	13%	10%	5%
Not confident (Net)	80	14	17	25	14	8	18	30	31	3	24	36	12
	3%	1%	2%	4%	7%	6%	3%	3%	3%	3%	3%	3%	1%
2	53	8	9	20	9	6	10	18	25	1	18	23	8
	2%	1%	1%	3%	4%	4%	2%	2%	2%	1%	2%	2%	1%
1-Not at all confident	27	6	8	6	5	2	9	12	6	2	6	14	5
	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%
Don't know	4	1	1	1	*	-	1	2	1	*	2	*	1
	*	*	*	*	*	-	*	*	*	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder

Base : All computer users who have carried out Copying or moving a file or folder

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	9759	3196	457	6035	8818	234	686	4758	5001
Weighted base	2888	1048	172	1650	2556	102	213	1489	1399
Confident (Net)	2530	915	151	1448	2235	93	187	1308	1222
	88%	87%	88%	88%	87%	91%	88%	88%	87%
5-Extremely confident	2009	720	120	1155	1784	68	142	1023	985
	70%	69%	70%	70%	70%	66%	66%	69%	70%
4	521	194	31	294	451	25	45	285	237
	18%	19%	18%	18%	18%	25%	21%	19%	17%
3	275	104	14	155	245	8	21	140	134
	10%	10%	8%	9%	10%	7%	10%	9%	10%
Not confident (Net)	80	28	6	45	73	2	5	39	41
	3%	3%	3%	3%	3%	1%	2%	3%	3%
2	53	23	3	26	47	1	4	27	26
	2%	2%	2%	2%	2%	1%	2%	2%	2%
1-Not at all confident	27	5	3	19	26	*	1	12	15
	1%	*	2%	1%	1%	*	*	1%	1%
Don't know	4	1	*	2	3	*	*	2	2
	*	*	*	*	*	*	*	*	*

C25b_a And how confident would you say that you are in carrying out these activities - Copying or moving a file or folder

Base : All computer users who have carried out Copying or moving a file or folder

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	9759	64	328	237	184	7218	470	8973	196
Weighted base	2888	8	140	49	72	1991	216	2608	70
Confident (Net)	2530	6	121	41	59	1762	186	2282	62
	88%	77%	87%	83%	82%	89%	86%	88%	89%
5-Extremely confident	2009	5	95	28	47	1389	159	1798	58
	70%	69%	68%	58%	65%	70%	74%	69%	82%
4	521	1	26	13	12	373	27	484	5
	18%	9%	19%	26%	17%	19%	12%	19%	7%
3	275	1	16	6	9	171	25	252	5
	10%	19%	11%	13%	13%	9%	11%	10%	7%
Not confident (Net)	80	*	3	2	3	54	6	70	3
	3%	3%	2%	4%	5%	3%	3%	3%	4%
2	53	*	2	2	3	36	1	49	1
	2%	1%	1%	3%	4%	2%	1%	2%	1%
1-Not at all confident	27	*	1	*	*	18	4	22	2
	1%	3%	1%	1%	*	1%	2%	1%	3%
Don't know	4	-	*	*	*	3	-	4	-
	*	-	*	*	*	*	-	*	-

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C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document

Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	9267	9267	-	524	557	476	614	610	477	603	558	548	571	486	389	652	617	468	606	511
Weighted base	2806	2806	-	153	24	54	209	196	156	299	26	199	31	49	165	117	38	100	225	767
Confident (Net)	2475	2475	-	134	22	43	170	174	136	264	22	168	28	42	149	93	37	86	191	715
	88%	88%	-	88%	91%	80%	82%	89%	87%	88%	84%	84%	90%	85%	91%	80%	98%	86%	85%	93%
5-Extremely confident	1989	1989	-	109	18	32	138	139	124	213	17	125	23	30	115	66	29	67	149	594
	71%	71%	-	72%	75%	60%	66%	71%	80%	71%	64%	63%	73%	62%	70%	56%	76%	67%	66%	77%
4	486	486	-	24	4	11	32	36	12	51	5	43	5	11	34	27	8	19	42	122
	17%	17%	-	16%	16%	20%	15%	18%	8%	17%	20%	22%	17%	23%	21%	23%	21%	19%	19%	16%
3	240	240	-	15	2	10	28	15	17	26	4	22	2	7	13	18	1	12	25	24
	9%	9%	-	10%	8%	18%	13%	8%	11%	9%	14%	11%	7%	14%	8%	15%	2%	12%	11%	3%
Not confident (Net)	87	87	-	4	*	1	11	7	2	9	*	9	1	*	3	5	*	1	8	27
	3%	3%	-	2%	1%	1%	5%	4%	1%	3%	2%	4%	3%	1%	2%	4%	1%	1%	4%	3%
2	53	53	-	3	*	1	7	6	2	8	*	8	1	*	2	3	*	1	5	8
	2%	2%	-	2%	*	1%	3%	3%	1%	3%	2%	4%	2%	1%	1%	2%	*	1%	2%	1%
1-Not at all confident	35	35	-	1	*	*	4	1	1	1	*	1	*	*	1	2	*	*	3	19
	1%	1%	-	1%	*	1%	2%	1%	*	*	*	*	1%	*	1%	2%	*	*	1%	2%
Don't know	3	3	-	*	-	-	-	*	*	*	*	*	*	-	1	-	*	-	-	1
	*	*	-	-	*	-	-	*	*	*	1%	*	*	-	1%	-	*	-	-	*
Not stated	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document

Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	9267	3662	2528	1862	782	382	2002	3781	3455	278	2097	3411	3246
Weighted base	2806	1010	817	660	188	123	609	1159	1025	94	763	1025	825
Confident (Net)	2475	944	734	549	148	96	536	1019	910	82	630	902	776
	88%	93%	90%	83%	79%	78%	88%	88%	89%	87%	83%	88%	94%
5-Extremely confident	1989	782	589	445	105	63	452	808	721	59	478	730	663
	71%	77%	72%	68%	56%	51%	74%	70%	70%	63%	63%	71%	80%
4	486	162	144	104	44	33	84	211	189	22	152	172	113
	17%	16%	18%	16%	23%	27%	14%	18%	18%	24%	20%	17%	14%
3	240	54	65	74	26	19	49	96	92	10	89	96	37
	9%	5%	8%	11%	14%	16%	8%	8%	9%	11%	12%	9%	5%
Not confident (Net)	87	10	17	36	14	8	24	42	22	2	42	27	11
	3%	1%	2%	5%	7%	7%	4%	4%	2%	2%	6%	3%	1%
2	53	6	11	17	10	7	15	20	18	1	19	21	7
	2%	1%	1%	3%	6%	6%	2%	2%	2%	2%	2%	2%	1%
1-Not at all confident	35	4	7	19	3	1	9	22	3	*	23	6	4
	1%	*	1%	3%	2%	1%	1%	2%	*	*	3%	1%	*
Don't know	3	1	1	1	*	-	-	2	1	-	2	*	1
	*	*	*	*	*	-	-	*	*	-	*	*	*
Not stated	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	-	-	*	-	*	-	-	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document

Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	9267	3031	438	5733	8375	221	651	4521	4746
Weighted base	2806	1016	166	1604	2492	95	203	1441	1365
Confident (Net)	2475	899	149	1414	2195	90	175	1260	1216
	88%	88%	90%	88%	88%	95%	86%	87%	89%
5-Extremely confident	1989	725	121	1131	1768	66	139	1001	988
	71%	71%	73%	71%	71%	70%	68%	69%	72%
4	486	173	28	283	427	23	36	259	228
	17%	17%	17%	18%	17%	25%	18%	18%	17%
3	240	93	14	128	214	4	22	127	113
	9%	9%	8%	8%	9%	4%	11%	9%	8%
Not confident (Net)	87	23	3	61	81	1	6	53	35
	3%	2%	2%	4%	3%	1%	3%	4%	3%
2	53	19	2	32	48	1	4	29	24
	2%	2%	1%	2%	2%	1%	2%	2%	2%
1-Not at all confident	35	4	1	29	33	*	1	24	11
	1%	*	1%	2%	1%	*	1%	2%	1%
Don't know	3	1	*	2	3	*	*	2	1
	*	*	*	*	*	*	*	*	*
Not stated	*	-	-	*	*	-	-	*	-
	*	-	-	*	*	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_b And how confident would you say that you are in carrying out these activities - Using copy and paste tools to duplicate or move information within a document

Base : All computer users who have carried out Using copy and paste tools to duplicate or move information within a document

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	9267	56	315	219	189	6823	453	8501	186
Weighted base	2806	6	135	46	72	1944	204	2537	66
Confident (Net)	2475	5	116	38	59	1726	179	2234	60
	88%	81%	86%	84%	81%	89%	88%	88%	91%
5-Extremely confident	1989	5	91	31	50	1381	147	1789	49
	71%	73%	68%	69%	69%	71%	72%	71%	75%
4	486	1	25	7	9	345	32	445	10
	17%	8%	19%	15%	12%	18%	16%	18%	16%
3	240	1	16	4	11	152	16	226	3
	9%	11%	12%	10%	15%	8%	8%	9%	5%
Not confident (Net)	87	1	2	3	3	63	8	74	3
	3%	8%	2%	6%	4%	3%	4%	3%	4%
2	53	1	2	3	2	31	8	42	2
	2%	8%	1%	6%	3%	2%	4%	2%	3%
1-Not at all confident	35	*	1	*	*	31	*	33	*
	1%	*	*	1%	*	2%	*	1%	*
Don't know	3	-	*	*	*	3	-	3	-
	*	-	*	*	*	*	-	*	-
Not stated	*	-	-	*	-	*	-	*	-
	*	-	-	*	-	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_c And how confident would you say that you are in carrying out these activities - Using basic arithmetic formulas in a spreadsheet

Base : All computer users who have carried out Using basic arithmetic formulas in a spreadsheet

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	6216	6216	-	309	285	268	457	451	306	456	347	325	451	358	213	521	436	229	416	388
Weighted base	1978	1978	-	102	15	31	155	159	102	218	15	102	24	39	89	93	28	62	145	599
Confident (Net)	1538	1538	-	71	13	22	106	113	73	159	14	81	19	27	73	72	24	48	103	519
	78%	78%	-	69%	85%	71%	68%	71%	72%	73%	91%	79%	81%	69%	82%	77%	85%	79%	71%	87%
5-Extremely confident	1113	1113	-	49	9	13	77	80	53	116	11	57	13	19	53	51	15	37	73	388
	56%	56%	-	48%	61%	43%	50%	50%	52%	53%	72%	55%	52%	48%	59%	54%	55%	59%	50%	65%
4	424	424	-	21	4	9	29	33	20	42	3	24	7	8	20	22	8	12	30	132
	21%	21%	-	21%	24%	28%	18%	21%	20%	19%	19%	24%	29%	21%	23%	23%	30%	19%	21%	22%
3	306	306	-	23	2	8	22	28	16	45	1	17	4	10	9	14	3	10	30	63
	15%	15%	-	23%	11%	26%	14%	18%	16%	21%	8%	17%	16%	25%	11%	15%	11%	17%	21%	11%
Not confident (Net)	131	131	-	8	1	1	27	18	12	14	*	4	1	2	6	7	1	3	12	14
	7%	7%	-	8%	4%	3%	18%	11%	12%	7%	1%	4%	3%	6%	6%	7%	4%	5%	8%	2%
2	92	92	-	7	*	1	15	16	12	12	*	3	1	2	1	2	1	2	8	10
	5%	5%	-	7%	3%	3%	10%	10%	11%	5%	1%	3%	2%	5%	1%	2%	3%	4%	5%	2%
1-Not at all confident	39	39	-	1	*	*	12	2	1	2	*	1	*	*	4	5	*	1	4	4
	2%	2%	-	1%	1%	*	8%	1%	1%	1%	*	1%	1%	1%	5%	5%	*	1%	3%	1%
Don't know	4	4	-	-	-	-	-	*	-	*	-	-	*	-	1	1	*	-	-	2
	*	*	-	-	-	-	-	*	-	*	-	-	*	-	1%	1%	*	-	-	*

C25b_c And how confident would you say that you are in carrying out these activities - Using basic arithmetic formulas in a spreadsheet

Base : All computer users who have carried out Using basic arithmetic formulas in a spreadsheet

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	6216	2600	1750	1179	474	188	1289	2499	2414	141	1203	2358	2363
Weighted base	1978	756	578	438	128	73	445	782	745	59	476	742	630
Confident (Net)	1538	605	462	316	98	53	346	592	596	47	355	556	512
	78%	80%	80%	72%	77%	72%	78%	76%	80%	80%	75%	75%	81%
5-Extremely confident	1113	409	344	248	70	39	242	423	445	27	250	416	375
	56%	54%	60%	57%	54%	54%	54%	54%	60%	46%	52%	56%	60%
4	424	196	118	67	29	13	104	169	151	20	106	140	137
	21%	26%	20%	15%	22%	18%	23%	22%	20%	34%	22%	19%	22%
3	306	113	81	85	14	11	65	136	103	8	80	131	84
	15%	15%	14%	19%	11%	15%	15%	17%	14%	13%	17%	18%	13%
Not confident (Net)	131	36	34	36	16	9	34	53	44	4	39	53	33
	7%	5%	6%	8%	12%	12%	8%	7%	6%	6%	8%	7%	5%
2	92	27	22	26	11	7	19	38	35	3	26	37	25
	5%	4%	4%	6%	9%	10%	4%	5%	5%	6%	5%	5%	4%
1-Not at all confident	39	9	12	10	5	2	15	15	9	*	13	16	9
	2%	1%	2%	2%	4%	3%	3%	2%	1%	*	3%	2%	1%
Don't know	4	1	1	1	*	*	1	1	2	*	1	2	*
	*	*	*	*	*	*	*	*	*	1%	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_c And how confident would you say that you are in carrying out these activities - Using basic arithmetic formulas in a spreadsheet

Base : All computer users who have carried out Using basic arithmetic formulas in a spreadsheet

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	6216	2067	310	3801	5632	151	419	3063	3153
Weighted base	1978	755	116	1095	1751	70	141	1016	962
Confident (Net)	1538	577	96	856	1351	57	116	811	726
	78%	76%	82%	78%	77%	80%	82%	80%	75%
5-Extremely confident	1113	429	76	602	983	40	88	590	524
	56%	57%	65%	55%	56%	56%	62%	58%	54%
4	424	147	20	254	368	17	27	222	202
	21%	20%	17%	23%	21%	24%	19%	22%	21%
3	306	134	12	158	277	8	20	146	160
	15%	18%	10%	14%	16%	11%	14%	14%	17%
Not confident (Net)	131	44	9	78	120	6	5	57	74
	7%	6%	8%	7%	7%	9%	4%	6%	8%
2	92	31	6	55	85	3	5	39	54
	5%	4%	5%	5%	5%	4%	3%	4%	6%
1-Not at all confident	39	12	3	23	35	3	1	18	21
	2%	2%	3%	2%	2%	5%	*	2%	2%
Don't know	4	1	-	3	3	*	1	2	1
	*	*	-	*	*	*	1%	*	*

C25b_c And how confident would you say that you are in carrying out these activities - Using basic arithmetic formulas in a spreadsheet

Base : All computer users who have carried out Using basic arithmetic formulas in a spreadsheet

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	6216	28	191	128	116	4528	335	5691	134
Weighted base	1978	5	94	25	40	1391	149	1787	48
Confident (Net)	1538	4	73	20	27	1083	111	1386	39
	78%	73%	77%	78%	69%	78%	74%	78%	81%
5-Extremely confident	1113	3	57	13	23	771	88	996	34
	56%	62%	61%	51%	58%	55%	59%	56%	70%
4	424	1	15	7	4	312	23	390	6
	21%	11%	16%	27%	11%	22%	16%	22%	12%
3	306	*	17	2	7	217	25	280	5
	15%	4%	18%	9%	17%	16%	17%	16%	11%
Not confident (Net)	131	1	3	3	5	87	13	117	3
	7%	23%	3%	13%	13%	6%	9%	7%	7%
2	92	1	3	3	5	61	8	85	2
	5%	12%	3%	10%	13%	4%	5%	5%	4%
1-Not at all confident	39	1	*	1	*	26	5	33	2
	2%	11%	1%	3%	*	2%	3%	2%	3%
Don't know	4	-	1	*	1	4	-	4	-
	*	-	1%	*	1%	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files

Base : All computer users who have carried out Compressing (or zipping) files

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	6025	6025	-	283	442	268	360	379	294	405	350	376	331	362	238	451	463	276	466	281
Weighted base	1830	1830	-	85	21	29	119	130	103	215	14	123	20	39	109	80	29	72	172	468
Confident (Net)	1505	1505	-	63	19	22	86	101	76	166	13	108	17	31	88	61	25	59	145	425
	82%	82%	-	75%	91%	75%	73%	77%	74%	78%	91%	87%	84%	79%	80%	76%	87%	82%	84%	91%
5-Extremely confident	1116	1116	-	47	15	14	67	61	61	124	9	74	13	23	64	43	20	45	111	326
	61%	61%	-	55%	73%	49%	57%	47%	59%	58%	64%	60%	68%	58%	59%	54%	67%	62%	64%	70%
4	389	389	-	16	4	8	19	40	16	42	4	34	3	8	23	18	6	14	34	99
	21%	21%	-	19%	18%	27%	16%	31%	15%	20%	27%	28%	16%	22%	21%	22%	20%	20%	20%	21%
3	224	224	-	17	2	6	21	17	15	33	1	13	2	6	16	9	2	12	22	31
	12%	12%	-	21%	8%	20%	17%	13%	15%	16%	9%	11%	9%	15%	15%	11%	8%	16%	12%	7%
Not confident (Net)	97	97	-	4	*	1	12	12	12	15	*	2	1	2	6	9	1	1	6	12
	5%	5%	-	5%	1%	4%	10%	10%	12%	7%	*	2%	5%	5%	5%	11%	3%	2%	3%	2%
2	61	61	-	4	*	1	8	7	10	13	*	2	1	2	2	2	1	1	3	5
	3%	3%	-	5%	1%	4%	7%	5%	10%	6%	*	1%	4%	4%	2%	3%	3%	1%	2%	1%
1-Not at all confident	36	36	-	*	*	*	4	6	2	2	-	1	*	1	4	7	*	*	3	6
	2%	2%	-	*	*	1%	4%	4%	2%	1%	-	*	1%	1%	4%	8%	*	*	2%	1%
Don't know	3	3	-	-	*	-	*	-	*	-	-	-	*	-	*	1	1	*	-	1
	*	*	-	-	*	-	*	-	*	-	-	-	1%	-	*	1%	2%	*	-	*
Not stated	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files

Base : All computer users who have carried out Compressing (or zipping) files

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	6025	2507	1741	1146	435	163	1246	2406	2354	137	1182	2292	2272
Weighted base	1830	711	535	409	103	67	399	711	712	52	426	692	609
Confident (Net)	1505	594	454	325	80	48	335	576	589	39	329	573	522
	82%	84%	85%	80%	78%	72%	84%	81%	83%	74%	77%	83%	86%
5-Extremely confident	1116	449	333	235	59	38	264	406	441	20	270	408	394
	61%	63%	62%	57%	57%	57%	66%	57%	62%	38%	63%	59%	65%
4	389	146	121	90	21	10	71	170	148	19	59	164	129
	21%	21%	23%	22%	21%	15%	18%	24%	21%	37%	14%	24%	21%
3	224	77	61	60	14	11	41	98	84	6	72	86	57
	12%	11%	11%	15%	14%	17%	10%	14%	12%	12%	17%	12%	9%
Not confident (Net)	97	37	20	24	8	8	22	36	38	7	24	33	28
	5%	5%	4%	6%	8%	11%	5%	5%	5%	14%	6%	5%	5%
2	61	26	13	12	4	6	10	20	30	7	13	19	19
	3%	4%	2%	3%	4%	9%	3%	3%	4%	13%	3%	3%	3%
1-Not at all confident	36	10	7	12	4	1	12	16	8	*	11	14	9
	2%	1%	1%	3%	4%	2%	3%	2%	1%	1%	3%	2%	1%
Don't know	3	3	*	*	*	-	1	1	1	-	1	1	1
	*	*	*	*	*	-	*	*	*	-	*	*	*
Not stated	*	-	-	-	*	-	*	-	-	-	-	*	-
	*	-	-	-	*	-	*	-	-	-	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files

Base : All computer users who have carried out Compressing (or zipping) files

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	6025	2052	304	3633	5458	145	407	3090	2935
Weighted base	1830	667	112	1038	1625	65	124	987	842
Confident (Net)	1505	548	95	856	1332	56	102	838	667
	82%	82%	85%	82%	82%	87%	83%	85%	79%
5-Extremely confident	1116	394	74	643	993	40	81	648	468
	61%	59%	66%	62%	61%	62%	65%	66%	56%
4	389	154	21	212	339	16	21	190	198
	21%	23%	19%	20%	21%	24%	17%	19%	24%
3	224	93	13	112	200	6	18	106	119
	12%	14%	12%	11%	12%	10%	14%	11%	14%
Not confident (Net)	97	25	3	68	91	2	4	41	56
	5%	4%	3%	7%	6%	3%	3%	4%	7%
2	61	14	2	45	56	2	3	26	35
	3%	2%	2%	4%	3%	3%	2%	3%	4%
1-Not at all confident	36	12	1	23	34	*	1	15	21
	2%	2%	1%	2%	2%	*	1%	1%	2%
Don't know	3	*	*	3	3	-	*	2	1
	*	*	*	*	*	-	*	*	*
Not stated	*	-	-	*	*	-	-	*	-
	*	-	-	*	*	-	-	*	-

C25b_d And how confident would you say that you are in carrying out these activities - Compressing (or zipping) files

Base : All computer users who have carried out Compressing (or zipping) files

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	6025	28	180	125	95	4431	319	5497	137
Weighted base	1830	3	78	24	34	1264	153	1634	54
Confident (Net)	1505	2	63	19	21	1048	123	1345	40
	82%	72%	81%	81%	62%	83%	80%	82%	74%
5-Extremely confident	1116	2	51	16	18	767	96	988	37
	61%	71%	65%	65%	54%	61%	63%	60%	68%
4	389	*	12	4	3	281	27	357	3
	21%	2%	16%	15%	8%	22%	17%	22%	6%
3	224	*	14	4	7	146	21	203	7
	12%	6%	18%	16%	20%	12%	14%	12%	13%
Not confident (Net)	97	1	1	1	6	67	9	82	7
	5%	22%	2%	3%	18%	5%	6%	5%	13%
2	61	1	1	*	4	38	8	50	7
	3%	19%	1%	1%	11%	3%	5%	3%	12%
1-Not at all confident	36	*	1	*	2	29	2	33	*
	2%	2%	1%	2%	7%	2%	1%	2%	1%
Don't know	3	-	-	*	-	3	*	3	-
	*	-	-	*	-	*	*	*	-
Not stated	*	-	-	*	-	*	-	*	-
	*	-	-	*	-	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem

Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	5856	5856	-	290	233	219	452	474	304	449	297	333	308	338	246	486	397	265	446	319
Weighted base	1941	1941	-	84	11	25	164	162	116	232	13	115	18	37	111	86	27	64	160	515
Confident (Net)	1572	1572	-	63	9	17	116	111	81	189	11	99	15	31	92	65	23	49	135	465
	81%	81%	-	75%	85%	69%	71%	69%	70%	81%	83%	86%	84%	84%	83%	75%	85%	77%	84%	90%
5-Extremely confident	1109	1109	-	42	7	10	69	57	67	133	9	67	10	25	69	44	17	32	88	363
	57%	57%	-	50%	70%	41%	42%	35%	58%	57%	66%	58%	55%	68%	62%	51%	64%	50%	55%	70%
4	462	462	-	21	2	7	47	55	14	57	2	31	5	6	24	21	5	17	47	103
	24%	24%	-	24%	15%	28%	29%	34%	12%	24%	17%	27%	29%	16%	21%	24%	20%	27%	29%	20%
3	260	260	-	14	1	7	24	30	26	36	1	12	2	5	14	14	4	11	18	41
	13%	13%	-	17%	9%	27%	15%	19%	22%	15%	10%	11%	10%	13%	13%	16%	13%	18%	11%	8%
Not confident (Net)	105	105	-	7	1	1	22	20	9	7	1	4	1	1	4	7	1	3	8	9
	5%	5%	-	8%	6%	4%	14%	12%	8%	3%	7%	4%	5%	3%	3%	8%	2%	4%	5%	2%
2	69	69	-	6	1	1	15	18	5	4	1	4	1	*	3	2	*	2	5	2
	4%	4%	-	8%	5%	3%	9%	11%	4%	2%	7%	3%	3%	1%	3%	2%	2%	3%	3%	*
1-Not at all confident	36	36	-	1	*	*	8	3	5	3	*	*	*	1	*	5	*	1	3	7
	2%	2%	-	1%	1%	1%	5%	2%	4%	1%	*	*	1%	2%	*	6%	*	2%	2%	1%
Don't know	4	4	-	-	*	*	1	*	*	-	-	-	*	-	*	1	-	1	-	*
	*	*	-	-	*	1%	1%	*	*	-	-	-	2%	-	*	1%	-	1%	-	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem

Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	5856	2500	1664	1076	413	177	1213	2428	2200	130	1145	2182	2259
Weighted base	1941	763	554	426	120	73	440	784	710	61	450	728	640
Confident (Net)	1572	629	459	339	94	46	362	621	584	51	357	579	531
	81%	82%	83%	80%	78%	63%	82%	79%	82%	83%	79%	80%	83%
5-Extremely confident	1109	453	316	239	66	33	253	437	417	30	260	409	386
	57%	59%	57%	56%	55%	46%	57%	56%	59%	49%	58%	56%	60%
4	462	177	143	100	28	12	109	184	168	21	96	170	145
	24%	23%	26%	24%	24%	17%	25%	24%	24%	34%	21%	23%	23%
3	260	102	72	56	17	13	51	114	93	6	69	100	81
	13%	13%	13%	13%	15%	18%	12%	15%	13%	9%	15%	14%	13%
Not confident (Net)	105	30	23	30	8	14	26	47	31	5	23	49	27
	5%	4%	4%	7%	7%	20%	6%	6%	4%	8%	5%	7%	4%
2	69	22	15	19	5	8	15	29	23	*	13	35	20
	4%	3%	3%	4%	4%	11%	3%	4%	3%	*	3%	5%	3%
1-Not at all confident	36	8	8	11	3	6	11	18	8	5	10	13	7
	2%	1%	1%	3%	3%	8%	2%	2%	1%	7%	2%	2%	1%
Don't know	4	2	1	*	*	*	2	1	1	*	2	1	1
	*	*	*	*	*	*	*	*	*	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem

Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	5856	1879	296	3641	5298	133	411	3140	2716
Weighted base	1941	697	119	1113	1722	67	136	1032	909
Confident (Net)	1572	559	100	904	1379	61	118	858	714
	81%	80%	84%	81%	80%	91%	86%	83%	79%
5-Extremely confident	1109	371	82	651	992	38	76	647	463
	57%	53%	69%	59%	58%	57%	56%	63%	51%
4	462	188	18	253	387	23	41	211	251
	24%	27%	15%	23%	22%	34%	30%	20%	28%
3	260	102	14	143	241	4	15	126	134
	13%	15%	12%	13%	14%	6%	11%	12%	15%
Not confident (Net)	105	36	5	63	98	2	4	46	59
	5%	5%	4%	6%	6%	4%	3%	4%	6%
2	69	25	2	40	63	2	3	33	36
	4%	4%	2%	4%	4%	4%	2%	3%	4%
1-Not at all confident	36	11	3	23	36	*	*	14	23
	2%	2%	2%	2%	2%	*	*	1%	2%
Don't know	4	1	*	3	4	-	*	2	2
	*	*	*	*	*	-	*	*	*

C25b_e And how confident would you say that you are in carrying out these activities - Connecting and installing new devices, e.g. a modem

Base : All computer users who have carried out Connecting and installing new devices, e.g. a modem

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	5856	28	192	113	118	4151	345	5324	137
Weighted base	1941	5	88	29	43	1323	158	1737	54
Confident (Net)	1572	5	76	22	31	1076	121	1403	41
	81%	93%	87%	76%	72%	81%	76%	81%	77%
5-Extremely confident	1109	3	44	15	25	760	83	988	33
	57%	72%	50%	52%	58%	57%	53%	57%	62%
4	462	1	32	7	6	317	37	416	8
	24%	21%	37%	24%	14%	24%	24%	24%	15%
3	260	*	8	6	7	174	25	233	10
	13%	3%	9%	20%	16%	13%	16%	13%	19%
Not confident (Net)	105	*	3	1	5	70	12	97	2
	5%	3%	4%	3%	12%	5%	8%	6%	4%
2	69	*	3	1	1	39	12	64	2
	4%	*	3%	3%	3%	3%	7%	4%	3%
1-Not at all confident	36	*	*	-	4	31	*	33	*
	2%	3%	*	-	9%	2%	*	2%	1%
Don't know	4	-	-	*	*	3	*	4	-
	*	-	-	*	*	*	*	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language

Base : All computer users who have carried out Writing a computer program using a specialised programming language

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	1867	1867	-	79	47	73	106	186	85	143	76	104	104	91	68	225	116	104	141	119
Weighted base	578	578	-	23	2	8	33	57	24	75	3	42	7	12	31	38	7	28	38	147
Confident (Net)	385	385	-	14	1	6	16	30	15	42	2	35	4	7	17	18	4	20	21	132
	67%	67%	-	58%	59%	72%	49%	52%	59%	55%	57%	84%	60%	59%	55%	48%	60%	73%	56%	90%
5-Extremely confident	299	299	-	12	1	5	13	20	12	31	1	25	2	5	13	11	2	16	13	117
	52%	52%	-	50%	50%	55%	38%	35%	48%	41%	41%	59%	29%	43%	41%	30%	33%	57%	35%	79%
4	86	86	-	2	*	1	4	10	3	11	1	10	2	2	4	7	2	4	8	15
	15%	15%	-	8%	9%	17%	12%	17%	11%	15%	16%	25%	31%	15%	14%	18%	27%	16%	20%	10%
3	95	95	-	7	*	1	9	12	5	8	*	6	2	3	13	5	1	4	11	6
	16%	16%	-	31%	20%	15%	27%	21%	22%	11%	12%	15%	26%	28%	42%	12%	22%	14%	28%	4%
Not confident (Net)	96	96	-	3	*	1	8	15	4	25	1	1	1	1	1	15	1	3	6	10
	17%	17%	-	11%	19%	11%	23%	26%	18%	33%	29%	1%	10%	12%	3%	39%	18%	12%	16%	7%
2	56	56	-	2	*	1	5	10	4	18	*	1	*	1	4	*	*	2	3	4
	10%	10%	-	11%	13%	7%	14%	17%	15%	24%	2%	1%	6%	7%	3%	11%	7%	9%	7%	3%
1-Not at all confident	40	40	-	*	*	*	3	5	1	7	1	-	*	1	-	11	1	1	3	6
	7%	7%	-	1%	6%	4%	9%	9%	4%	9%	27%	-	4%	5%	-	28%	12%	4%	9%	4%
Don't know	2	2	-	-	*	*	*	*	*	-	*	-	*	*	-	*	-	*	*	-
	*	*	-	-	2%	3%	*	1%	*	-	2%	-	3%	1%	-	1%	-	1%	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language

Base : All computer users who have carried out Writing a computer program using a specialised programming language

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	1867	878	536	290	116	40	375	792	697	24	308	688	806
Weighted base	578	259	168	99	35	15	106	202	269	9	110	208	240
Confident (Net)	385	177	114	61	21	10	54	132	198	6	82	122	166
	67%	68%	68%	62%	60%	68%	51%	65%	74%	72%	74%	59%	69%
5-Extremely confident	299	140	84	50	17	7	38	97	162	5	66	85	135
	52%	54%	50%	50%	49%	46%	36%	48%	60%	60%	60%	41%	56%
4	86	37	31	11	4	3	16	35	36	1	16	37	31
	15%	14%	18%	12%	12%	22%	15%	17%	13%	12%	14%	18%	13%
3	95	44	29	15	4	3	27	37	31	1	17	40	36
	16%	17%	17%	15%	12%	21%	25%	18%	12%	8%	15%	19%	15%
Not confident (Net)	96	38	25	22	9	2	26	31	39	2	11	45	37
	17%	14%	15%	22%	27%	11%	24%	16%	15%	20%	10%	22%	16%
2	56	23	14	12	7	1	14	16	27	2	3	25	25
	10%	9%	8%	12%	19%	6%	13%	8%	10%	19%	3%	12%	10%
1-Not at all confident	40	15	11	10	3	1	12	15	13	*	7	20	13
	7%	6%	7%	11%	8%	5%	11%	8%	5%	1%	7%	9%	5%
Don't know	2	1	1	*	*	-	*	1	1	*	1	*	1
	*	*	*	*	1%	-	*	1%	*	*	1%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language

Base : All computer users who have carried out Writing a computer program using a specialised programming language

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	1867	576	106	1175	1666	50	146	1106	761
Weighted base	578	179	41	353	495	31	49	362	216
Confident (Net)	385	105	31	245	316	26	40	244	141
	67%	58%	76%	69%	64%	83%	82%	67%	65%
5-Extremely confident	299	79	19	197	248	14	35	193	105
	52%	44%	47%	56%	50%	46%	71%	53%	49%
4	86	26	12	48	68	12	5	51	36
	15%	15%	29%	14%	14%	37%	11%	14%	16%
3	95	35	7	53	87	3	4	62	32
	16%	20%	16%	15%	18%	9%	9%	17%	15%
Not confident (Net)	96	39	3	54	90	2	4	54	42
	17%	22%	8%	15%	18%	7%	9%	15%	19%
2	56	22	2	32	53	1	2	33	23
	10%	12%	5%	9%	11%	3%	5%	9%	11%
1-Not at all confident	40	16	1	22	37	1	2	21	19
	7%	9%	3%	6%	7%	4%	4%	6%	9%
Don't know	2	1	*	1	2	-	*	1	1
	*	*	*	*	*	-	*	*	*

C25b_f And how confident would you say that you are in carrying out these activities - Writing a computer program using a specialised programming language

Base : All computer users who have carried out Writing a computer program using a specialised programming language

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	1867	10	75	45	33	1335	92	1705	56
Weighted base	578	1	39	11	13	376	51	503	26
Confident (Net)	385	1	26	6	8	248	35	341	21
	67%	72%	67%	56%	59%	66%	68%	68%	84%
5-Extremely confident	299	1	25	5	7	195	29	259	21
	52%	40%	63%	44%	53%	52%	58%	51%	82%
4	86	*	1	1	1	53	5	82	1
	15%	32%	4%	12%	6%	14%	11%	16%	2%
3	95	*	6	2	3	64	6	79	4
	16%	15%	15%	23%	26%	17%	11%	16%	14%
Not confident (Net)	96	*	7	2	2	62	10	80	*
	17%	13%	19%	19%	15%	17%	21%	16%	2%
2	56	*	5	1	1	33	9	43	*
	10%	6%	14%	10%	7%	9%	17%	9%	1%
1-Not at all confident	40	*	2	1	1	29	2	38	*
	7%	7%	5%	9%	8%	8%	3%	7%	1%
Don't know	2	-	-	*	-	1	*	2	-
	*	-	-	1%	-	*	*	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C25b Summary Table - And how confident would you say that you are in carrying out these activities

Base : All computer users who have carried out each computer related activity

	Confident (Net)	5-Extremely confident	4	3	Not confident (Net)	2	1-Not at all confident	Don't know	Not stated
Copying or moving a file or folder	2530 88%	2009 70%	521 18%	275 10%	80 3%	53 2%	27 1%	4 *	-
Using copy and paste tools to duplicate or move information within a document	2475 88%	1989 71%	486 17%	240 9%	87 3%	53 2%	35 1%	3 *	*
Using basic arithmetic formulas in a spreadsheet	1538 78%	1113 56%	424 21%	306 15%	131 7%	92 5%	39 2%	4 *	-
Compressing (or zipping) files	1505 82%	1116 61%	389 21%	224 12%	97 5%	61 3%	36 2%	3 *	*
Connecting and installing new devices, e.g. a modem	1572 81%	1109 57%	462 24%	260 13%	105 5%	69 4%	36 2%	4 *	-
Writing a computer program using a specialised programming language	385 67%	299 52%	86 15%	95 16%	96 17%	56 10%	40 7%	2 *	-

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C26 (L11) Which of the following Internet related activities have you ever carried out?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Using a search engine to find information	21020 87%	3310 95%	17710 85%	974 91%	162 74%	407 80%	682 94%	752 91%	3461 91%	2821 90%	184 76%	1590 79%	110 76%	124 73%	1358 95%	1491 83%	274 94%	633 79%	1969 83%	4027 86%
Sending e-mails with attached files (documents, pictures, etc.)	20118 83%	3078 89%	17040 82%	972 91%	139 64%	391 77%	655 90%	700 85%	3452 91%	2538 81%	151 62%	1473 73%	104 71%	110 65%	1309 91%	1370 76%	268 92%	574 72%	2016 85%	3897 83%
Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	13139 54%	2252 65%	10887 52%	604 57%	110 50%	263 52%	445 61%	538 65%	1780 47%	1231 39%	100 41%	1004 50%	76 52%	84 50%	759 53%	1094 61%	239 82%	482 60%	1593 67%	2736 58%
Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)	12228 50%	1842 53%	10386 50%	544 51%	123 57%	251 49%	387 53%	391 47%	2093 55%	1329 42%	100 41%	890 44%	78 53%	94 55%	704 49%	1114 62%	180 62%	324 40%	1239 52%	2385 51%
Using peer-to-peer file sharing for exchanging movies, music, etc.	7738 32%	1186 34%	6552 32%	284 27%	43 20%	78 15%	171 24%	312 38%	974 26%	528 17%	51 21%	663 33%	48 33%	47 28%	441 31%	780 43%	164 56%	213 27%	1498 63%	1443 31%
Creating a web page	4760 20%	771 22%	3988 19%	210 20%	16 7%	47 9%	154 21%	216 26%	968 25%	483 15%	11 5%	230 11%	18 12%	18 11%	304 21%	267 15%	75 26%	157 20%	529 22%	1055 22%
None of the above (SPONTANEOUS)	2517 10%	79 2%	2438 12%	62 6%	53 24%	93 18%	41 6%	49 6%	218 6%	278 9%	50 21%	243 12%	30 21%	40 23%	59 4%	295 16%	16 5%	118 15%	305 13%	567 12%

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C26 (L11) Which of the following Internet related activities have you ever carried out?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Using a search engine to find information	21020 87%	5652 95%	5872 93%	5366 89%	2252 79%	1808 60%	5873 84%	8916 87%	6188 89%	764 50%	5574 81%	9163 93%	5009 95%
Sending e-mails with attached files (documents, pictures, etc.)	20118 83%	5572 93%	5731 91%	5018 83%	2176 76%	1564 52%	5552 79%	8490 83%	6037 87%	662 43%	5162 75%	8855 90%	4972 95%
Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	13139 54%	4874 82%	4494 71%	2605 43%	793 28%	357 12%	3451 49%	5369 53%	4291 62%	285 19%	3059 44%	5210 53%	4246 81%
Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)	12228 50%	4302 72%	3829 61%	2479 41%	954 33%	631 21%	3056 44%	5222 51%	3931 56%	259 17%	2640 38%	5202 53%	3865 74%
Using peer-to-peer file sharing for exchanging movies, music, etc.	7738 32%	3154 53%	2799 44%	1289 21%	362 13%	120 4%	2085 30%	3080 30%	2566 37%	93 6%	1658 24%	3024 31%	2758 53%
Creating a web page	4760 20%	1778 30%	1557 25%	936 15%	302 11%	173 6%	1312 19%	1991 19%	1450 21%	48 3%	998 14%	2075 21%	1528 29%
None of the above (SPONTANEOUS)	2517 10%	78 1%	235 4%	583 10%	489 17%	1125 37%	903 13%	1022 10%	582 8%	708 46%	1116 16%	464 5%	73 1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C26 (L11) Which of the following Internet related activities have you ever carried out?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Using a search engine to find information	21020 87%	9039 93%	1108 92%	10757 82%	19333 87%	485 91%	1122 82%	8688 86%	12331 87%
Sending e-mails with attached files (documents, pictures, etc.)	20118 83%	8734 90%	1080 90%	10186 77%	18414 83%	479 90%	1150 84%	8219 81%	11899 84%
Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	13139 54%	5517 57%	665 55%	6860 52%	11941 54%	314 59%	833 61%	5560 55%	7579 54%
Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)	12228 50%	5139 53%	704 59%	6342 48%	10990 49%	310 59%	897 66%	5219 52%	7008 49%
Using peer-to-peer file sharing for exchanging movies, music, etc.	7738 32%	3191 33%	430 36%	4103 31%	7077 32%	185 35%	469 34%	3740 37%	3998 28%
Creating a web page	4760 20%	2019 21%	383 32%	2330 18%	4328 19%	133 25%	297 22%	2631 26%	2128 15%
None of the above (SPONTANEOUS)	2517 10%	456 5%	72 6%	1980 15%	2307 10%	35 7%	146 11%	1134 11%	1383 10%

C26 (L11) Which of the following Internet related activities have you ever carried out?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Using a search engine to find information	21020 87%	58 85%	429 78%	208 80%	477 83%	2316 95%	236 96%	3012 96%	78 94%
Sending e-mails with attached files (documents, pictures, etc.)	20118 83%	54 80%	437 80%	212 81%	422 73%	2161 89%	226 92%	2795 89%	70 85%
Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	13139 54%	29 43%	323 59%	152 58%	299 52%	1579 65%	153 62%	2053 65%	58 71%
Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)	12228 50%	11 17%	316 58%	151 58%	225 39%	1292 53%	147 60%	1673 53%	46 56%
Using peer-to-peer file sharing for exchanging movies, music, etc.	7738 32%	18 27%	228 42%	96 37%	167 29%	822 34%	86 35%	1066 34%	36 44%
Creating a web page	4760 20%	6 8%	108 20%	30 11%	119 21%	539 22%	66 27%	686 22%	36 44%
None of the above (SPONTANEOUS)	2517 10%	8 11%	63 12%	30 12%	96 17%	55 2%	6 2%	67 2%	1 1%

C26 (L11) Internet skills (derived)

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
0 Activities	2517	79	2438	62	53	93	41	49	218	278	50	243	30	40	59	295	16	118	305	567
	10%	2%	12%	6%	24%	18%	6%	6%	6%	9%	21%	12%	21%	23%	4%	16%	5%	15%	13%	12%
1-2 Activities	5805	893	4912	271	35	106	155	192	1039	1123	71	645	26	28	428	263	21	193	242	968
	24%	26%	24%	25%	16%	21%	21%	23%	27%	36%	29%	32%	18%	17%	30%	15%	7%	24%	10%	21%
3-4 Activities	9164	1392	7771	467	91	232	344	320	1573	1268	81	579	45	60	560	549	107	324	797	1767
	38%	40%	37%	44%	42%	46%	47%	39%	41%	41%	34%	29%	31%	35%	39%	31%	37%	40%	34%	38%
5-6 Activities	6767	1109	5658	268	40	79	187	263	978	460	40	545	44	42	384	688	148	166	1033	1403
	28%	32%	27%	25%	18%	15%	26%	32%	26%	15%	17%	27%	30%	25%	27%	38%	51%	21%	43%	30%

C26 (L11) Internet skills (derived)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
0 Activities	2517 10%	78 1%	235 4%	583 10%	489 17%	1125 37%	903 13%	1022 10%	582 8%	708 46%	1116 16%	464 5%	73 1%
1-2 Activities	5805 24%	603 10%	1063 17%	1904 31%	1131 39%	1079 36%	1863 27%	2519 25%	1405 20%	445 29%	2035 30%	2621 27%	522 10%
3-4 Activities	9164 38%	2468 41%	2492 40%	2489 41%	965 34%	709 24%	2533 36%	3977 39%	2632 38%	335 22%	2431 35%	4095 41%	2111 40%
5-6 Activities	6767 28%	2811 47%	2510 40%	1072 18%	281 10%	90 3%	1701 24%	2705 26%	2354 34%	53 3%	1311 19%	2695 27%	2542 48%

C26 (L11) Internet skills (derived)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
0 Activities	2517 10%	456 5%	72 6%	1980 15%	2307 10%	35 7%	146 11%	1134 11%	1383 10%
1-2 Activities	5805 24%	2425 25%	259 22%	3058 23%	5439 24%	126 24%	213 16%	2311 23%	3495 25%
3-4 Activities	9164 38%	4144 43%	418 35%	4541 34%	8371 38%	167 32%	582 43%	3216 32%	5948 42%
5-6 Activities	6767 28%	2694 28%	452 38%	3600 27%	6129 28%	201 38%	429 31%	3434 34%	3334 24%

C26 (L11) Internet skills (derived)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
0 Activities	2517 10%	8 11%	63 12%	30 12%	96 17%	55 2%	6 2%	67 2%	1 1%
1-2 Activities	5805 24%	30 44%	129 24%	57 22%	134 23%	630 26%	60 24%	808 26%	20 25%
3-4 Activities	9164 38%	24 36%	175 32%	94 36%	220 38%	978 40%	92 37%	1283 41%	20 25%
5-6 Activities	6767 28%	6 9%	180 33%	80 31%	128 22%	769 32%	88 36%	994 32%	40 49%

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C26b_a And how confident would you say that you are in carrying out these activities
- Using a search engine to find information

Base : All computer users who have carried out Using a search engine to find information

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11118	11118	-	635	683	658	680	693	568	699	658	641	685	643	503	694	689	666	638	685
Weighted base	3310	3310	-	178	28	76	229	224	180	339	30	225	36	58	189	123	40	128	236	991
Confident (Net)	3034	3034	-	162	26	62	193	210	161	305	28	199	32	53	170	108	39	112	214	961
	92%	92%	-	91%	95%	82%	84%	93%	89%	90%	94%	89%	90%	92%	90%	88%	96%	87%	91%	97%
5-Extremely confident	2493	2493	-	126	22	46	151	169	140	247	22	155	26	41	124	86	34	93	156	852
	75%	75%	-	71%	79%	61%	66%	76%	78%	73%	71%	69%	74%	72%	66%	70%	85%	73%	66%	86%
4	541	541	-	35	4	16	42	40	20	57	7	45	6	11	46	22	5	19	58	109
	16%	16%	-	20%	16%	20%	18%	18%	11%	17%	22%	20%	17%	20%	24%	18%	12%	15%	24%	11%
3	209	209	-	13	1	11	23	12	16	25	1	20	3	4	16	11	1	13	21	20
	6%	6%	-	7%	5%	15%	10%	5%	9%	7%	5%	9%	7%	6%	9%	9%	2%	10%	9%	2%
Not confident (Net)	50	50	-	3	*	2	4	3	3	9	*	6	1	1	3	4	1	3	1	7
	2%	2%	-	2%	*	3%	2%	1%	2%	3%	1%	3%	2%	2%	1%	3%	2%	2%	*	1%
2	36	36	-	2	*	1	3	2	2	9	*	3	1	*	3	3	1	1	1	4
	1%	1%	-	1%	*	2%	1%	1%	1%	3%	1%	1%	2%	1%	1%	2%	2%	1%	*	*
1-Not at all confident	15	15	-	1	*	*	1	1	2	1	*	3	*	1	-	1	*	2	*	2
	*	*	-	1%	*	1%	*	*	1%	*	*	1%	*	1%	-	1%	*	1%	*	*
Don't know	6	6	-	-	*	1	-	*	*	-	*	*	*	-	*	*	-	1	-	4
	*	*	-	-	*	1%	-	*	*	-	*	*	1%	-	*	*	-	*	-	*
Not stated	10	10	-	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-

C26b_a And how confident would you say that you are in carrying out these activities
- Using a search engine to find information

Base : All computer users who have carried out Using a search engine to find information

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11118	4078	2890	2332	1104	652	2461	4596	4021	451	2857	3928	3570
Weighted base	3310	1127	920	803	257	194	684	1402	1206	149	1015	1136	888
Confident (Net)	3034	1077	860	726	225	139	627	1280	1112	134	900	1041	849
	92%	96%	93%	91%	88%	71%	92%	91%	92%	90%	89%	92%	96%
5-Extremely confident	2493	928	711	589	165	93	519	1073	889	104	724	839	733
	75%	82%	77%	73%	64%	48%	76%	77%	74%	70%	71%	74%	83%
4	541	148	149	138	60	45	107	206	223	30	176	202	116
	16%	13%	16%	17%	23%	23%	16%	15%	18%	20%	17%	18%	13%
3	209	38	45	61	21	42	47	89	73	11	87	76	27
	6%	3%	5%	8%	8%	22%	7%	6%	6%	7%	9%	7%	3%
Not confident (Net)	50	10	7	13	8	11	9	23	17	4	21	15	8
	2%	1%	1%	2%	3%	6%	1%	2%	1%	3%	2%	1%	1%
2	36	6	3	10	6	10	5	17	12	4	18	9	4
	1%	1%	*	1%	2%	5%	1%	1%	1%	2%	2%	1%	*
1-Not at all confident	15	4	4	3	2	2	4	6	5	1	3	6	4
	*	*	*	*	1%	1%	1%	*	*	*	*	1%	*
Don't know	6	2	4	1	*	-	*	5	2	*	4	*	2
	*	*	*	*	*	-	*	*	*	*	*	*	*
Not stated	10	*	4	1	2	2	1	6	3	*	3	4	3
	*	*	*	*	1%	1%	*	*	*	*	*	*	*

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C26b_a And how confident would you say that you are in carrying out these activities
- Using a search engine to find information

Base : All computer users who have carried out Using a search engine to find information

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11118	3539	501	6994	10016	254	819	5508	5610
Weighted base	3310	1150	182	1955	2916	105	257	1757	1553
Confident (Net)	3034	1081	169	1766	2666	102	235	1608	1426
	92%	94%	93%	90%	91%	97%	92%	91%	92%
5-Extremely confident	2493	890	142	1445	2190	86	186	1302	1191
	75%	77%	78%	74%	75%	82%	73%	74%	77%
4	541	191	27	320	475	16	49	306	235
	16%	17%	15%	16%	16%	15%	19%	17%	15%
3	209	56	11	139	191	2	15	117	92
	6%	5%	6%	7%	7%	2%	6%	7%	6%
Not confident (Net)	50	11	2	36	47	1	3	26	24
	2%	1%	1%	2%	2%	1%	1%	1%	2%
2	36	7	1	26	34	-	2	19	17
	1%	1%	1%	1%	1%	-	1%	1%	1%
1-Not at all confident	15	4	*	10	13	1	1	7	7
	*	*	*	*	*	1%	*	*	*
Don't know	6	1	-	6	6	-	*	2	5
	*	*	-	*	*	-	*	*	*
Not stated	10	*	1	9	7	-	3	4	6
	*	*	*	*	*	-	1%	*	*

**C26b_a And how confident would you say that you are in carrying out these activities
- Using a search engine to find information**

Base : All computer users who have carried out Using a search engine to find information

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11118	100	397	274	275	8293	497	10251	211
Weighted base	3310	10	162	59	104	2316	236	3012	78
Confident (Net)	3034	8	148	51	92	2144	206	2767	71
	92%	77%	92%	86%	89%	93%	87%	92%	91%
5-Extremely confident	2493	7	109	41	69	1800	171	2266	64
	75%	67%	67%	70%	67%	78%	72%	75%	82%
4	541	1	39	9	23	345	35	501	7
	16%	10%	24%	16%	22%	15%	15%	17%	9%
3	209	2	12	5	9	126	20	188	4
	6%	19%	7%	9%	9%	5%	8%	6%	5%
Not confident (Net)	50	*	1	1	1	32	9	41	3
	2%	3%	1%	1%	1%	1%	4%	1%	3%
2	36	*	*	*	1	22	6	30	*
	1%	*	*	1%	1%	1%	3%	1%	1%
1-Not at all confident	15	*	1	*	*	10	2	12	2
	*	2%	1%	*	*	*	1%	*	3%
Don't know	6	*	*	-	*	5	*	5	*
	*	*	*	-	*	*	*	*	*
Not stated	10	*	1	2	1	8	1	10	-
	*	1%	*	4%	1%	*	*	*	-

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C26b_b And how confident would you say that you are in carrying out these activities
- Sending e-mails with attached files (documents, pictures, etc.)

Base : All computer users who have carried out Sending e-mails with attached files (documents, pictures, etc.)

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	10116	10116	-	580	558	603	655	632	512	613	595	567	636	562	464	657	651	557	644	630
Weighted base	3078	3078	-	164	24	69	218	212	169	302	28	202	34	53	180	117	39	117	230	921
Confident (Net)	2809	2809	-	153	22	59	187	188	151	274	27	170	30	48	167	101	38	101	205	887
	91%	91%	-	93%	93%	85%	86%	89%	89%	91%	95%	84%	89%	91%	93%	87%	97%	86%	89%	96%
5-Extremely confident	2372	2372	-	120	18	48	158	152	139	232	20	139	25	40	120	83	31	80	150	818
	77%	77%	-	73%	77%	70%	73%	71%	82%	77%	71%	69%	73%	75%	67%	72%	79%	69%	65%	89%
4	437	437	-	33	4	11	29	37	12	42	7	31	5	8	48	18	7	20	55	69
	14%	14%	-	20%	16%	16%	13%	17%	7%	14%	24%	15%	16%	16%	27%	15%	18%	17%	24%	8%
3	206	206	-	10	1	9	20	19	15	22	1	23	2	4	9	9	*	12	22	26
	7%	7%	-	6%	6%	14%	9%	9%	9%	7%	3%	11%	6%	7%	5%	8%	1%	10%	10%	3%
Not confident (Net)	50	50	-	1	*	1	3	4	3	6	*	8	1	1	3	6	1	4	3	4
	2%	2%	-	1%	2%	1%	1%	2%	2%	2%	1%	4%	4%	2%	5%	2%	2%	3%	1%	*
2	36	36	-	1	*	*	2	3	2	6	*	8	1	1	2	4	1	3	1	2
	1%	1%	-	*	*	1%	1%	1%	1%	2%	1%	4%	4%	1%	1%	3%	2%	2%	1%	*
1-Not at all confident	13	13	-	1	*	*	1	2	1	*	-	1	*	*	2	*	*	1	1	2
	*	*	-	*	2%	*	*	1%	*	*	-	*	1%	*	2%	*	*	1%	1%	*
Don't know	6	6	-	*	-	-	-	*	*	-	*	*	*	-	1	-	*	*	1	3
	*	*	-	*	-	-	-	*	*	-	1%	*	*	-	*	-	-	*	*	*
Not stated	8	8	-	-	-	-	8	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	-

C26b_b And how confident would you say that you are in carrying out these activities
- Sending e-mails with attached files (documents, pictures, etc.)

Base : All computer users who have carried out Sending e-mails with attached files (documents, pictures, etc.)

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	10116	3815	2744	2083	935	489	2192	4228	3661	343	2493	3636	3363
Weighted base	3078	1073	884	735	229	150	640	1299	1123	122	915	1071	861
Confident (Net)	2809	1022	813	660	196	111	592	1183	1020	107	803	976	824
	91%	95%	92%	90%	86%	75%	92%	91%	91%	88%	88%	91%	96%
5-Extremely confident	2372	895	693	558	143	78	505	1012	845	85	670	820	715
	77%	83%	78%	76%	63%	52%	79%	78%	75%	70%	73%	77%	83%
4	437	127	120	101	53	34	87	171	175	22	134	157	109
	14%	12%	14%	14%	23%	23%	14%	13%	16%	18%	15%	15%	13%
3	206	41	50	62	23	29	39	86	80	12	87	72	26
	7%	4%	6%	8%	10%	19%	6%	7%	7%	10%	9%	7%	3%
Not confident (Net)	50	9	14	12	7	8	9	20	20	2	20	18	7
	2%	1%	2%	2%	3%	5%	1%	2%	2%	2%	2%	2%	1%
2	36	5	10	10	6	6	5	16	15	2	15	14	4
	1%	1%	1%	1%	2%	4%	1%	1%	1%	2%	2%	1%	*
1-Not at all confident	13	3	4	2	2	2	5	4	5	*	4	4	3
	*	*	*	*	1%	2%	1%	*	*	*	*	*	*
Don't know	6	1	4	*	*	*	*	5	1	*	4	*	1
	*	*	*	*	*	*	*	*	*	*	*	*	*
Not stated	8	*	3	1	2	1	-	5	3	*	1	3	3
	*	*	*	*	1%	1%	-	*	*	*	*	*	*

C26b_b And how confident would you say that you are in carrying out these activities
- Sending e-mails with attached files (documents, pictures, etc.)

Base : All computer users who have carried out Sending e-mails with attached files (documents, pictures, etc.)

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	10116	3290	474	6279	9103	240	746	4955	5161
Weighted base	3078	1100	175	1784	2703	103	240	1619	1459
Confident (Net)	2809	1006	161	1625	2456	101	221	1461	1347
	91%	91%	92%	91%	91%	98%	92%	90%	92%
5-Extremely confident	2372	870	135	1352	2075	82	185	1229	1143
	77%	79%	77%	76%	77%	80%	77%	76%	78%
4	437	137	26	273	381	19	36	233	204
	14%	12%	15%	15%	14%	18%	15%	14%	14%
3	206	74	12	117	190	1	14	126	80
	7%	7%	7%	7%	7%	1%	6%	8%	5%
Not confident (Net)	50	18	1	30	47	*	1	26	24
	2%	2%	1%	2%	2%	*	1%	2%	2%
2	36	15	1	20	35	*	1	20	17
	1%	1%	*	1%	1%	*	*	1%	1%
1-Not at all confident	13	3	1	9	13	*	*	6	7
	*	*	*	1%	*	*	*	*	*
Don't know	6	1	-	5	5	-	1	2	4
	*	*	-	*	*	-	*	*	*
Not stated	8	*	1	7	5	*	3	4	4
	*	*	*	*	*	*	1%	*	*

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C26b_b And how confident would you say that you are in carrying out these activities
- Sending e-mails with attached files (documents, pictures, etc.)

Base : All computer users who have carried out Sending e-mails with attached files (documents, pictures, etc.)

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	10116	72	364	254	227	7512	480	9308	199
Weighted base	3078	9	154	56	87	2161	226	2795	70
Confident (Net)	2809	7	138	47	80	1999	192	2558	61
	91%	81%	90%	83%	91%	92%	85%	92%	86%
5-Extremely confident	2372	6	115	38	64	1701	169	2162	56
	77%	72%	75%	67%	73%	79%	75%	77%	80%
4	437	1	23	9	16	298	23	396	5
	14%	9%	15%	16%	19%	14%	10%	14%	6%
3	206	1	13	5	5	116	29	184	7
	7%	15%	9%	9%	6%	5%	13%	7%	10%
Not confident (Net)	50	*	1	2	1	34	4	39	2
	2%	3%	1%	4%	1%	2%	2%	1%	3%
2	36	*	1	2	1	24	3	28	2
	1%	3%	1%	4%	1%	1%	2%	1%	2%
1-Not at all confident	13	-	*	*	*	11	*	11	*
	*	-	*	*	*	*	*	*	1%
Don't know	6	-	1	-	*	5	-	6	*
	*	-	1%	-	*	*	-	*	*
Not stated	8	*	1	2	1	7	*	8	-
	*	1%	*	4%	1%	*	*	*	-

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C26b_c And how confident would you say that you are in carrying out these activities
- Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

Base : All computer users who have carried out Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	7263	7263	-	341	411	407	478	537	272	333	420	428	454	413	275	574	551	458	501	410
Weighted base	2252	2252	-	111	18	48	158	173	99	182	20	151	25	42	117	102	34	103	171	701
Confident (Net)	2021	2021	-	92	18	43	136	159	90	145	19	134	23	39	99	88	32	86	154	666
	90%	90%	-	83%	95%	90%	86%	92%	91%	80%	95%	89%	90%	93%	85%	87%	94%	84%	90%	95%
5-Extremely confident	1691	1691	-	74	14	36	115	121	84	111	13	94	19	32	70	72	27	70	116	622
	75%	75%	-	67%	78%	75%	73%	70%	85%	61%	67%	63%	73%	76%	60%	70%	78%	68%	68%	89%
4	330	330	-	17	3	7	20	38	5	34	5	39	4	7	29	17	5	16	38	44
	15%	15%	-	16%	17%	15%	13%	22%	5%	19%	28%	26%	16%	17%	25%	16%	16%	15%	22%	6%
3	170	170	-	13	1	5	15	11	7	32	1	13	2	3	10	8	1	10	13	28
	8%	8%	-	12%	4%	10%	10%	6%	7%	17%	5%	8%	7%	7%	8%	8%	4%	9%	8%	4%
Not confident (Net)	49	49	-	6	*	*	3	3	2	5	*	3	1	*	7	4	1	7	4	3
	2%	2%	-	5%	*	1%	2%	2%	2%	3%	*	2%	2%	*	6%	4%	2%	6%	2%	*
2	36	36	-	5	*	*	2	2	1	2	*	3	*	*	7	2	1	5	3	3
	2%	2%	-	4%	*	1%	2%	1%	1%	1%	*	2%	2%	*	6%	2%	2%	4%	2%	*
1-Not at all confident	13	13	-	1	-	*	*	1	1	3	-	*	*	*	1	3	*	2	1	1
	1%	1%	-	1%	-	*	*	1%	1%	2%	-	*	*	*	1%	2%	*	2%	*	*
Don't know	7	7	-	-	*	-	-	*	*	-	-	1	*	*	1	1	-	1	-	3
	*	*	-	-	*	-	-	*	*	-	-	1%	1%	*	1%	1%	-	1%	-	*
Not stated	4	4	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-

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C26b_c And how confident would you say that you are in carrying out these activities
- Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

Base : All computer users who have carried out Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	7263	3390	2098	1219	387	140	1627	2975	2636	217	1565	2313	2995
Weighted base	2252	972	693	440	99	42	451	963	826	77	613	712	771
Confident (Net)	2021	897	635	369	82	32	407	859	745	65	555	624	709
	90%	92%	92%	84%	83%	76%	90%	89%	90%	84%	91%	88%	92%
5-Extremely confident	1691	779	511	310	65	22	348	728	608	56	474	491	607
	75%	80%	74%	70%	66%	53%	77%	76%	74%	73%	77%	69%	79%
4	330	118	125	59	17	10	59	131	138	9	81	133	102
	15%	12%	18%	14%	17%	23%	13%	14%	17%	11%	13%	19%	13%
3	170	54	40	58	10	8	32	78	60	9	41	68	42
	8%	6%	6%	13%	10%	19%	7%	8%	7%	12%	7%	10%	5%
Not confident (Net)	49	19	11	11	6	2	11	18	19	3	11	18	15
	2%	2%	2%	3%	6%	4%	3%	2%	2%	4%	2%	3%	2%
2	36	15	8	9	3	1	8	15	12	2	9	12	12
	2%	2%	1%	2%	3%	1%	2%	2%	1%	3%	2%	2%	2%
1-Not at all confident	13	3	3	2	3	1	3	3	7	1	1	6	3
	1%	*	*	*	3%	3%	1%	*	1%	1%	*	1%	*
Don't know	7	2	5	1	*	*	1	5	1	*	4	1	2
	*	*	1%	*	*	*	*	1%	*	*	1%	*	*
Not stated	4	*	3	*	*	-	-	3	1	*	1	*	2
	*	*	*	*	*	-	-	*	*	*	*	*	*

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C26b_c And how confident would you say that you are in carrying out these activities
- Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

Base : All computer users who have carried out Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	7263	2166	319	4727	6532	175	537	3568	3695
Weighted base	2252	767	118	1351	1991	77	166	1175	1077
Confident (Net)	2021	689	109	1209	1787	69	149	1045	976
	90%	90%	92%	90%	90%	89%	90%	89%	91%
5-Extremely confident	1691	571	86	1026	1506	53	116	860	831
	75%	74%	73%	76%	76%	69%	70%	73%	77%
4	330	119	23	184	281	16	33	184	146
	15%	15%	19%	14%	14%	20%	20%	16%	14%
3	170	64	6	100	154	8	9	95	76
	8%	8%	5%	7%	8%	10%	5%	8%	7%
Not confident (Net)	49	12	2	33	42	1	6	31	18
	2%	2%	2%	2%	2%	1%	3%	3%	2%
2	36	9	*	25	31	*	5	23	13
	2%	1%	*	2%	2%	*	3%	2%	1%
1-Not at all confident	13	3	2	8	11	1	1	8	5
	1%	*	2%	1%	1%	1%	1%	1%	*
Don't know	7	2	*	5	7	*	*	2	5
	*	*	*	*	*	*	*	*	*
Not stated	4	-	*	4	1	-	2	2	1
	*	-	*	*	*	-	1%	*	*

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C26b_c And how confident would you say that you are in carrying out these activities
- Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

Base : All computer users who have carried out Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	7263	63	272	179	146	5360	360	6680	154
Weighted base	2252	8	114	41	63	1579	153	2053	58
Confident (Net)	2021	6	97	34	51	1426	131	1848	55
	90%	82%	85%	82%	80%	90%	85%	90%	94%
5-Extremely confident	1691	5	76	29	43	1219	107	1545	42
	75%	70%	67%	70%	68%	77%	70%	75%	72%
4	330	1	21	5	8	206	24	303	13
	15%	12%	18%	12%	13%	13%	15%	15%	22%
3	170	*	12	5	8	110	19	150	2
	8%	5%	10%	11%	12%	7%	12%	7%	4%
Not confident (Net)	49	1	5	1	4	33	3	43	1
	2%	12%	4%	2%	7%	2%	2%	2%	2%
2	36	*	4	1	4	21	3	34	*
	2%	2%	4%	2%	6%	1%	2%	2%	*
1-Not at all confident	13	1	*	*	*	12	*	9	1
	1%	10%	*	*	1%	1%	*	*	1%
Don't know	7	-	*	*	*	6	*	7	*
	*	-	*	*	*	*	*	*	*
Not stated	4	-	*	2	-	4	-	4	-
	*	-	*	5%	-	*	-	*	-

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C26b_d And how confident would you say that you are in carrying out these activities
- Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

Base : All computer users who have carried out Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	5935	5935	-	235	486	309	352	387	241	305	394	336	444	450	226	548	317	264	352	289
Weighted base	1842	1842	-	77	21	40	123	132	92	170	20	120	24	44	102	97	23	72	127	558
Confident (Net)	1609	1609	-	65	20	35	102	106	82	142	19	107	22	41	86	86	20	57	114	505
	87%	87%	-	85%	94%	88%	83%	80%	89%	83%	94%	89%	91%	94%	84%	88%	88%	80%	90%	91%
5-Extremely confident	1299	1299	-	51	17	27	86	76	68	117	14	82	19	35	61	67	18	46	86	427
	71%	71%	-	66%	78%	68%	70%	58%	74%	69%	70%	69%	76%	81%	60%	69%	77%	65%	68%	77%
4	310	310	-	14	3	8	16	29	14	25	5	25	3	5	24	19	3	11	28	78
	17%	17%	-	18%	16%	20%	13%	22%	15%	15%	24%	21%	14%	12%	24%	19%	11%	15%	22%	14%
3	157	157	-	9	1	4	9	17	7	21	1	8	2	2	11	4	2	9	12	38
	9%	9%	-	12%	4%	11%	8%	13%	8%	12%	5%	7%	6%	5%	11%	5%	7%	12%	9%	7%
Not confident (Net)	57	57	-	2	*	1	8	9	2	8	*	4	1	1	5	6	1	5	1	2
	3%	3%	-	3%	2%	1%	6%	7%	3%	4%	1%	3%	2%	1%	5%	6%	4%	8%	1%	*
2	39	39	-	2	*	1	7	9	1	4	*	4	*	*	2	2	1	4	*	1
	2%	2%	-	3%	2%	1%	6%	7%	2%	2%	*	3%	1%	*	2%	2%	4%	5%	*	*
1-Not at all confident	17	17	-	*	*	-	1	*	1	3	*	*	*	1	3	4	*	1	1	1
	1%	1%	-	*	*	-	1%	*	1%	2%	1%	*	1%	1%	3%	4%	*	2%	*	*
Don't know	15	15	-	-	-	-	*	*	*	-	-	*	*	*	1	*	*	-	-	12
	1%	1%	-	-	-	-	*	*	*	-	-	*	*	*	1%	*	*	-	-	2%
Not stated	4	4	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-

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C26b_d And how confident would you say that you are in carrying out these activities
- Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

Base : All computer users who have carried out Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	5935	2726	1706	964	355	156	1349	2350	2219	130	1285	1977	2415
Weighted base	1842	809	559	339	89	41	383	767	685	49	463	626	648
Confident (Net)	1609	713	513	282	68	29	311	679	612	45	369	544	599
	87%	88%	92%	83%	77%	71%	81%	89%	89%	92%	80%	87%	92%
5-Extremely confident	1299	593	419	210	51	23	260	548	485	40	303	420	492
	71%	73%	75%	62%	58%	56%	68%	71%	71%	81%	65%	67%	76%
4	310	120	94	72	17	6	51	131	127	5	66	124	107
	17%	15%	17%	21%	19%	15%	13%	17%	19%	10%	14%	20%	16%
3	157	78	30	32	11	8	54	48	55	3	67	58	29
	9%	10%	5%	9%	12%	18%	14%	6%	8%	6%	14%	9%	4%
Not confident (Net)	57	15	9	18	9	4	17	23	16	1	16	23	15
	3%	2%	2%	5%	10%	11%	4%	3%	2%	2%	3%	4%	2%
2	39	11	6	11	8	4	13	16	10	1	9	18	9
	2%	1%	1%	3%	9%	9%	3%	2%	1%	2%	2%	3%	1%
1-Not at all confident	17	4	3	7	1	1	4	7	7	*	7	4	6
	1%	1%	1%	2%	2%	2%	1%	1%	1%	*	2%	1%	1%
Don't know	15	3	5	7	*	-	1	14	1	-	11	1	3
	1%	*	1%	2%	*	-	*	2%	*	-	2%	*	*
Not stated	4	-	3	*	1	-	-	4	*	-	1	1	2
	*	-	1%	*	1%	-	-	*	*	-	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C26b_d And how confident would you say that you are in carrying out these activities
- Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

Base : All computer users who have carried out Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	5935	1924	277	3704	5352	145	422	2816	3119
Weighted base	1842	662	109	1063	1625	68	134	944	898
Confident (Net)	1609	589	104	910	1408	66	122	821	788
	87%	89%	96%	86%	87%	97%	90%	87%	88%
5-Extremely confident	1299	476	89	728	1141	54	90	663	636
	71%	72%	81%	69%	70%	80%	67%	70%	71%
4	310	112	15	182	267	12	32	159	151
	17%	17%	14%	17%	16%	17%	23%	17%	17%
3	157	49	3	105	148	2	7	93	64
	9%	7%	3%	10%	9%	3%	5%	10%	7%
Not confident (Net)	57	16	2	37	53	*	3	26	30
	3%	2%	1%	4%	3%	*	2%	3%	3%
2	39	13	2	24	37	-	3	17	23
	2%	2%	1%	2%	2%	-	2%	2%	3%
1-Not at all confident	17	4	*	13	17	*	*	10	8
	1%	1%	*	1%	1%	*	*	1%	1%
Don't know	15	8	*	7	15	-	*	1	14
	1%	1%	*	1%	1%	-	*	*	2%
Not stated	4	*	-	4	2	*	2	2	2
	*	*	-	*	*	*	2%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C26b_d And how confident would you say that you are in carrying out these activities
- Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

Base : All computer users who have carried out Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	5935	50	209	137	115	4386	300	5464	118
Weighted base	1842	5	97	31	40	1292	147	1673	46
Confident (Net)	1609	4	88	25	32	1142	116	1464	34
	87%	83%	91%	80%	81%	88%	79%	88%	74%
5-Extremely confident	1299	4	63	20	22	928	98	1176	27
	71%	68%	65%	66%	55%	72%	67%	70%	59%
4	310	1	25	5	11	214	17	288	7
	17%	15%	26%	15%	26%	17%	12%	17%	15%
3	157	*	7	3	3	96	23	140	8
	9%	7%	7%	9%	8%	7%	15%	8%	18%
Not confident (Net)	57	1	2	1	3	38	8	49	4
	3%	10%	2%	3%	9%	3%	6%	3%	8%
2	39	-	2	1	1	23	8	33	3
	2%	-	2%	3%	1%	2%	6%	2%	6%
1-Not at all confident	17	1	*	-	3	15	-	16	1
	1%	10%	*	-	7%	1%	-	1%	2%
Don't know	15	-	*	*	*	12	*	15	-
	1%	-	*	*	1%	1%	*	1%	-
Not stated	4	-	-	2	1	4	*	4	-
	*	-	-	7%	2%	*	*	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C26b_e And how confident would you say that you are in carrying out these activities
- Using peer-to-peer file sharing for exchanging movies, music, etc.**

Base : All computer users who have carried out Using peer-to-peer file sharing for exchanging movies, music, etc.

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	3784	3784	-	136	160	112	203	296	129	119	225	248	298	187	152	497	309	156	381	176
Weighted base	1186	1186	-	42	8	15	65	103	52	75	11	83	17	21	75	89	23	38	130	340
Confident (Net)	1024	1024	-	34	7	11	49	80	39	57	11	74	15	18	59	75	21	29	116	329
	86%	86%	-	82%	87%	73%	75%	78%	76%	76%	94%	88%	85%	89%	79%	84%	92%	77%	89%	97%
5-Extremely confident	819	819	-	25	6	8	37	54	33	38	8	61	12	12	43	56	15	18	86	306
	69%	69%	-	60%	73%	55%	57%	52%	64%	50%	74%	73%	71%	58%	63%	66%	66%	48%	66%	90%
4	205	205	-	9	1	3	12	27	6	19	2	13	2	7	15	19	6	11	29	23
	17%	17%	-	22%	15%	17%	18%	26%	12%	26%	20%	16%	14%	31%	21%	21%	25%	29%	23%	7%
3	99	99	-	4	1	2	12	12	7	11	*	9	2	1	7	6	1	4	11	9
	8%	8%	-	10%	7%	13%	19%	11%	14%	15%	4%	10%	11%	7%	9%	6%	3%	10%	9%	3%
Not confident (Net)	59	59	-	3	*	1	4	11	5	7	*	1	*	1	9	6	1	4	3	1
	5%	5%	-	8%	5%	9%	6%	11%	10%	9%	1%	3%	4%	12%	7%	5%	12%	3%	3%	*
2	42	42	-	3	*	1	2	10	5	3	*	1	*	*	8	2	1	1	3	-
	4%	4%	-	8%	5%	8%	4%	10%	9%	4%	1%	1%	1%	1%	11%	2%	3%	4%	2%	-
1-Not at all confident	17	17	-	-	*	*	1	1	1	4	-	-	*	1	1	4	*	3	1	1
	1%	1%	-	-	1%	1%	2%	1%	1%	5%	-	-	1%	3%	1%	5%	1%	8%	1%	*
Don't know	5	5	-	-	-	1	*	*	-	-	*	-	*	-	-	2	*	*	*	1
	*	*	-	-	-	5%	*	*	-	-	1%	-	-	-	2%	*	*	1%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C26b_e And how confident would you say that you are in carrying out these activities
- Using peer-to-peer file sharing for exchanging movies, music, etc.**

Base : All computer users who have carried out Using peer-to-peer file sharing for exchanging movies, music, etc.

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	3784	1941	1161	480	129	58	788	1573	1414	77	693	1192	1743
Weighted base	1186	567	385	180	31	20	253	461	469	24	270	393	467
Confident (Net)	1024	507	335	143	24	12	217	391	412	12	238	328	416
	86%	89%	87%	80%	77%	61%	86%	85%	88%	52%	88%	83%	89%
5-Extremely confident	819	412	259	122	17	8	171	310	335	10	195	260	330
	69%	73%	67%	68%	54%	41%	68%	67%	71%	44%	72%	66%	71%
4	205	95	75	22	7	4	46	81	77	2	43	68	86
	17%	17%	20%	12%	24%	19%	18%	18%	17%	8%	16%	17%	18%
3	99	40	34	17	4	2	19	43	37	6	19	39	33
	8%	7%	9%	10%	13%	12%	8%	9%	8%	28%	7%	10%	7%
Not confident (Net)	59	18	15	18	3	5	17	25	17	5	11	25	17
	5%	3%	4%	10%	9%	26%	7%	5%	4%	21%	4%	6%	4%
2	42	9	10	16	2	5	12	19	10	5	7	21	8
	4%	2%	3%	9%	6%	23%	5%	4%	2%	21%	3%	5%	2%
1-Not at all confident	17	8	5	2	1	1	4	6	7	*	4	4	9
	1%	1%	1%	1%	3%	3%	2%	1%	1%	*	1%	1%	2%
Don't know	5	2	1	2	*	*	*	2	3	-	2	2	2
	*	*	*	1%	1%	1%	*	*	1%	-	1%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C26b_e And how confident would you say that you are in carrying out these activities
- Using peer-to-peer file sharing for exchanging movies, music, etc.

Base : All computer users who have carried out Using peer-to-peer file sharing for exchanging movies, music, etc.

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	3784	1087	171	2510	3399	104	274	2068	1716
Weighted base	1186	365	70	749	1048	44	94	712	474
Confident (Net)	1024	311	62	648	903	41	80	618	406
	86%	85%	89%	87%	86%	94%	85%	87%	86%
5-Extremely confident	819	249	54	514	718	33	68	502	317
	69%	68%	77%	69%	69%	75%	72%	71%	67%
4	205	62	8	134	185	8	12	116	89
	17%	17%	12%	18%	18%	19%	12%	16%	19%
3	99	35	4	60	87	2	10	58	41
	8%	10%	5%	8%	8%	5%	11%	8%	9%
Not confident (Net)	59	18	4	37	54	1	4	34	25
	5%	5%	5%	5%	5%	2%	4%	5%	5%
2	42	15	2	25	37	1	3	25	17
	4%	4%	3%	3%	4%	2%	4%	3%	4%
1-Not at all confident	17	3	1	12	16	-	1	9	8
	1%	1%	2%	2%	2%	-	1%	1%	2%
Don't know	5	1	*	4	5	*	*	3	2
	*	*	*	1%	*	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C26b_e And how confident would you say that you are in carrying out these activities
- Using peer-to-peer file sharing for exchanging movies, music, etc.**

Base : All computer users who have carried out Using peer-to-peer file sharing for exchanging movies, music, etc.

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	3784	23	136	78	52	2733	193	3456	94
Weighted base	1186	4	65	23	19	822	86	1066	36
Confident (Net)	1024	3	58	20	10	718	67	920	33
	86%	81%	89%	89%	54%	87%	78%	86%	91%
5-Extremely confident	819	1	50	15	7	585	51	736	28
	69%	24%	76%	63%	35%	71%	60%	69%	78%
4	205	2	9	6	4	132	16	184	5
	17%	57%	13%	25%	19%	16%	18%	17%	14%
3	99	1	5	2	2	66	10	89	1
	8%	13%	7%	9%	8%	8%	12%	8%	3%
Not confident (Net)	59	*	2	*	6	35	9	54	1
	5%	6%	3%	2%	29%	4%	10%	5%	2%
2	42	*	1	*	3	25	9	39	*
	4%	5%	2%	2%	17%	3%	10%	4%	1%
1-Not at all confident	17	*	1	*	2	10	*	16	*
	1%	1%	1%	*	12%	1%	*	1%	1%
Don't know	5	-	*	-	2	4	-	3	1
	*	-	*	-	8%	*	-	*	4%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C26b_f And how confident would you say that you are in carrying out these activities
- Creating a web page

Base : All computer users who have carried out Creating a web page

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	2093	2093	-	93	50	82	177	221	117	139	87	96	108	74	98	223	141	115	125	147
Weighted base	771	771	-	23	2	9	61	75	40	86	4	41	6	7	43	39	8	29	38	260
Confident (Net)	524	524	-	16	2	6	30	39	26	48	3	27	4	4	32	18	5	22	32	212
	68%	68%	-	71%	84%	63%	50%	52%	64%	56%	83%	66%	68%	54%	76%	46%	54%	75%	83%	81%
5-Extremely confident	378	378	-	11	2	5	17	20	16	29	2	19	3	3	19	12	3	14	23	180
	49%	49%	-	49%	70%	56%	27%	27%	39%	34%	51%	48%	45%	39%	44%	30%	34%	50%	62%	69%
4	147	147	-	5	*	1	13	19	10	19	1	7	1	1	14	6	2	7	8	32
	19%	19%	-	21%	14%	7%	22%	25%	24%	22%	32%	18%	23%	15%	32%	16%	20%	25%	22%	12%
3	115	115	-	4	*	2	16	18	12	19	1	6	1	2	7	7	3	2	5	10
	15%	15%	-	17%	5%	28%	26%	24%	31%	22%	16%	15%	19%	27%	16%	17%	31%	8%	13%	4%
Not confident (Net)	127	127	-	3	*	1	14	18	2	19	*	8	1	1	3	14	1	5	1	36
	16%	16%	-	12%	8%	9%	23%	24%	5%	22%	1%	19%	11%	18%	7%	35%	15%	17%	3%	14%
2	60	60	-	2	*	1	8	14	2	13	*	7	*	1	2	3	*	4	1	1
	8%	8%	-	11%	1%	8%	13%	18%	4%	16%	1%	17%	4%	18%	5%	7%	6%	13%	3%	*
1-Not at all confident	67	67	-	*	*	*	6	4	1	6	-	1	*	*	1	11	1	1	*	35
	9%	9%	-	2%	7%	2%	10%	6%	1%	7%	-	2%	7%	1%	3%	28%	9%	3%	1%	13%
Don't know	5	5	-	-	*	-	-	*	-	-	-	-	*	-	1	-	-	*	*	3
	1%	1%	-	-	3%	-	-	*	-	-	-	-	2%	-	2%	-	-	1%	*	1%
Not stated	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-

C26b_f And how confident would you say that you are in carrying out these activities
- Creating a web page

Base : All computer users who have carried out Creating a web page

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	2093	943	633	338	132	39	424	907	756	36	354	775	883
Weighted base	771	357	230	125	42	15	152	304	314	13	202	262	280
Confident (Net)	524	239	165	90	23	6	80	211	232	6	125	174	208
	68%	67%	72%	72%	55%	42%	53%	69%	74%	48%	62%	66%	74%
5-Extremely confident	378	186	105	66	15	5	54	141	181	5	92	112	163
	49%	52%	46%	53%	36%	33%	36%	47%	58%	41%	46%	43%	58%
4	147	53	60	24	8	1	26	69	51	1	33	62	45
	19%	15%	26%	19%	19%	9%	17%	23%	16%	8%	16%	24%	16%
3	115	47	32	17	10	8	26	49	39	6	19	40	48
	15%	13%	14%	14%	24%	54%	17%	16%	13%	46%	10%	15%	17%
Not confident (Net)	127	71	28	18	8	1	45	40	41	1	54	48	23
	16%	20%	12%	14%	20%	5%	30%	13%	13%	6%	27%	18%	8%
2	60	27	16	12	4	*	8	25	26	*	13	31	15
	8%	8%	7%	9%	10%	2%	5%	8%	8%	2%	6%	12%	5%
1-Not at all confident	67	44	12	6	4	*	37	15	15	*	41	17	9
	9%	12%	5%	5%	10%	2%	24%	5%	5%	3%	20%	7%	3%
Don't know	5	*	4	*	*	-	1	4	1	-	4	*	1
	1%	*	2%	*	*	-	*	1%	*	-	2%	*	*
Not stated	1	-	1	-	-	-	-	1	-	-	1	-	-
	*	-	*	-	-	-	-	*	-	-	*	-	-

C26b_f And how confident would you say that you are in carrying out these activities
- Creating a web page

Base : All computer users who have carried out Creating a web page

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	2093	614	145	1320	1865	56	167	1199	894
Weighted base	771	241	54	471	680	26	64	474	298
Confident (Net)	524	178	39	303	449	24	49	332	193
	68%	74%	72%	64%	66%	92%	77%	70%	65%
5-Extremely confident	378	118	22	234	320	20	36	249	129
	49%	49%	41%	50%	47%	79%	56%	53%	43%
4	147	60	17	70	130	4	13	83	64
	19%	25%	31%	15%	19%	14%	21%	17%	22%
3	115	25	10	79	107	1	7	50	64
	15%	11%	18%	17%	16%	4%	11%	11%	22%
Not confident (Net)	127	37	5	84	118	1	8	91	36
	16%	15%	10%	18%	17%	4%	12%	19%	12%
2	60	23	3	32	54	1	4	36	24
	8%	10%	6%	7%	8%	4%	7%	7%	8%
1-Not at all confident	67	13	2	52	64	-	3	55	12
	9%	6%	4%	11%	9%	-	5%	12%	4%
Don't know	5	1	-	4	5	-	*	1	4
	1%	*	-	1%	1%	-	1%	*	1%
Not stated	1	-	-	1	1	-	-	-	1
	*	-	-	*	*	-	-	-	*

C26b_f And how confident would you say that you are in carrying out these activities
- Creating a web page

Base : All computer users who have carried out Creating a web page

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	2093	13	83	51	46	1468	113	1910	60
Weighted base	771	2	34	11	20	539	66	686	36
Confident (Net)	524	*	27	8	12	367	41	466	23
	68%	19%	81%	75%	61%	68%	63%	68%	64%
5-Extremely confident	378	*	24	7	6	270	26	338	19
	49%	7%	71%	59%	33%	50%	40%	49%	53%
4	147	*	3	2	6	97	15	128	4
	19%	12%	10%	15%	29%	18%	23%	19%	11%
3	115	1	2	1	3	75	13	101	3
	15%	76%	7%	13%	14%	14%	20%	15%	7%
Not confident (Net)	127	*	4	1	5	92	11	113	10
	16%	5%	12%	11%	24%	17%	17%	16%	29%
2	60	*	3	1	1	32	11	48	8
	8%	5%	9%	8%	4%	6%	17%	7%	23%
1-Not at all confident	67	-	1	*	4	60	*	65	2
	9%	-	3%	3%	20%	11%	*	9%	6%
Don't know	5	-	*	*	*	5	-	5	-
	1%	-	*	2%	1%	1%	-	1%	-
Not stated	1	-	-	-	-	1	-	1	-
	*	-	-	-	-	*	-	*	-

C26b Summary Table - And how confident would you say that you are in carrying out these activities**Base : All computer users who have carried out each internet related activity**

	Confident (Net)	5-Extremely confident	4	3	Not confident (Net)	2	1-Not at all confident	Don't know	Not stated
Using a search engine to find information	3034 92%	2493 75%	541 16%	209 6%	50 2%	36 1%	15 *	6 *	10 *
Sending e-mails with attached files (documents, pictures, etc.)	2809 91%	2372 77%	437 14%	206 7%	50 2%	36 1%	13 *	6 *	8 *
Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	2021 90%	1691 75%	330 15%	170 8%	49 2%	36 2%	13 1%	7 *	4 *
Using the Internet to make telephone calls (such as Skype, GTalks, Windows Live calls)	1609 87%	1299 71%	310 17%	157 9%	57 3%	39 2%	17 1%	15 1%	4 *
Using peer-to-peer file sharing for exchanging movies, music, etc.	1024 86%	819 69%	205 17%	99 8%	59 5%	42 4%	17 1%	5 *	- -
Creating a web page	524 68%	378 49%	147 19%	115 15%	127 16%	60 8%	67 9%	5 1%	1 *

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C27 (L12)_a Do you judge your current computer or Internet skills to be sufficient? - If you were to look for a job or change job within a year

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	15298	2461	12838	737	114	300	523	601	2225	2001	118	1121	88	87	1023	1222	222	414	1317	3186
	63%	71%	62%	69%	52%	59%	72%	73%	58%	64%	48%	56%	60%	51%	72%	68%	76%	52%	55%	68%
No	5653	690	4963	242	70	142	149	136	825	840	86	721	36	58	145	310	31	258	913	691
	23%	20%	24%	23%	32%	28%	20%	17%	22%	27%	35%	36%	25%	34%	10%	17%	11%	32%	38%	15%
Not applicable	3301	322	2979	88	35	67	55	88	757	288	39	171	22	25	263	263	38	129	146	828
	14%	9%	14%	8%	16%	13%	8%	11%	20%	9%	16%	8%	15%	15%	18%	15%	13%	16%	6%	18%

C27 (L12)_a Do you judge your current computer or Internet skills to be sufficient? - If you were to look for a job or change job within a year

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	15298 63%	4434 74%	5089 81%	4089 68%	1211 42%	428 14%	4146 59%	6348 62%	4782 69%	256 17%	3869 56%	6914 70%	3857 74%
No	5653 23%	870 15%	1099 17%	1627 27%	973 34%	1078 36%	1885 27%	2452 24%	1291 19%	712 46%	2015 29%	2035 21%	743 14%
Not applicable	3301 14%	656 11%	112 2%	332 5%	682 24%	1495 50%	970 14%	1423 14%	900 13%	573 37%	1009 15%	926 9%	647 12%

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C27 (L12)_a Do you judge your current computer or Internet skills to be sufficient? - If you were to look for a job or change job within a year

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	15298 63%	7449 77%	850 71%	6889 52%	13960 63%	351 66%	936 68%	6491 64%	8807 62%
No	5653 23%	1941 20%	289 24%	3398 26%	5206 23%	104 20%	321 23%	2121 21%	3533 25%
Not applicable	3301 14%	329 3%	62 5%	2893 22%	3078 14%	76 14%	111 8%	1482 15%	1820 13%

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C27 (L12)_a Do you judge your current computer or Internet skills to be sufficient? - If you were to look for a job or change job within a year

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	15298 63%	41 60%	355 65%	173 66%	318 55%	1733 71%	164 67%	2253 71%	55 67%
No	5653 23%	21 31%	152 28%	71 27%	128 22%	482 20%	48 20%	618 20%	18 23%
Not applicable	3301 14%	6 9%	40 7%	18 7%	131 23%	215 9%	34 14%	282 9%	9 11%

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C27 (L12)_b Do you judge your current computer or Internet skills to be sufficient? - To communicate with relatives, friends, colleagues over the Internet

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	20406	3113	17293	977	157	384	657	730	3363	2560	166	1650	109	127	1315	1390	266	635	1956	3964
	84%	90%	83%	92%	72%	75%	90%	89%	88%	82%	68%	82%	75%	75%	92%	77%	91%	79%	82%	84%
No	3009	300	2709	68	46	99	52	75	399	468	56	332	26	30	65	301	17	119	369	484
	12%	9%	13%	6%	21%	20%	7%	9%	10%	15%	23%	16%	18%	18%	5%	17%	6%	15%	16%	10%
Not applicable	838	60	778	22	15	26	19	20	46	100	20	31	10	12	51	104	8	46	51	257
	3%	2%	4%	2%	7%	5%	3%	2%	1%	3%	8%	2%	7%	7%	4%	6%	3%	6%	2%	5%

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C27 (L12)_b Do you judge your current computer or Internet skills to be sufficient? - To communicate with relatives, friends, colleagues over the Internet

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	20406 84%	5741 96%	5805 92%	5076 84%	2083 73%	1632 54%	5649 81%	8646 85%	6070 87%	721 47%	5227 76%	8865 90%	5074 97%
No	3009 12%	175 3%	464 7%	851 14%	612 21%	899 30%	1066 15%	1243 12%	690 10%	612 40%	1321 19%	837 8%	131 2%
Not applicable	838 3%	43 1%	31 *	120 2%	170 6%	471 16%	285 4%	334 3%	214 3%	208 14%	345 5%	172 2%	42 1%

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C27 (L12)_b Do you judge your current computer or Internet skills to be sufficient? - To communicate with relatives, friends, colleagues over the Internet

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	20406 84%	8764 90%	1110 92%	10398 79%	18676 84%	478 90%	1180 86%	8403 83%	12003 85%
No	3009 12%	852 9%	81 7%	2066 16%	2800 13%	28 5%	168 12%	1326 13%	1682 12%
Not applicable	838 3%	103 1%	11 1%	717 5%	768 3%	24 5%	21 2%	365 4%	474 3%

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C27 (L12)_b Do you judge your current computer or Internet skills to be sufficient? - To communicate with relatives, friends, colleagues over the Internet

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	20406 84%	56 82%	464 85%	219 84%	430 74%	2181 90%	211 86%	2841 90%	71 87%
No	3009 12%	11 16%	80 15%	35 13%	86 15%	220 9%	30 12%	266 8%	8 10%
Not applicable	838 3%	1 1%	4 1%	7 3%	61 11%	30 1%	5 2%	45 1%	3 3%

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C27 (L12)_c Do you judge your current computer or Internet skills to be sufficient? - To protect your personal data

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Yes	15277	2435	12842	725	108	304	505	570	1939	1963	124	1102	79	110	1143	1181	211	463	1166	3584
	63%	70%	62%	68%	49%	60%	69%	69%	51%	63%	51%	55%	54%	65%	80%	66%	73%	58%	49%	76%
No	7863	930	6933	314	89	174	140	234	1796	1051	100	848	51	46	213	480	64	281	1159	823
	32%	27%	33%	29%	41%	34%	19%	28%	47%	34%	41%	42%	35%	27%	15%	27%	22%	35%	49%	17%
Not applicable	1113	108	1005	29	21	31	83	21	73	115	19	63	16	13	74	134	16	57	52	298
	5%	3%	5%	3%	10%	6%	11%	3%	2%	4%	8%	3%	11%	8%	5%	7%	5%	7%	2%	6%

C27 (L12)_c Do you judge your current computer or Internet skills to be sufficient? - To protect your personal data

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Yes	15277 63%	4516 76%	4492 71%	3687 61%	1490 52%	1048 35%	4161 59%	6442 63%	4651 67%	417 27%	4023 58%	6563 66%	3866 74%
No	7863 32%	1317 22%	1740 28%	2180 36%	1161 41%	1448 48%	2498 36%	3295 32%	2044 29%	904 59%	2449 36%	3047 31%	1268 24%
Not applicable	1113 5%	126 2%	67 1%	182 3%	214 7%	506 17%	342 5%	486 5%	279 4%	221 14%	422 6%	265 3%	114 2%

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C27 (L12)_c Do you judge your current computer or Internet skills to be sufficient? - To protect your personal data

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Yes	15277 63%	6708 69%	783 65%	7673 58%	13999 63%	318 60%	892 65%	6667 66%	8610 61%
No	7863 32%	2804 29%	404 34%	4624 35%	7220 32%	177 33%	450 33%	2971 29%	4891 35%
Not applicable	1113 5%	208 2%	15 1%	884 7%	1026 5%	35 7%	27 2%	456 5%	657 5%

C27 (L12)_c Do you judge your current computer or Internet skills to be sufficient? - To protect your personal data

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Yes	15277 63%	27 40%	322 59%	157 60%	376 65%	1725 71%	153 62%	2242 71%	50 61%
No	7863 32%	39 58%	217 40%	91 35%	137 24%	649 27%	80 33%	824 26%	29 35%
Not applicable	1113 5%	2 2%	9 2%	13 5%	64 11%	57 2%	12 5%	86 3%	3 3%

C27 (L12) Summary Table - Do you judge your current computer or Internet skills to be sufficient?**Base : All Respondents**

	Yes	No	Not applicable
If you were to look for a job or change job within a year	15298 63%	5653 23%	3301 14%
To communicate with relatives, friends, colleagues over the Internet	20406 84%	3009 12%	838 3%
To protect your personal data	15277 63%	7863 32%	1113 5%

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C28_a In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Increasing your income

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	482	482	-	32	7	16	21	23	15	21	11	64	7	16	33	24	13	35	24	120
	14%	14%	-	18%	24%	20%	9%	10%	8%	6%	31%	27%	19%	26%	17%	19%	31%	24%	9%	12%
A lot of help	136	136	-	14	4	2	7	2	1	10	4	23	2	6	12	6	6	8	6	23
	4%	4%	-	8%	13%	3%	3%	1%	*	3%	11%	9%	5%	9%	6%	5%	14%	6%	2%	2%
Some help	346	346	-	19	3	14	14	21	14	10	7	42	5	11	21	17	7	27	19	96
	10%	10%	-	10%	10%	17%	6%	9%	8%	3%	20%	17%	14%	17%	11%	14%	17%	19%	7%	9%
No help	1931	1931	-	129	14	51	139	171	141	170	13	133	20	39	62	71	13	41	226	499
	56%	56%	-	71%	48%	63%	60%	74%	74%	49%	38%	55%	53%	62%	31%	57%	31%	29%	87%	48%
Don't know	122	122	-	4	1	2	2	8	4	7	1	13	2	1	9	7	1	2	1	57
	4%	4%	-	2%	3%	2%	1%	3%	2%	2%	4%	6%	6%	2%	4%	6%	2%	2%	*	6%
Not applicable	937	937	-	16	7	13	71	29	30	147	9	31	8	6	96	24	15	65	10	359
	27%	27%	-	9%	26%	15%	30%	12%	16%	43%	27%	13%	22%	10%	48%	19%	36%	45%	4%	35%

C28_a In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Increasing your income

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	482 14%	144 12%	162 17%	127 15%	28 10%	21 10%	82 11%	189 13%	207 16%	20 12%	177 17%	187 16%	85 9%
A lot of help	136 4%	39 3%	43 4%	42 5%	8 3%	5 2%	22 3%	54 4%	59 5%	7 4%	45 4%	57 5%	23 2%
Some help	346 10%	106 9%	119 12%	84 10%	20 7%	16 8%	60 8%	135 9%	149 12%	14 8%	132 12%	130 11%	62 7%
No help	1931 56%	636 54%	569 59%	459 54%	155 57%	107 52%	436 60%	781 53%	708 56%	89 51%	596 56%	673 57%	507 55%
Don't know	122 4%	31 3%	30 3%	51 6%	5 2%	3 2%	16 2%	82 6%	24 2%	5 3%	18 2%	65 6%	29 3%
Not applicable	937 27%	367 31%	199 21%	207 25%	82 31%	76 37%	195 27%	410 28%	321 25%	59 34%	276 26%	250 21%	310 33%

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C28_a In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Increasing your income

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	482 14%	194 16%	59 31%	224 11%	411 13%	13 12%	57 21%	276 15%	206 13%
A lot of help	136 4%	61 5%	18 10%	57 3%	107 4%	5 4%	23 8%	78 4%	58 4%
Some help	346 10%	133 11%	41 22%	168 8%	303 10%	8 8%	34 12%	198 11%	148 9%
No help	1931 56%	658 55%	84 44%	1174 57%	1695 55%	65 59%	165 60%	1016 55%	915 56%
Don't know	122 4%	48 4%	20 10%	52 3%	114 4%	4 3%	5 2%	72 4%	50 3%
Not applicable	937 27%	286 24%	27 14%	618 30%	836 27%	29 26%	47 17%	480 26%	457 28%

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C28_a In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Increasing your income

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	482 14%	2 16%	26 15%	10 15%	14 13%	392 16%	12 5%	446 14%	9 11%
A lot of help	136 4%	1 9%	13 8%	2 3%	9 8%	113 5%	6 3%	129 4%	3 4%
Some help	346 10%	1 7%	13 8%	8 12%	6 5%	280 12%	6 2%	316 10%	5 7%
No help	1931 56%	8 58%	108 64%	34 53%	40 37%	1275 52%	144 58%	1757 56%	54 66%
Don't know	122 4%	- 2%	4 2%	1 2%	3 2%	99 4%	3 1%	108 3%	1 1%
Not applicable	937 27%	3 24%	31 18%	19 30%	50 47%	665 27%	87 36%	841 27%	18 22%

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**C28_b In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to the resources and skills necessary to find work**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	963	963	-	48	11	29	43	41	35	51	16	95	12	21	60	36	22	51	87	303
	28%	28%	-	27%	38%	36%	19%	18%	19%	15%	48%	39%	32%	34%	30%	29%	55%	36%	33%	29%
A lot of help	341	341	-	21	5	4	16	3	16	17	7	30	4	7	25	8	10	18	23	127
	10%	10%	-	12%	17%	5%	7%	1%	9%	5%	21%	12%	12%	11%	13%	7%	24%	13%	9%	12%
Some help	622	622	-	27	6	25	28	38	19	34	9	66	8	15	35	28	12	33	63	176
	18%	18%	-	15%	21%	31%	12%	17%	10%	10%	27%	27%	21%	23%	17%	22%	30%	23%	24%	17%
No help	1500	1500	-	113	10	37	115	162	109	148	8	104	13	33	58	57	7	24	158	346
	43%	43%	-	62%	34%	45%	49%	70%	57%	43%	24%	43%	36%	52%	29%	45%	18%	17%	60%	33%
Don't know	118	118	-	4	*	1	1	7	1	8	1	10	2	1	2	8	*	3	*	67
	3%	3%	-	2%	2%	1%	1%	3%	1%	2%	4%	4%	5%	2%	1%	7%	*	2%	*	6%
Not applicable	892	892	-	16	7	15	74	21	45	138	8	32	10	7	80	25	11	66	17	319
	26%	26%	-	9%	26%	18%	32%	9%	24%	40%	25%	13%	28%	12%	40%	20%	27%	46%	6%	31%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_b In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to the resources and skills necessary to find work**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	963 28%	327 28%	320 33%	252 30%	48 18%	13 6%	198 27%	388 27%	369 29%	37 21%	390 37%	312 27%	199 21%
A lot of help	341 10%	111 9%	112 12%	100 12%	14 5%	3 2%	59 8%	137 9%	141 11%	16 9%	148 14%	102 9%	66 7%
Some help	622 18%	217 18%	208 22%	152 18%	35 13%	10 5%	139 19%	251 17%	228 18%	20 12%	243 23%	210 18%	133 14%
No help	1500 43%	491 42%	450 47%	334 40%	128 48%	93 45%	321 44%	592 40%	584 46%	69 40%	414 39%	547 47%	415 45%
Don't know	118 3%	31 3%	22 2%	58 7%	3 1%	1 1%	16 2%	78 5%	23 2%	5 3%	17 2%	62 5%	29 3%
Not applicable	892 26%	329 28%	168 17%	201 24%	90 33%	100 48%	194 27%	404 28%	284 23%	63 36%	246 23%	253 22%	288 31%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_b In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to the resources and skills necessary to find work**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	963 28%	334 28%	50 26%	576 28%	836 27%	28 26%	96 35%	579 31%	384 24%
A lot of help	341 10%	107 9%	14 7%	217 11%	283 9%	14 13%	40 15%	204 11%	137 8%
Some help	622 18%	226 19%	36 19%	359 17%	552 18%	14 13%	55 20%	375 20%	247 15%
No help	1500 43%	542 46%	80 42%	867 42%	1312 43%	60 54%	124 45%	740 40%	760 47%
Don't know	118 3%	46 4%	18 10%	49 2%	110 4%	2 2%	6 2%	70 4%	47 3%
Not applicable	892 26%	264 22%	42 22%	576 28%	798 26%	20 18%	49 18%	454 25%	438 27%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_b In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to the resources and skills necessary to find work**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	963 28%	4 30%	53 32%	25 40%	20 18%	764 31%	20 8%	906 29%	16 19%
A lot of help	341 10%	2 13%	23 14%	9 14%	10 9%	290 12%	4 2%	329 10%	5 6%
Some help	622 18%	2 18%	30 18%	16 26%	10 9%	473 19%	16 6%	576 18%	10 13%
No help	1500 43%	6 44%	88 52%	21 33%	33 31%	959 39%	136 55%	1348 43%	47 57%
Don't know	118 3%	1 8%	4 2%	* *	4 4%	89 4%	3 1%	103 3%	1 1%
Not applicable	892 26%	2 18%	24 14%	17 27%	50 47%	620 25%	87 35%	795 25%	19 23%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_c In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your education (studying and learning)**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1635	1635	-	82	16	31	82	105	72	192	29	156	21	39	74	60	33	116	175	352
	47%	47%	-	45%	56%	38%	35%	45%	38%	56%	85%	64%	56%	62%	37%	48%	82%	80%	67%	34%
A lot of help	687	687	-	37	9	8	31	28	26	84	17	57	11	19	42	17	21	55	72	155
	20%	20%	-	21%	31%	10%	13%	12%	13%	24%	49%	23%	29%	30%	21%	14%	51%	38%	27%	15%
Some help	949	949	-	45	7	23	50	77	47	109	12	99	10	21	32	43	12	60	103	198
	27%	27%	-	25%	25%	29%	22%	33%	24%	32%	37%	41%	27%	33%	16%	34%	31%	42%	39%	19%
No help	1204	1204	-	86	6	40	95	115	85	82	3	71	10	21	55	47	5	5	77	401
	35%	35%	-	47%	22%	49%	41%	50%	45%	24%	9%	30%	26%	33%	28%	38%	12%	3%	29%	39%
Don't know	91	91	-	3	*	1	1	4	1	4	1	3	1	1	2	4	-	1	6	56
	3%	3%	-	2%	1%	1%	*	2%	1%	1%	4%	1%	3%	1%	3%	-	1%	2%	5%	
Not applicable	542	542	-	10	6	10	55	6	32	66	*	11	5	2	69	14	3	22	4	226
	16%	16%	-	5%	21%	12%	24%	3%	17%	19%	1%	5%	14%	4%	34%	11%	6%	15%	1%	22%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_c In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your education (studying and learning)**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1635 47%	718 61%	450 47%	321 38%	90 33%	52 25%	340 47%	637 44%	645 51%	65 37%	400 37%	500 43%	623 67%
A lot of help	687 20%	354 30%	169 18%	112 13%	27 10%	23 11%	136 19%	270 18%	272 22%	21 12%	152 14%	189 16%	297 32%
Some help	949 27%	364 31%	281 29%	209 25%	63 23%	29 14%	204 28%	367 25%	373 30%	44 25%	248 23%	311 27%	326 35%
No help	1204 35%	325 28%	372 39%	303 36%	113 42%	88 42%	264 36%	475 32%	463 37%	62 36%	438 41%	444 38%	205 22%
Don't know	91 3%	23 2%	14 1%	44 5%	7 2%	2 1%	9 1%	64 4%	19 1%	1 1%	19 2%	45 4%	24 3%
Not applicable	542 16%	112 10%	124 13%	177 21%	60 22%	66 32%	116 16%	286 20%	134 11%	45 26%	210 20%	185 16%	80 9%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_c In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your education (studying and learning)**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1635 47%	515 43%	56 30%	1047 51%	1449 47%	44 40%	138 50%	860 47%	775 48%
A lot of help	687 20%	211 18%	14 8%	455 22%	596 19%	27 24%	62 23%	359 19%	328 20%
Some help	949 27%	305 26%	42 22%	592 29%	853 28%	17 16%	76 28%	501 27%	448 27%
No help	1204 35%	437 37%	79 42%	680 33%	1044 34%	49 44%	107 39%	644 35%	560 34%
Don't know	91 3%	33 3%	18 9%	39 2%	88 3%	2 2%	1 *	61 3%	30 2%
Not applicable	542 16%	200 17%	36 19%	302 15%	475 16%	15 14%	28 10%	279 15%	263 16%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_c In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your education (studying and learning)**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1635 47%	6 47%	82 49%	36 57%	28 26%	1181 49%	88 36%	1491 47%	42 51%
A lot of help	687 20%	3 26%	43 26%	21 33%	13 12%	538 22%	26 11%	641 20%	15 18%
Some help	949 27%	3 21%	39 23%	16 25%	15 14%	643 26%	62 25%	850 27%	27 33%
No help	1204 35%	5 36%	68 40%	14 23%	42 39%	788 32%	93 38%	1107 35%	26 32%
Don't know	91 3%	1 11%	*	*	*	67 3%	3 1%	78 2%	*
Not applicable	542 16%	1 7%	18 11%	13 20%	37 34%	394 16%	62 25%	476 15%	14 17%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_d In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your health, for example by providing access to health information**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	881	881	-	47	14	19	52	46	36	100	16	81	9	20	46	31	23	86	77	179
	25%	25%	-	26%	48%	23%	22%	20%	19%	29%	47%	34%	24%	32%	23%	25%	56%	60%	30%	17%
A lot of help	260	260	-	15	5	3	13	10	8	28	5	21	3	8	17	8	6	31	16	62
	7%	7%	-	8%	17%	3%	6%	4%	4%	8%	15%	9%	7%	12%	9%	7%	15%	21%	6%	6%
Some help	621	621	-	32	9	16	39	36	28	71	11	60	6	12	29	23	16	55	61	118
	18%	18%	-	17%	30%	19%	17%	16%	15%	21%	32%	25%	16%	19%	14%	18%	40%	38%	23%	11%
No help	1758	1758	-	121	9	52	119	167	127	147	10	121	18	36	70	72	8	18	179	483
	51%	51%	-	67%	30%	64%	51%	72%	67%	43%	30%	50%	47%	58%	35%	57%	21%	13%	69%	47%
Don't know	128	128	-	5	1	1	1	9	2	6	1	13	3	1	8	8	1	4	1	63
	4%	4%	-	3%	3%	1%	1%	4%	1%	2%	3%	5%	7%	2%	4%	6%	1%	3%	1%	6%
Not applicable	706	706	-	9	5	10	61	9	25	91	7	26	8	6	76	14	9	36	3	310
	20%	20%	-	5%	19%	12%	26%	4%	13%	27%	19%	11%	22%	9%	38%	11%	22%	25%	1%	30%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_d In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your health, for example by providing access to health information**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	881	260	255	220	88	55	182	325	363	34	294	326	197
	25%	22%	27%	26%	33%	26%	25%	22%	29%	19%	28%	28%	21%
A lot of help	260	85	66	71	20	16	45	114	95	10	100	88	49
	7%	7%	7%	8%	7%	8%	6%	8%	8%	6%	9%	8%	5%
Some help	621	175	189	149	68	39	137	211	269	24	194	238	147
	18%	15%	20%	18%	25%	19%	19%	14%	21%	14%	18%	20%	16%
No help	1758	622	508	390	126	109	380	717	657	87	535	591	487
	51%	53%	53%	46%	47%	53%	52%	49%	52%	50%	50%	50%	52%
Don't know	128	44	26	47	5	4	19	84	25	6	19	61	37
	4%	4%	3%	6%	2%	2%	3%	6%	2%	3%	2%	5%	4%
Not applicable	706	253	172	188	50	40	147	336	215	46	218	196	210
	20%	21%	18%	22%	19%	19%	20%	23%	17%	27%	20%	17%	23%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_d In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your health, for example by providing access to health information**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	881 25%	305 26%	42 22%	520 25%	777 25%	21 19%	80 29%	459 25%	422 26%
A lot of help	260 7%	105 9%	7 3%	144 7%	227 7%	5 5%	26 10%	136 7%	124 8%
Some help	621 18%	200 17%	35 19%	377 18%	550 18%	16 15%	54 20%	323 18%	298 18%
No help	1758 51%	589 50%	87 46%	1073 52%	1551 51%	61 55%	141 51%	941 51%	817 50%
Don't know	128 4%	43 4%	23 12%	60 3%	121 4%	3 2%	5 2%	83 5%	45 3%
Not applicable	706 20%	249 21%	37 20%	416 20%	606 20%	25 23%	49 18%	360 20%	346 21%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_d In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your health, for example by providing access to health information**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	881	5	43	26	37	680	32	815	23
	25%	36%	26%	41%	35%	28%	13%	26%	28%
A lot of help	260	2	16	12	13	220	5	244	8
	7%	14%	10%	18%	12%	9%	2%	8%	9%
Some help	621	3	27	14	25	460	27	570	15
	18%	22%	16%	23%	23%	19%	11%	18%	18%
No help	1758	5	99	17	35	1140	140	1599	42
	51%	40%	59%	26%	32%	47%	57%	51%	51%
Don't know	128	2	3	1	*	93	4	109	1
	4%	11%	2%	1%	*	4%	2%	3%	2%
Not applicable	706	2	23	20	35	518	70	630	16
	20%	12%	13%	32%	33%	21%	29%	20%	19%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_e In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to information and services from the local and central government**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1052	1052	-	55	10	16	75	55	48	83	16	98	11	16	68	39	20	50	105	287
	30%	30%	-	30%	36%	20%	32%	24%	25%	24%	47%	41%	30%	25%	34%	31%	48%	35%	40%	28%
A lot of help	295	295	-	17	5	2	29	9	12	25	5	30	4	5	24	12	6	16	21	73
	8%	8%	-	9%	18%	2%	12%	4%	7%	7%	16%	12%	10%	9%	12%	10%	16%	11%	8%	7%
Some help	757	757	-	38	5	14	47	46	35	58	11	68	8	10	44	26	13	34	84	214
	22%	22%	-	21%	18%	18%	20%	20%	19%	17%	31%	28%	20%	16%	22%	21%	33%	23%	32%	21%
No help	1580	1580	-	115	10	49	101	153	113	154	9	105	15	38	59	64	10	29	151	402
	45%	45%	-	63%	37%	61%	44%	66%	59%	45%	28%	43%	41%	60%	30%	51%	25%	20%	58%	39%
Don't know	142	142	-	2	1	2	2	14	1	6	4	12	2	1	5	9	1	6	1	72
	4%	4%	-	1%	3%	2%	1%	6%	*	2%	11%	5%	7%	2%	3%	7%	3%	4%	1%	7%
Not applicable	700	700	-	9	7	14	53	9	29	101	5	27	9	8	68	14	10	60	4	274
	20%	20%	-	5%	25%	17%	23%	4%	15%	29%	14%	11%	23%	13%	34%	11%	24%	41%	2%	26%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_e In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
 - Improving your access to information and services from the local and central government

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1052 30%	308 26%	308 32%	279 33%	96 36%	58 28%	225 31%	428 29%	390 31%	46 26%	337 32%	412 35%	207 22%
A lot of help	295 8%	74 6%	93 10%	82 10%	21 8%	24 12%	53 7%	124 8%	114 9%	25 14%	77 7%	128 11%	53 6%
Some help	757 22%	234 20%	214 22%	197 23%	75 28%	34 16%	173 24%	304 21%	276 22%	21 12%	260 24%	284 24%	154 17%
No help	1580 45%	556 47%	461 48%	339 40%	118 44%	103 50%	334 46%	620 42%	621 49%	84 48%	479 45%	517 44%	442 48%
Don't know	142 4%	43 4%	30 3%	56 7%	7 3%	4 2%	23 3%	97 7%	21 2%	6 3%	26 2%	67 6%	37 4%
Not applicable	700 20%	273 23%	161 17%	172 20%	49 18%	42 20%	146 20%	317 22%	228 18%	38 22%	225 21%	178 15%	245 26%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_e In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to information and services from the local and central government**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1052 30%	376 32%	55 29%	613 30%	905 30%	36 33%	98 36%	616 33%	435 27%
A lot of help	295 8%	123 10%	13 7%	152 7%	236 8%	9 8%	38 14%	167 9%	128 8%
Some help	757 22%	253 21%	41 22%	460 22%	668 22%	27 25%	60 22%	450 24%	307 19%
No help	1580 45%	538 45%	83 44%	948 46%	1389 45%	53 48%	132 48%	808 44%	771 47%
Don't know	142 4%	57 5%	20 10%	63 3%	134 4%	1 1%	6 2%	78 4%	64 4%
Not applicable	700 20%	215 18%	32 17%	445 21%	628 21%	20 18%	38 14%	342 19%	358 22%

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**C28_e In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your access to information and services from the local and central government**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1052 30%	4 33%	48 29%	22 34%	35 32%	836 34%	30 12%	972 31%	24 29%
A lot of help	295 8%	2 16%	19 12%	5 8%	10 9%	250 10%	7 3%	277 9%	8 10%
Some help	757 22%	2 17%	29 17%	16 26%	25 23%	586 24%	23 9%	695 22%	16 19%
No help	1580 45%	6 45%	96 57%	23 36%	38 36%	1005 41%	138 56%	1432 45%	43 52%
Don't know	142 4%	1 10%	1 1%	1 2%	2 2%	107 4%	5 2%	124 4%	1 1%
Not applicable	700 20%	2 12%	24 14%	18 29%	33 30%	483 20%	72 29%	624 20%	14 17%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_f In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your participation in activities that foster your local language and culture**

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	831	831	-	48	14	14	46	48	53	121	20	92	10	27	46	25	24	67	80	96
	24%	24%	-	27%	51%	17%	20%	21%	28%	35%	58%	38%	26%	43%	23%	20%	60%	46%	30%	9%
A lot of help	229	229	-	18	6	2	14	12	13	31	8	32	3	9	11	5	6	21	17	22
	7%	7%	-	10%	20%	2%	6%	5%	7%	9%	23%	13%	8%	14%	6%	4%	16%	15%	6%	2%
Some help	602	602	-	31	9	12	33	36	40	90	12	61	7	18	35	20	18	45	63	74
	17%	17%	-	17%	31%	15%	14%	16%	21%	26%	35%	25%	18%	29%	17%	16%	44%	31%	24%	7%
No help	1726	1726	-	120	8	52	121	165	107	134	9	113	16	31	70	72	9	20	179	501
	50%	50%	-	66%	27%	63%	52%	71%	56%	39%	27%	47%	43%	50%	35%	58%	21%	14%	68%	48%
Don't know	183	183	-	4	1	2	5	8	2	6	1	10	3	1	6	13	2	10	1	107
	5%	5%	-	2%	3%	2%	2%	4%	1%	2%	4%	4%	9%	2%	3%	10%	4%	7%	*	10%
Not applicable	733	733	-	9	5	14	61	10	28	83	4	27	8	3	78	16	6	47	2	331
	21%	21%	-	5%	19%	18%	26%	4%	15%	24%	11%	11%	22%	5%	39%	13%	15%	33%	1%	32%

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**C28_f In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your participation in activities that foster your local language and culture**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	831 24%	276 23%	258 27%	180 21%	57 21%	58 28%	175 24%	306 21%	341 27%	32 19%	202 19%	344 29%	237 26%
A lot of help	229 7%	75 6%	59 6%	61 7%	19 7%	14 7%	51 7%	80 5%	93 7%	7 4%	50 5%	104 9%	62 7%
Some help	602 17%	201 17%	199 21%	119 14%	37 14%	44 21%	124 17%	226 15%	248 20%	25 14%	152 14%	240 20%	175 19%
No help	1726 50%	569 48%	506 53%	415 49%	137 51%	95 46%	352 48%	726 50%	645 51%	87 50%	558 52%	572 49%	444 48%
Don't know	183 5%	80 7%	30 3%	54 6%	13 5%	4 2%	58 8%	90 6%	35 3%	3 2%	61 6%	65 6%	46 5%
Not applicable	733 21%	254 22%	166 17%	195 23%	63 23%	51 24%	144 20%	340 23%	239 19%	51 29%	246 23%	192 16%	203 22%

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Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	831 24%	280 24%	48 25%	495 24%	707 23%	33 30%	89 32%	417 23%	415 25%
A lot of help	229 7%	85 7%	8 4%	136 7%	184 6%	11 10%	34 12%	117 6%	113 7%
Some help	602 17%	195 16%	40 21%	358 17%	523 17%	22 20%	55 20%	300 16%	302 19%
No help	1726 50%	611 52%	89 47%	1017 49%	1528 50%	57 52%	135 49%	932 51%	794 49%
Don't know	183 5%	41 3%	19 10%	117 6%	174 6%	2 2%	7 3%	131 7%	52 3%
Not applicable	733 21%	253 21%	34 18%	440 21%	647 21%	17 16%	44 16%	364 20%	368 23%

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Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	831 24%	4 30%	57 34%	22 35%	16 15%	624 26%	27 11%	755 24%	16 20%
A lot of help	229 7%	2 11%	22 13%	10 16%	7 7%	192 8%	5 2%	216 7%	5 6%
Some help	602 17%	2 18%	36 21%	12 19%	9 8%	432 18%	22 9%	539 17%	11 14%
No help	1726 50%	6 49%	87 52%	20 31%	48 45%	1126 46%	142 58%	1570 50%	48 58%
Don't know	183 5%	2 12%	2 1%	4 6%	5 5%	140 6%	5 2%	164 5%	2 2%
Not applicable	733 21%	1 9%	22 13%	18 28%	39 36%	542 22%	73 30%	663 21%	17 20%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_g In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Saving you time

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	2117	2117	-	104	23	63	154	142	105	175	28	196	27	47	89	68	33	95	204	564
	61%	61%	-	58%	82%	77%	66%	62%	55%	51%	81%	81%	72%	75%	44%	54%	81%	66%	78%	54%
A lot of help	884	884	-	53	13	21	60	31	42	78	15	81	17	27	46	27	19	46	84	225
	25%	25%	-	29%	44%	26%	26%	14%	22%	23%	43%	33%	45%	42%	23%	21%	47%	32%	32%	22%
Some help	1233	1233	-	51	11	42	95	111	62	97	13	115	10	21	43	41	14	49	120	339
	36%	36%	-	28%	38%	51%	41%	48%	33%	28%	38%	48%	27%	33%	21%	33%	34%	34%	46%	33%
No help	852	852	-	69	3	14	41	77	68	103	4	34	7	14	44	44	4	12	55	258
	25%	25%	-	38%	11%	17%	17%	33%	36%	30%	13%	14%	18%	22%	22%	35%	10%	8%	21%	25%
Don't know	111	111	-	2	*	2	5	7	2	6	1	4	2	1	6	6	*	6	2	60
	3%	3%	-	1%	1%	2%	2%	3%	1%	2%	3%	2%	5%	1%	3%	5%	1%	4%	1%	6%
Not applicable	393	393	-	6	2	3	33	4	16	60	1	8	2	1	61	7	3	31	1	153
	11%	11%	-	3%	6%	4%	14%	2%	9%	18%	3%	3%	5%	2%	31%	6%	8%	21%	*	15%

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Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	2117 61%	677 57%	641 67%	514 61%	172 64%	106 51%	463 64%	921 63%	722 57%	95 55%	676 63%	739 63%	524 56%
A lot of help	884 25%	275 23%	252 26%	237 28%	71 26%	45 22%	180 25%	379 26%	319 25%	43 25%	255 24%	315 27%	231 25%
Some help	1233 36%	402 34%	390 41%	277 33%	101 37%	60 29%	282 39%	543 37%	403 32%	52 30%	420 39%	423 36%	293 31%
No help	852 25%	315 27%	217 23%	181 21%	66 24%	71 34%	174 24%	301 21%	376 30%	41 24%	263 25%	270 23%	241 26%
Don't know	111 3%	37 3%	17 2%	47 6%	7 3%	1 *	16 2%	75 5%	20 2%	1 *	17 2%	53 5%	36 4%
Not applicable	393 11%	150 13%	85 9%	103 12%	25 9%	30 14%	77 11%	166 11%	142 11%	36 21%	112 10%	113 10%	129 14%

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	Current Occupation			Place of birth			Gender		
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Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	2117 61%	771 65%	103 54%	1229 59%	1864 61%	58 52%	179 65%	1123 61%	994 61%
A lot of help	884 25%	325 27%	41 21%	512 25%	756 25%	28 25%	86 31%	474 26%	410 25%
Some help	1233 36%	445 38%	62 33%	717 35%	1108 36%	30 27%	93 34%	649 35%	585 36%
No help	852 25%	252 21%	51 27%	542 26%	741 24%	39 36%	68 25%	462 25%	389 24%
Don't know	111 3%	35 3%	18 9%	55 3%	106 3%	1 1%	4 1%	69 4%	42 3%
Not applicable	393 11%	128 11%	18 10%	242 12%	345 11%	12 11%	24 9%	190 10%	203 12%

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Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	2117 61%	7 53%	100 59%	33 52%	64 59%	1558 64%	94 38%	1960 62%	39 47%
A lot of help	884 25%	4 27%	51 30%	17 27%	24 22%	701 29%	30 12%	827 26%	17 20%
Some help	1233 36%	3 26%	48 29%	16 25%	40 37%	857 35%	64 26%	1133 36%	22 27%
No help	852 25%	4 33%	49 29%	14 22%	31 29%	505 21%	98 40%	752 24%	32 39%
Don't know	111 3%	1 11%	1 1%	1 1%	2 2%	82 3%	6 2%	95 3%	2 2%
Not applicable	393 11%	* 3%	19 11%	16 25%	11 10%	286 12%	48 20%	345 11%	9 11%

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Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1748	1748	-	86	22	43	112	102	68	132	25	145	26	46	75	66	31	81	168	520
	50%	50%	-	48%	76%	52%	48%	44%	36%	38%	73%	60%	68%	73%	38%	53%	77%	56%	64%	50%
A lot of help	778	778	-	52	12	13	47	25	32	52	12	63	15	21	41	24	19	42	75	231
	22%	22%	-	29%	44%	15%	20%	11%	17%	15%	37%	26%	40%	34%	21%	19%	46%	29%	29%	22%
Some help	970	970	-	34	9	30	65	77	36	80	13	82	11	25	34	42	13	39	93	289
	28%	28%	-	19%	33%	37%	28%	33%	19%	23%	37%	34%	28%	39%	17%	33%	31%	27%	36%	28%
No help	1155	1155	-	86	3	33	73	115	94	129	5	78	7	15	55	44	5	16	88	308
	33%	33%	-	48%	12%	41%	31%	50%	49%	38%	16%	32%	19%	25%	28%	35%	13%	11%	34%	30%
Don't know	119	119	-	2	1	2	1	9	3	6	1	7	2	1	5	7	1	4	4	63
	3%	3%	-	1%	2%	2%	1%	4%	2%	2%	3%	6%	1%	2%	6%	1%	3%	2%	2%	6%
Not applicable	451	451	-	7	3	4	47	5	24	76	3	12	3	1	65	9	4	42	1	144
	13%	13%	-	4%	10%	5%	20%	2%	13%	22%	9%	5%	7%	2%	32%	7%	10%	29%	1%	14%

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	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1748	557	511	444	141	91	339	765	634	105	586	578	414
	50%	47%	53%	53%	44%	44%	47%	52%	50%	61%	55%	49%	44%
A lot of help	778	253	197	215	69	42	162	338	272	59	247	258	182
	22%	21%	21%	25%	26%	20%	22%	23%	22%	34%	23%	22%	20%
Some help	970	304	314	229	72	50	177	426	362	46	339	320	231
	28%	26%	33%	27%	27%	24%	24%	29%	29%	27%	32%	27%	25%
No help	1155	431	317	232	92	80	260	436	457	43	337	398	329
	33%	37%	33%	27%	34%	39%	36%	30%	36%	25%	32%	34%	35%
Don't know	119	33	20	55	7	2	21	75	22	1	19	56	39
	3%	3%	2%	6%	3%	1%	3%	5%	2%	1%	2%	5%	4%
Not applicable	451	158	112	115	29	33	108	186	147	24	124	142	149
	13%	13%	12%	14%	11%	16%	15%	13%	12%	14%	12%	12%	16%

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Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1748 50%	642 54%	86 45%	1006 49%	1516 50%	41 37%	162 59%	934 51%	814 50%
A lot of help	778 22%	281 24%	35 19%	456 22%	649 21%	16 15%	87 32%	409 22%	369 23%
Some help	970 28%	361 30%	50 27%	551 27%	868 28%	25 22%	75 27%	525 28%	445 27%
No help	1155 33%	367 31%	65 34%	715 35%	1020 33%	49 44%	82 30%	616 33%	539 33%
Don't know	119 3%	43 4%	20 10%	54 3%	114 4%	1 1%	4 1%	78 4%	41 2%
Not applicable	451 13%	133 11%	20 10%	294 14%	405 13%	19 17%	27 10%	216 12%	235 14%

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	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1748 50%	9 64%	94 56%	34 54%	60 56%	1354 56%	60 25%	1625 52%	32 39%
A lot of help	778 22%	6 43%	49 29%	20 31%	23 22%	650 27%	17 7%	734 23%	14 17%
Some help	970 28%	3 21%	45 27%	14 23%	37 34%	704 29%	43 18%	891 28%	18 22%
No help	1155 33%	3 19%	58 34%	14 21%	27 26%	691 28%	118 48%	1034 33%	36 43%
Don't know	119 3%	1 8%	1 1%	2 4%	4 3%	85 4%	4 1%	102 3%	2 3%
Not applicable	451 13%	1 9%	15 9%	13 21%	16 15%	300 12%	64 26%	390 12%	12 14%

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**C28_i In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Meeting new people, either physically or virtually**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1120	1120	-	59	22	47	63	63	37	85	21	107	20	43	46	58	25	99	68	256
	32%	32%	-	33%	77%	58%	27%	27%	20%	25%	62%	44%	52%	69%	23%	46%	61%	69%	26%	25%
A lot of help	365	365	-	18	11	12	19	8	9	28	8	31	9	24	12	17	12	50	27	67
	10%	10%	-	10%	38%	15%	8%	4%	5%	8%	24%	13%	25%	38%	6%	14%	30%	35%	10%	6%
Some help	755	755	-	41	11	35	44	55	28	57	13	76	10	19	34	40	12	49	41	189
	22%	22%	-	23%	39%	43%	19%	24%	15%	16%	38%	32%	27%	31%	17%	32%	31%	34%	16%	18%
No help	1614	1614	-	115	4	27	114	156	127	163	10	108	11	16	76	52	11	11	192	420
	46%	46%	-	63%	16%	33%	49%	68%	67%	47%	30%	45%	30%	26%	38%	42%	26%	7%	73%	41%
Don't know	106	106	-	1	*	1	3	6	4	3	1	10	2	1	6	5	1	2	*	61
	3%	3%	-	1%	1%	1%	1%	3%	2%	1%	2%	4%	5%	2%	3%	4%	1%	1%	*	6%
Not applicable	633	633	-	6	2	6	53	6	23	93	2	15	5	2	72	11	5	32	1	299
	18%	18%	-	3%	6%	7%	23%	2%	12%	27%	6%	6%	13%	4%	36%	9%	12%	22%	*	29%

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**C28_i In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Meeting new people, either physically or virtually**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1120 32%	413 35%	307 32%	265 31%	78 29%	54 26%	267 37%	451 31%	390 31%	63 36%	375 35%	346 30%	302 32%
A lot of help	365 10%	150 13%	86 9%	87 10%	23 9%	18 9%	101 14%	144 10%	113 9%	22 13%	112 10%	108 9%	113 12%
Some help	755 22%	263 22%	221 23%	178 21%	55 20%	36 17%	166 23%	306 21%	277 22%	41 24%	263 25%	238 20%	189 20%
No help	1614 46%	521 44%	484 50%	362 43%	133 49%	110 53%	333 46%	645 44%	633 50%	65 38%	469 44%	597 51%	425 46%
Don't know	106 3%	23 2%	20 2%	54 6%	5 2%	4 2%	8 1%	72 5%	26 2%	4 2%	24 2%	53 5%	21 2%
Not applicable	633 18%	221 19%	148 15%	164 19%	54 20%	40 19%	121 17%	294 20%	211 17%	42 24%	200 19%	178 15%	183 20%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_i In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Meeting new people, either physically or virtually

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1120 32%	359 30%	51 27%	699 34%	984 32%	28 25%	104 38%	629 34%	491 30%
A lot of help	365 10%	121 10%	15 8%	225 11%	321 11%	10 9%	33 12%	194 11%	171 10%
Some help	755 22%	238 20%	36 19%	474 23%	663 22%	18 16%	71 26%	435 24%	320 20%
No help	1614 46%	566 48%	91 48%	947 46%	1420 46%	59 53%	132 48%	840 46%	774 48%
Don't know	106 3%	39 3%	18 9%	48 2%	99 3%	1 1%	5 2%	62 3%	44 3%
Not applicable	633 18%	222 19%	30 16%	375 18%	553 18%	22 20%	34 12%	313 17%	320 20%

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C28_i In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Meeting new people, either physically or virtually

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1120 32%	7 51%	59 35%	28 45%	27 25%	869 36%	31 13%	1048 33%	24 30%
A lot of help	365 10%	3 21%	17 10%	11 17%	12 12%	298 12%	7 3%	344 11%	8 10%
Some help	755 22%	4 30%	42 25%	17 27%	15 14%	571 23%	24 10%	704 22%	17 20%
No help	1614 46%	5 38%	93 55%	19 30%	39 36%	1027 42%	137 56%	1452 46%	42 51%
Don't know	106 3%	1 8%	*	2 3%	4 3%	83 3%	3 1%	91 3%	1 1%
Not applicable	633 18%	*	16 9%	14 22%	38 35%	452 19%	74 30%	561 18%	15 18%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_j In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Maintaining communication with family and friends

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1507	1507	-	78	18	48	69	82	78	109	23	138	22	53	79	54	31	99	143	383
	43%	43%	-	43%	62%	59%	30%	35%	41%	32%	67%	57%	58%	84%	40%	43%	77%	69%	55%	37%
A lot of help	660	660	-	39	9	18	30	16	38	53	11	51	14	35	45	22	20	51	64	144
	19%	19%	-	22%	33%	23%	13%	7%	20%	15%	31%	21%	36%	55%	23%	18%	49%	36%	24%	14%
Some help	846	846	-	39	8	30	39	66	41	56	12	86	8	18	34	32	11	48	79	239
	24%	24%	-	22%	29%	37%	17%	29%	21%	16%	36%	36%	22%	29%	17%	25%	28%	33%	30%	23%
No help	1327	1327	-	95	7	26	111	141	90	138	8	84	9	8	61	57	7	8	117	361
	38%	38%	-	52%	24%	32%	48%	61%	47%	40%	23%	35%	25%	13%	30%	45%	16%	6%	45%	35%
Don't know	81	81	-	1	*	2	1	3	1	5	*	5	1	*	3	5	*	1	*	52
	2%	2%	-	1%	1%	2%	1%	1%	1%	1%	1%	2%	4%	1%	2%	4%	*	1%	*	5%
Not applicable	559	559	-	7	4	6	51	6	21	92	3	15	5	2	57	10	3	36	2	239
	16%	16%	-	4%	12%	7%	22%	3%	11%	27%	9%	6%	13%	3%	29%	8%	7%	25%	1%	23%

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C28_j In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Maintaining communication with family and friends

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1507 43%	558 47%	429 45%	308 36%	125 46%	83 40%	330 45%	610 42%	556 44%	85 49%	474 44%	485 41%	409 44%
A lot of help	660 19%	253 21%	151 16%	144 17%	62 23%	48 23%	149 20%	254 17%	251 20%	42 24%	210 20%	211 18%	179 19%
Some help	846 24%	304 26%	278 29%	164 19%	63 23%	34 17%	180 25%	356 24%	304 24%	43 25%	264 25%	275 23%	230 25%
No help	1327 38%	416 35%	380 40%	341 40%	98 36%	87 42%	275 38%	538 37%	511 41%	59 34%	388 36%	475 40%	348 37%
Don't know	81 2%	21 2%	12 1%	41 5%	5 2%	3 1%	7 1%	62 4%	12 1%	1 *	13 1%	46 4%	18 2%
Not applicable	559 16%	184 16%	139 15%	155 18%	42 15%	35 17%	117 16%	252 17%	182 14%	29 17%	192 18%	168 14%	156 17%

C28_j In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
 - Maintaining communication with family and friends

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1507 43%	485 41%	71 38%	935 45%	1295 42%	53 48%	142 52%	818 44%	689 42%
A lot of help	660 19%	203 17%	27 14%	426 21%	565 19%	20 18%	73 26%	357 19%	304 19%
Some help	846 24%	283 24%	45 23%	509 25%	730 24%	33 30%	70 25%	461 25%	385 24%
No help	1327 38%	479 40%	70 37%	768 37%	1178 39%	42 38%	104 38%	707 38%	620 38%
Don't know	81 2%	29 2%	19 10%	32 2%	77 3%	1 1%	2 1%	56 3%	25 2%
Not applicable	559 16%	192 16%	29 16%	333 16%	505 17%	14 13%	26 10%	264 14%	295 18%

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C28_j In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Maintaining communication with family and friends

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1507 43%	7 55%	84 50%	30 46%	44 40%	1140 47%	52 21%	1396 44%	30 37%
A lot of help	660 19%	4 30%	41 24%	19 30%	21 20%	533 22%	16 7%	613 19%	15 18%
Some help	846 24%	3 26%	43 26%	11 17%	22 21%	607 25%	36 15%	784 25%	15 18%
No help	1327 38%	4 33%	66 39%	19 30%	32 29%	846 35%	125 51%	1194 38%	38 46%
Don't know	81 2%	1 8%	1 *	* 1%	2 1%	63 3%	1 1%	67 2%	1 1%
Not applicable	559 16%	* 4%	18 11%	15 23%	31 29%	382 16%	67 27%	495 16%	13 16%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_k In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Sending or receiving money to or from family or friends

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	345	345	-	12	4	10	23	28	5	22	5	36	10	23	26	25	5	33	23	56
	10%	10%	-	7%	15%	12%	10%	12%	3%	6%	13%	15%	26%	36%	13%	20%	12%	23%	9%	5%
A lot of help	128	128	-	4	3	2	10	6	1	7	3	20	6	15	11	6	2	12	6	14
	4%	4%	-	2%	11%	3%	4%	3%	1%	2%	9%	8%	16%	23%	6%	5%	5%	8%	2%	1%
Some help	216	216	-	8	1	7	14	22	4	15	2	17	4	8	14	18	3	21	16	41
	6%	6%	-	5%	4%	9%	6%	10%	2%	4%	5%	7%	10%	13%	7%	14%	7%	15%	6%	4%
No help	2048	2048	-	153	13	52	144	185	147	161	16	155	15	31	74	73	14	32	230	554
	59%	59%	-	84%	46%	64%	62%	80%	77%	47%	49%	64%	39%	49%	37%	58%	33%	22%	88%	54%
Don't know	103	103	-	4	1	1	2	3	2	7	3	7	1	1	3	5	*	3	2	56
	3%	3%	-	2%	2%	1%	1%	1%	1%	2%	10%	3%	4%	1%	2%	4%	1%	2%	1%	5%
Not applicable	977	977	-	12	11	19	63	15	37	154	10	43	12	9	97	23	22	76	7	369
	28%	28%	-	7%	37%	23%	27%	6%	19%	45%	28%	18%	31%	14%	49%	18%	53%	53%	3%	36%

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C28_k In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Sending or receiving money to or from family or friends

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	345 10%	123 10%	112 12%	69 8%	23 9%	16 8%	59 8%	119 8%	162 13%	11 6%	107 10%	131 11%	87 9%
A lot of help	128 4%	45 4%	39 4%	28 3%	8 3%	9 4%	26 4%	47 3%	52 4%	3 2%	39 4%	54 5%	29 3%
Some help	216 6%	78 7%	73 8%	42 5%	15 6%	8 4%	33 5%	72 5%	110 9%	8 4%	68 6%	77 7%	58 6%
No help	2048 59%	684 58%	598 62%	486 58%	155 58%	119 57%	451 62%	844 58%	749 59%	98 56%	633 59%	716 61%	528 57%
Don't know	103 3%	28 2%	20 2%	45 5%	6 2%	4 2%	14 2%	71 5%	18 1%	4 2%	17 2%	53 4%	26 3%
Not applicable	977 28%	345 29%	230 24%	244 29%	85 32%	68 33%	205 28%	428 29%	331 26%	61 35%	310 29%	275 23%	290 31%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_k In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Sending or receiving money to or from family or friends

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	345 10%	118 10%	25 13%	196 9%	295 10%	8 8%	40 15%	195 11%	149 9%
A lot of help	128 4%	50 4%	11 6%	67 3%	113 4%	2 2%	13 5%	68 4%	60 4%
Some help	216 6%	68 6%	14 7%	130 6%	182 6%	6 5%	28 10%	127 7%	89 5%
No help	2048 59%	706 60%	103 54%	1225 59%	1793 59%	74 67%	175 64%	1100 60%	949 58%
Don't know	103 3%	32 3%	19 10%	51 2%	96 3%	2 1%	5 2%	67 4%	36 2%
Not applicable	977 28%	330 28%	43 23%	596 29%	871 28%	26 24%	54 20%	483 26%	494 30%

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C28_k In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Sending or receiving money to or from family or friends

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	345 10%	3 21%	19 11%	13 20%	12 11%	274 11%	13 5%	314 10%	9 11%
A lot of help	128 4%	1 7%	7 4%	3 5%	3 3%	105 4%	5 2%	115 4%	5 6%
Some help	216 6%	2 14%	12 7%	9 14%	9 8%	169 7%	8 3%	198 6%	4 5%
No help	2048 59%	6 46%	116 69%	27 42%	44 41%	1370 56%	145 59%	1873 59%	49 59%
Don't know	103 3%	2 14%	2 1%	2 3%	4 4%	82 3%	2 1%	88 3%	1 2%
Not applicable	977 28%	3 19%	32 19%	22 34%	48 45%	705 29%	86 35%	877 28%	23 28%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_1 In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing interests and hobbies

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1675	1675	-	72	19	58	86	128	78	182	27	129	23	55	92	80	30	88	141	390
	48%	48%	-	40%	68%	71%	37%	55%	41%	53%	79%	53%	60%	87%	46%	64%	73%	61%	54%	38%
A lot of help	646	646	-	29	9	20	30	24	32	77	11	45	13	33	51	33	15	39	42	146
	19%	19%	-	16%	31%	25%	13%	10%	17%	22%	33%	19%	33%	52%	26%	37%	27%	27%	16%	14%
Some help	1029	1029	-	43	11	38	56	104	47	105	16	83	10	22	41	47	15	49	99	244
	30%	30%	-	24%	37%	46%	24%	45%	24%	31%	46%	35%	27%	35%	20%	37%	36%	34%	38%	24%
No help	1217	1217	-	102	5	19	99	94	90	108	5	90	10	7	42	33	8	13	120	372
	35%	35%	-	56%	19%	24%	43%	41%	47%	31%	15%	37%	25%	11%	21%	26%	19%	9%	46%	36%
Don't know	90	90	-	3	*	1	2	4	1	4	*	6	1	*	3	3	*	5	*	57
	3%	3%	-	1%	1%	1%	1%	2%	1%	1%	1%	2%	4%	*	1%	3%	*	3%	*	6%
Not applicable	491	491	-	5	3	4	46	5	21	51	2	17	4	1	63	10	4	39	1	216
	14%	14%	-	3%	11%	4%	20%	2%	11%	15%	5%	7%	11%	1%	32%	8%	9%	27%	*	21%

C28_1 In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing interests and hobbies

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1675 48%	567 48%	446 46%	407 48%	149 55%	99 48%	392 54%	641 44%	631 50%	67 39%	509 48%	592 50%	455 49%
A lot of help	646 19%	215 18%	150 16%	167 20%	61 22%	50 24%	143 20%	260 18%	237 19%	26 15%	180 17%	239 20%	184 20%
Some help	1029 30%	352 30%	297 31%	239 28%	88 33%	49 24%	249 34%	381 26%	395 31%	42 24%	329 31%	353 30%	271 29%
No help	1217 35%	422 36%	376 39%	259 31%	81 30%	77 37%	225 31%	515 35%	475 38%	71 41%	363 34%	402 34%	328 35%
Don't know	90 3%	21 2%	14 2%	44 5%	3 1%	7 3%	9 1%	67 5%	15 1%	2 1%	23 2%	43 4%	18 2%
Not applicable	491 14%	169 14%	123 13%	136 16%	36 13%	25 12%	103 14%	240 16%	139 11%	33 19%	171 16%	137 12%	129 14%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_1 In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing interests and hobbies

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1675 48%	566 48%	73 39%	1020 49%	1507 49%	42 38%	122 45%	929 50%	746 46%
A lot of help	646 19%	204 17%	32 17%	403 19%	584 19%	15 14%	46 17%	374 20%	272 17%
Some help	1029 30%	362 31%	41 22%	617 30%	924 30%	27 24%	76 28%	555 30%	474 29%
No help	1217 35%	412 35%	73 39%	725 35%	1034 34%	52 47%	125 46%	624 34%	593 36%
Don't know	90 3%	30 3%	18 9%	40 2%	85 3%	1 1%	4 2%	61 3%	29 2%
Not applicable	491 14%	177 15%	26 13%	284 14%	429 14%	15 14%	22 8%	230 12%	261 16%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_1 In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing interests and hobbies

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1675 48%	7 49%	72 43%	30 47%	46 43%	1258 52%	79 32%	1527 48%	36 44%
A lot of help	646 19%	5 35%	23 14%	13 20%	21 20%	534 22%	19 8%	598 19%	14 17%
Some help	1029 30%	2 14%	49 29%	17 27%	25 23%	723 30%	61 25%	929 29%	22 27%
No help	1217 35%	4 33%	83 49%	17 27%	39 36%	755 31%	115 47%	1100 35%	34 41%
Don't know	90 3%	2 12%	2 1%	2 3%	3 3%	68 3%	2 1%	77 2%	1 1%
Not applicable	491 14%	1 6%	11 7%	14 23%	20 19%	351 14%	50 20%	447 14%	12 14%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_m In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing other leisure activities**

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1455	1455	-	67	20	55	55	105	69	156	26	117	17	52	87	75	31	77	130	315
	42%	42%	-	37%	72%	67%	24%	46%	36%	45%	76%	48%	46%	83%	43%	60%	76%	53%	50%	30%
A lot of help	518	518	-	26	11	15	22	15	16	52	10	39	8	30	47	28	14	28	36	121
	15%	15%	-	14%	40%	18%	9%	7%	9%	15%	30%	16%	22%	47%	23%	22%	33%	19%	14%	12%
Some help	937	937	-	42	9	40	33	90	52	103	16	78	9	22	40	47	17	49	94	194
	27%	27%	-	23%	32%	49%	14%	39%	27%	30%	46%	32%	24%	36%	20%	38%	42%	34%	36%	19%
No help	1397	1397	-	107	5	22	121	115	100	119	7	98	13	9	47	39	6	18	130	441
	40%	40%	-	59%	17%	27%	52%	50%	52%	35%	21%	41%	33%	14%	23%	31%	16%	13%	50%	43%
Don't know	101	101	-	2	*	1	2	6	1	6	*	8	2	*	4	4	*	8	-	57
	3%	3%	-	1%	1%	2%	1%	2%	*	2%	1%	3%	5%	*	2%	3%	*	5%	-	6%
Not applicable	520	520	-	6	3	3	54	5	21	64	1	19	6	1	63	8	3	41	1	222
	15%	15%	-	3%	10%	4%	23%	2%	11%	19%	2%	8%	15%	2%	31%	6%	8%	29%	*	21%

C28_m In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing other leisure activities

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1455 42%	511 43%	386 40%	335 40%	129 48%	89 43%	328 45%	559 38%	556 44%	56 32%	446 42%	496 42%	409 44%
A lot of help	518 15%	177 15%	121 13%	128 15%	47 17%	43 21%	116 16%	213 15%	184 15%	21 12%	148 14%	191 16%	144 15%
Some help	937 27%	334 28%	265 28%	207 24%	82 30%	46 22%	212 29%	346 24%	372 30%	36 21%	299 28%	305 26%	265 28%
No help	1397 40%	463 39%	432 45%	319 38%	97 36%	84 40%	279 38%	580 40%	535 42%	77 45%	419 39%	486 41%	359 39%
Don't know	101 3%	23 2%	21 2%	45 5%	4 1%	7 3%	11 1%	71 5%	19 2%	4 2%	25 2%	45 4%	21 2%
Not applicable	520 15%	182 15%	122 13%	145 17%	40 15%	27 13%	111 15%	251 17%	150 12%	35 20%	176 17%	147 13%	142 15%

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**C28_m In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing other leisure activities**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1455 42%	475 40%	71 37%	896 43%	1302 43%	37 33%	113 41%	789 43%	666 41%
A lot of help	518 15%	163 14%	31 16%	323 16%	464 15%	15 14%	38 14%	294 16%	224 14%
Some help	937 27%	312 26%	40 21%	573 28%	838 27%	21 19%	75 27%	495 27%	442 27%
No help	1397 40%	489 41%	74 39%	829 40%	1204 39%	57 52%	131 48%	745 40%	651 40%
Don't know	101 3%	33 3%	18 9%	45 2%	96 3%	2 1%	3 1%	68 4%	34 2%
Not applicable	520 15%	189 16%	27 14%	300 14%	453 15%	15 14%	28 10%	242 13%	278 17%

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**C28_m In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Pursuing other leisure activities**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1455 42%	7 56%	58 34%	28 45%	43 40%	1107 46%	63 26%	1339 42%	30 36%
A lot of help	518 15%	3 20%	23 13%	13 20%	21 19%	442 18%	13 5%	482 15%	13 16%
Some help	937 27%	5 36%	35 21%	15 24%	22 20%	665 27%	50 20%	857 27%	17 21%
No help	1397 40%	3 23%	93 55%	18 28%	45 42%	868 36%	126 51%	1257 40%	39 47%
Don't know	101 3%	2 12%	1 1%	3 4%	2 2%	79 3%	2 1%	88 3%	1 1%
Not applicable	520 15%	1 8%	17 10%	15 23%	18 16%	377 16%	55 23%	469 15%	13 16%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C28_n In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your overall well-being/quality-of-life

Base : All computer users

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	1368	1368	-	79	15	57	79	77	68	137	25	121	16	48	74	64	30	84	162	232
	39%	39%	-	44%	53%	70%	34%	33%	36%	40%	73%	50%	42%	77%	37%	51%	72%	58%	62%	22%
A lot of help	423	423	-	28	6	17	25	11	16	42	9	34	5	20	38	19	13	27	43	70
	12%	12%	-	15%	21%	21%	11%	5%	9%	12%	27%	14%	13%	32%	19%	15%	33%	18%	16%	7%
Some help	945	945	-	51	9	40	54	67	51	95	16	87	11	28	37	44	16	58	119	162
	27%	27%	-	28%	32%	49%	23%	29%	27%	28%	46%	36%	29%	45%	18%	35%	40%	40%	46%	16%
No help	1430	1430	-	92	8	20	104	139	100	129	5	99	12	12	57	49	8	17	98	480
	41%	41%	-	51%	27%	25%	45%	60%	53%	37%	15%	41%	33%	20%	29%	39%	19%	12%	37%	46%
Don't know	115	115	-	4	1	1	4	9	2	8	1	7	4	1	4	4	*	6	1	58
	3%	3%	-	2%	3%	1%	2%	4%	1%	2%	4%	3%	10%	1%	2%	3%	1%	4%	*	6%
Not applicable	561	561	-	6	5	3	46	6	20	70	3	14	6	1	64	9	3	37	1	265
	16%	16%	-	3%	17%	4%	20%	3%	11%	20%	9%	6%	16%	2%	32%	7%	7%	26%	*	26%

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**C28_n In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your overall well-being/quality-of-life**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	1368 39%	403 34%	398 41%	339 40%	134 50%	91 44%	286 39%	521 36%	550 44%	63 36%	414 39%	511 44%	334 36%
A lot of help	423 12%	125 11%	106 11%	108 13%	44 16%	39 19%	95 13%	168 12%	155 12%	25 14%	127 12%	165 14%	95 10%
Some help	945 27%	278 24%	292 30%	232 27%	90 33%	52 25%	192 26%	353 24%	395 31%	38 22%	287 27%	346 29%	240 26%
No help	1430 41%	527 45%	413 43%	315 37%	93 34%	79 38%	316 43%	591 40%	520 41%	72 42%	447 42%	463 39%	391 42%
Don't know	115 3%	37 3%	18 2%	46 5%	5 2%	7 3%	15 2%	77 5%	22 2%	3 1%	23 2%	52 4%	32 3%
Not applicable	561 16%	213 18%	131 14%	144 17%	38 14%	30 15%	111 15%	273 19%	169 13%	35 20%	182 17%	148 13%	174 19%

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**C28_n In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your overall well-being/quality-of-life**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	1368 39%	459 39%	61 32%	836 40%	1198 39%	41 38%	125 45%	745 40%	623 38%
A lot of help	423 12%	145 12%	17 9%	261 13%	370 12%	10 9%	43 16%	233 13%	190 12%
Some help	945 27%	314 27%	44 23%	576 28%	828 27%	32 29%	82 30%	512 28%	432 27%
No help	1430 41%	489 41%	82 43%	849 41%	1258 41%	47 43%	120 44%	750 41%	679 42%
Don't know	115 3%	36 3%	18 10%	58 3%	108 4%	2 2%	5 2%	75 4%	39 2%
Not applicable	561 16%	202 17%	28 15%	326 16%	492 16%	20 18%	24 9%	273 15%	287 18%

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**C28_n In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your overall well-being/quality-of-life**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	1368 39%	6 48%	73 44%	31 49%	50 47%	1041 43%	49 20%	1254 40%	30 37%
A lot of help	423 12%	3 20%	26 16%	9 15%	18 17%	359 15%	14 6%	391 12%	15 19%
Some help	945 27%	4 28%	47 28%	22 34%	32 30%	681 28%	35 14%	863 27%	15 18%
No help	1430 41%	4 31%	79 47%	15 24%	44 41%	901 37%	127 52%	1297 41%	37 45%
Don't know	115 3%	2 14%	2 1%	2 3%	1 1%	82 3%	7 3%	97 3%	1 1%
Not applicable	561 16%	1 7%	14 8%	15 24%	13 12%	407 17%	63 26%	503 16%	14 17%

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**C28_o In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your employment or business prospects**

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
A lot of help/Some help (Net)	890	890	-	54	11	19	48	42	47	54	15	86	10	28	47	32	20	59	86	232
	26%	26%	-	30%	37%	23%	20%	18%	25%	16%	44%	36%	27%	45%	23%	26%	49%	41%	33%	22%
A lot of help	287	287	-	25	5	4	14	5	11	16	6	27	3	12	17	8	8	22	22	82
	8%	8%	-	14%	18%	5%	6%	2%	6%	5%	16%	11%	9%	20%	9%	6%	20%	16%	8%	8%
Some help	603	603	-	29	5	15	34	37	36	39	9	60	7	16	29	24	12	36	64	150
	17%	17%	-	16%	19%	19%	15%	16%	19%	11%	27%	25%	18%	26%	15%	19%	29%	25%	24%	15%
No help	1616	1616	-	113	9	44	113	160	105	156	7	120	15	30	64	64	8	19	160	429
	47%	47%	-	62%	30%	54%	48%	69%	55%	45%	20%	50%	39%	48%	32%	51%	20%	13%	61%	41%
Don't know	127	127	-	3	1	1	7	12	3	9	5	10	2	1	4	5	1	4	1	58
	4%	4%	-	2%	3%	1%	3%	5%	1%	2%	15%	4%	6%	2%	4%	3%	3%	3%	*	6%
Not applicable	839	839	-	11	8	17	66	17	35	125	7	25	10	3	86	24	12	62	15	316
	24%	24%	-	6%	29%	21%	28%	7%	18%	36%	22%	10%	27%	5%	43%	19%	28%	43%	6%	31%

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**C28_o In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your employment or business prospects**

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/ city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
A lot of help/Some help (Net)	890 26%	269 23%	284 30%	267 32%	55 20%	14 7%	198 27%	331 23%	354 28%	35 20%	295 28%	351 30%	183 20%
A lot of help	287 8%	85 7%	83 9%	95 11%	16 6%	7 3%	54 7%	119 8%	110 9%	12 7%	107 10%	89 8%	70 8%
Some help	603 17%	183 16%	201 21%	172 20%	39 14%	7 3%	144 20%	212 14%	244 19%	23 14%	188 18%	262 22%	113 12%
No help	1616 47%	553 47%	485 51%	347 41%	128 48%	99 48%	322 44%	680 47%	610 48%	74 43%	496 47%	550 47%	438 47%
Don't know	127 4%	37 3%	25 3%	49 6%	7 3%	9 4%	21 3%	86 6%	21 2%	5 3%	26 2%	56 5%	35 4%
Not applicable	839 24%	320 27%	167 17%	182 22%	79 29%	86 41%	189 26%	365 25%	276 22%	59 34%	249 23%	216 18%	275 30%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

**C28_o In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your employment or business prospects**

Base : All computer users

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
A lot of help/Some help (Net)	890 26%	304 26%	65 34%	515 25%	753 25%	37 33%	98 36%	527 29%	363 22%
A lot of help	287 8%	90 8%	16 8%	181 9%	241 8%	11 10%	33 12%	164 9%	123 8%
Some help	603 17%	214 18%	49 26%	334 16%	511 17%	26 24%	65 24%	364 20%	239 15%
No help	1616 47%	588 50%	76 40%	944 46%	1431 47%	49 45%	131 48%	824 45%	793 49%
Don't know	127 4%	38 3%	20 11%	65 3%	119 4%	2 1%	7 2%	75 4%	52 3%
Not applicable	839 24%	256 22%	29 15%	545 26%	753 25%	23 21%	39 14%	418 23%	421 26%

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**C28_o In the last 12 months, has using computers at public libraries been helpful to you in the following areas?
- Improving your employment or business prospects**

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
A lot of help/Some help (Net)	890 26%	4 31%	61 36%	23 36%	19 17%	708 29%	21 9%	824 26%	21 25%
A lot of help	287 8%	1 8%	18 11%	8 13%	9 8%	251 10%	6 2%	271 9%	6 7%
Some help	603 17%	3 23%	43 26%	15 24%	10 9%	457 19%	16 6%	553 18%	15 18%
No help	1616 47%	5 41%	84 50%	19 30%	53 49%	1027 42%	139 56%	1465 46%	41 50%
Don't know	127 4%	2 12%	4 2%	3 4%	*	93 4%	6 2%	111 4%	1 2%
Not applicable	839 24%	2 16%	19 11%	18 29%	36 33%	603 25%	80 33%	752 24%	18 22%

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C28 (L12) Summary Table - Use of computers at public libraries has been helpful in the following areas

Base : All computer users

	A lot of help/ Some help (Net)	A lot of help	Some help	No help	Don't know	Not applicable
Increasing your income	482 14%	136 4%	346 10%	1931 56%	122 4%	937 27%
Improving your access to the resources and skills necessary to find work	963 28%	341 10%	622 18%	1500 43%	118 3%	892 26%
Improving your education (studying and learning)	1635 47%	687 20%	949 27%	1204 35%	91 3%	542 16%
Improving your health, for example by providing access to health information	881 25%	260 7%	621 18%	1758 51%	128 4%	706 20%
Improving your access to information and services from the local and central government	1052 30%	295 8%	757 22%	1580 45%	142 4%	700 20%
Improving your participation in activities that foster your local language and culture	831 24%	229 7%	602 17%	1726 50%	183 5%	733 21%
Saving you time	2117 61%	884 25%	1233 36%	852 25%	111 3%	393 11%
Saving you money	1748 50%	778 22%	970 28%	1155 33%	119 3%	451 13%
Meeting new people, either physically or virtually	1120 32%	365 10%	755 22%	1614 46%	106 3%	633 18%
Maintaining communication with family and friends	1507 43%	660 19%	846 24%	1327 38%	81 2%	559 16%
Sending or receiving money to or from family or friends	345 10%	128 4%	216 6%	2048 59%	103 3%	977 28%
Pursuing interests and hobbies	1675 48%	646 19%	1029 30%	1217 35%	90 3%	491 14%
Pursuing other leisure activities	1455 42%	518 15%	937 27%	1397 40%	101 3%	520 15%
Improving your overall well-being/quality-of-life	1368 39%	423 12%	945 27%	1430 41%	115 3%	561 16%
Improving your employment or business prospects	890 26%	287 8%	603 17%	1616 47%	127 4%	839 24%

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C29_a How far do you agree or disagree with the following statements - Public libraries are friendly and welcoming

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	22809	3308	19501	1013	201	491	703	807	3484	2958	231	1769	142	167	1350	1759	285	753	2182	4515
	94%	95%	94%	95%	92%	96%	97%	98%	92%	95%	95%	88%	98%	98%	94%	98%	98%	94%	92%	96%
Strongly Agree	13970	2125	11845	543	137	332	460	608	1669	1904	125	833	115	127	666	1232	148	543	929	3600
	58%	61%	57%	51%	63%	65%	63%	74%	44%	61%	52%	41%	79%	75%	47%	69%	51%	68%	39%	77%
Agree	8839	1183	7656	471	63	159	243	198	1815	1055	106	936	27	40	684	527	137	210	1254	915
	36%	34%	37%	44%	29%	31%	33%	24%	48%	34%	44%	46%	19%	23%	48%	29%	47%	26%	53%	19%
Neither agree nor disagree	889	90	798	43	13	17	21	10	233	78	11	168	3	2	39	17	4	32	135	63
	4%	3%	4%	4%	6%	3%	3%	1%	6%	2%	4%	8%	2%	1%	3%	1%	1%	4%	6%	1%
Disagree (Net)	460	60	400	11	3	1	2	8	71	48	*	74	1	1	34	17	2	11	59	118
	2%	2%	2%	1%	1%	*	*	1%	2%	2%	*	4%	*	1%	2%	1%	1%	1%	2%	3%
Disagree	294	25	269	9	2	*	1	6	63	35	*	41	*	-	25	8	2	4	14	81
	1%	1%	1%	1%	1%	*	*	1%	2%	1%	*	2%	*	-	2%	*	1%	1%	1%	2%
Strongly disagree	166	35	131	2	1	1	*	2	7	13	-	33	*	1	9	9	*	7	45	37
	1%	1%	1%	*	*	*	*	*	*	*	-	2%	*	1%	1%	*	*	1%	2%	1%
Don't know	95	14	81	*	2	1	2	*	19	45	1	2	*	*	7	2	*	4	*	10
	*	*	*	*	1%	*	*	*	1%	1%	*	*	*	*	1%	*	*	*	*	*

C29_a How far do you agree or disagree with the following statements - Public libraries are friendly and welcoming

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	22809	5519	5880	5788	2682	2865	6663	9543	6551	1480	6494	9310	4860
	94%	93%	93%	96%	94%	95%	95%	93%	94%	96%	94%	94%	93%
Strongly Agree	13970	3050	3231	3713	1812	2111	4080	5734	4114	905	4612	5518	2477
	58%	51%	51%	61%	63%	70%	58%	56%	59%	59%	67%	56%	47%
Agree	8839	2469	2649	2075	870	754	2583	3809	2437	575	1882	3792	2384
	36%	41%	42%	34%	30%	25%	37%	37%	35%	37%	27%	38%	45%
Neither agree nor disagree	889	264	275	167	102	77	193	413	281	37	200	372	254
	4%	4%	4%	3%	4%	3%	3%	4%	4%	2%	3%	4%	5%
Disagree (Net)	460	142	144	88	40	46	120	207	133	25	168	145	119
	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	1%	2%
Disagree	294	86	101	63	22	22	57	135	101	17	113	88	71
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Strongly disagree	166	56	43	25	18	25	63	71	32	7	55	57	47
	1%	1%	1%	*	1%	1%	1%	1%	*	*	1%	1%	1%
Don't know	95	35	*	5	41	14	25	60	8	-	31	48	15
	*	1%	*	*	1%	*	*	1%	*	-	*	*	*

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C29_a How far do you agree or disagree with the following statements - Public libraries are friendly and welcoming

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	22809	9184	1085	12406	20867	504	1330	9483	13326
	<i>94%</i>	<i>94%</i>	<i>90%</i>	<i>94%</i>	<i>94%</i>	<i>95%</i>	<i>97%</i>	<i>94%</i>	<i>94%</i>
Strongly Agree	13970	5759	596	7519	12731	299	841	5472	8498
	<i>58%</i>	<i>59%</i>	<i>50%</i>	<i>57%</i>	<i>57%</i>	<i>56%</i>	<i>61%</i>	<i>54%</i>	<i>60%</i>
Agree	8839	3425	489	4886	8136	205	489	4011	4828
	<i>36%</i>	<i>35%</i>	<i>41%</i>	<i>37%</i>	<i>37%</i>	<i>39%</i>	<i>36%</i>	<i>40%</i>	<i>34%</i>
Neither agree nor disagree	889	317	85	482	842	18	29	363	526
	<i>4%</i>	<i>3%</i>	<i>7%</i>	<i>4%</i>	<i>4%</i>	<i>3%</i>	<i>2%</i>	<i>4%</i>	<i>4%</i>
Disagree (Net)	460	193	28	227	441	8	10	185	276
	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>2%</i>
Disagree	294	130	18	134	288	2	4	119	175
	<i>1%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>1%</i>	<i>*</i>	<i>*</i>	<i>1%</i>	<i>1%</i>
Strongly disagree	166	63	10	93	153	7	6	66	100
	<i>1%</i>	<i>1%</i>	<i>1%</i>	<i>1%</i>	<i>1%</i>	<i>*</i>	<i>*</i>	<i>1%</i>	<i>1%</i>
Don't know	95	26	4	65	94	*	*	63	32
	<i>*</i>	<i>*</i>	<i>*</i>	<i>*</i>	<i>*</i>	<i>*</i>	<i>*</i>	<i>1%</i>	<i>*</i>

C29_a How far do you agree or disagree with the following statements - Public libraries are friendly and welcoming

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	22809	65	518	250	570	2357	214	3046	63
	94%	96%	95%	96%	99%	97%	87%	97%	76%
Strongly Agree	13970	34	292	178	356	1638	99	1992	31
	58%	51%	53%	68%	62%	67%	40%	63%	37%
Agree	8839	31	227	72	214	719	115	1054	32
	36%	45%	41%	27%	37%	30%	47%	33%	39%
Neither agree nor disagree	889	2	11	8	6	44	13	57	8
	4%	4%	2%	3%	1%	2%	5%	2%	10%
Disagree (Net)	460	-	18	-	1	28	18	44	11
	2%	-	3%	-	*	1%	7%	1%	14%
Disagree	294	-	4	-	1	15	4	15	5
	1%	-	1%	-	*	1%	2%	*	7%
Strongly disagree	166	-	14	-	*	13	13	29	6
	1%	-	3%	-	*	1%	5%	1%	7%
Don't know	95	-	*	3	-	3	1	4	-
	*	-	*	1%	-	*	*	*	-

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C29_b How far do you agree or disagree with the following statements - Public libraries offer a politically-neutral environment

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	20548	2932	17616	923	194	445	628	744	3188	2705	226	1615	131	161	1208	1559	258	683	1751	4131
	85%	84%	85%	86%	89%	87%	86%	90%	84%	86%	93%	80%	90%	95%	84%	87%	89%	85%	74%	88%
Strongly Agree	12026	1802	10224	429	141	285	384	554	1612	1705	126	707	98	123	552	1022	141	430	670	3047
	50%	52%	49%	40%	64%	56%	53%	67%	42%	55%	52%	35%	67%	73%	39%	57%	48%	54%	28%	65%
Agree	8522	1130	7392	494	54	161	244	189	1575	999	100	909	33	38	656	536	117	253	1081	1083
	35%	33%	36%	46%	25%	32%	34%	23%	41%	32%	41%	45%	23%	22%	46%	30%	40%	32%	45%	23%
Neither agree nor disagree	1765	274	1491	84	12	39	66	58	128	259	11	204	4	7	107	97	19	58	317	294
	7%	8%	7%	8%	6%	8%	9%	7%	3%	8%	4%	10%	3%	4%	8%	5%	6%	7%	13%	6%
Disagree (Net)	592	101	491	25	3	10	9	11	196	7	3	74	1	1	30	17	8	27	107	62
	2%	3%	2%	2%	1%	2%	1%	1%	5%	*	1%	4%	*	1%	2%	1%	3%	3%	4%	1%
Disagree	405	59	346	19	2	8	9	6	140	5	3	50	1	1	17	11	6	19	77	32
	2%	2%	2%	2%	1%	2%	1%	1%	4%	*	1%	2%	*	*	1%	1%	2%	2%	3%	1%
Strongly disagree	187	42	145	6	1	3	*	5	56	2	*	24	*	1	12	7	2	8	30	30
	1%	1%	1%	1%	*	1%	*	1%	1%	*	*	1%	*	*	1%	*	1%	1%	1%	1%
Don't know	1348	166	1182	35	9	15	25	12	296	158	3	119	9	*	86	122	7	33	202	218
	6%	5%	6%	3%	4%	3%	3%	1%	8%	5%	1%	6%	6%	*	6%	7%	2%	4%	9%	5%

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C29_b How far do you agree or disagree with the following statements - Public libraries offer a politically-neutral environment

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	20548	4825	5333	5254	2491	2581	5908	8687	5904	1275	5758	8659	4274
	85%	81%	85%	87%	87%	86%	84%	85%	85%	83%	84%	88%	81%
Strongly Agree	12026	2679	2913	3099	1525	1766	3348	4983	3660	685	3702	4957	2292
	50%	45%	46%	51%	53%	59%	48%	49%	52%	44%	54%	50%	44%
Agree	8522	2146	2420	2156	966	815	2561	3704	2245	591	2056	3702	1982
	35%	36%	38%	36%	34%	27%	37%	36%	32%	38%	30%	37%	38%
Neither agree nor disagree	1765	542	519	428	138	128	562	635	565	107	490	663	435
	7%	9%	8%	7%	5%	4%	8%	6%	8%	7%	7%	7%	8%
Disagree (Net)	592	146	194	95	72	84	160	262	168	13	158	242	172
	2%	2%	3%	2%	3%	3%	2%	3%	2%	1%	2%	2%	3%
Disagree	405	129	115	66	40	54	102	177	125	7	92	175	125
	2%	2%	2%	1%	1%	2%	1%	2%	2%	*	1%	2%	2%
Strongly disagree	187	17	79	29	32	30	59	85	43	6	66	67	47
	1%	*	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%
Don't know	1348	446	253	270	164	209	370	639	337	146	487	311	367
	6%	7%	4%	4%	6%	7%	5%	6%	5%	9%	7%	3%	7%

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C29_b How far do you agree or disagree with the following statements - Public libraries offer a politically-neutral environment

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	20548	8425	1039	10969	18910	409	1142	8536	12012
	85%	87%	86%	83%	85%	77%	83%	85%	85%
Strongly Agree	12026	4921	556	6478	10995	225	738	4873	7153
	50%	51%	46%	49%	49%	42%	54%	48%	51%
Agree	8522	3505	483	4490	7914	184	405	3663	4859
	35%	36%	40%	34%	36%	35%	30%	36%	34%
Neither agree nor disagree	1765	766	93	874	1575	34	138	783	982
	7%	8%	8%	7%	7%	6%	10%	8%	7%
Disagree (Net)	592	187	34	370	553	26	10	347	245
	2%	2%	3%	3%	2%	5%	1%	3%	2%
Disagree	405	115	26	263	369	26	7	222	183
	2%	1%	2%	2%	2%	5%	1%	2%	1%
Strongly disagree	187	72	8	107	184	*	3	125	62
	1%	1%	1%	1%	1%	*	*	1%	*
Don't know	1348	341	35	967	1206	62	78	428	920
	6%	4%	3%	7%	5%	12%	6%	4%	6%

C29_b How far do you agree or disagree with the following statements - Public libraries offer a politically-neutral environment

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	20548	60	451	236	482	2157	171	2704	53
	85%	89%	82%	90%	83%	89%	70%	86%	64%
Strongly Agree	12026	32	197	151	356	1393	96	1676	27
	50%	47%	36%	58%	62%	57%	39%	53%	33%
Agree	8522	29	254	84	126	764	75	1028	26
	35%	43%	46%	32%	22%	31%	31%	33%	31%
Neither agree nor disagree	1765	4	75	10	39	137	41	227	6
	7%	5%	14%	4%	7%	6%	17%	7%	7%
Disagree (Net)	592	1	6	3	10	47	18	84	12
	2%	2%	1%	1%	2%	2%	7%	3%	14%
Disagree	405	1	5	1	10	22	7	46	9
	2%	1%	1%	*	2%	1%	3%	1%	10%
Strongly disagree	187	*	1	2	*	25	11	38	3
	1%	*	*	1%	*	1%	4%	1%	4%
Don't know	1348	3	16	12	46	90	16	136	12
	6%	4%	3%	5%	8%	4%	7%	4%	15%

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C29_c How far do you agree or disagree with the following statements - Public libraries are accessible to everyone

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	23230	3315	19915	1006	213	490	713	814	3579	3052	238	1915	140	167	1354	1770	263	728	2253	4534
	96%	95%	96%	94%	98%	96%	98%	99%	94%	98%	98%	95%	96%	99%	95%	99%	90%	91%	95%	96%
Strongly Agree	16887	2432	14455	588	182	358	564	729	2347	2624	171	1148	114	135	774	1336	172	537	1258	3851
	70%	70%	70%	55%	83%	70%	77%	88%	62%	84%	70%	57%	79%	79%	54%	74%	59%	67%	53%	82%
Agree	6342	882	5460	418	31	132	149	86	1233	427	68	767	26	33	580	433	91	191	995	683
	26%	25%	26%	39%	14%	26%	20%	10%	32%	14%	28%	38%	18%	19%	41%	24%	31%	24%	42%	15%
Neither agree nor disagree	502	69	433	34	1	15	9	4	85	43	1	55	3	1	36	1	12	52	77	72
	2%	2%	2%	3%	*	3%	1%	*	2%	1%	*	3%	2%	1%	3%	*	4%	6%	3%	2%
Disagree (Net)	431	60	371	23	1	1	3	6	128	22	3	43	2	1	35	16	12	6	41	87
	2%	2%	2%	2%	*	*	*	1%	3%	1%	1%	2%	1%	1%	2%	1%	4%	1%	2%	2%
Disagree	308	33	275	21	*	1	3	5	118	17	3	21	2	1	28	12	12	1	17	48
	1%	1%	1%	2%	*	*	*	1%	3%	1%	1%	1%	1%	*	2%	1%	4%	*	1%	1%
Strongly disagree	123	27	96	2	1	-	-	2	10	5	*	22	*	*	7	4	*	5	24	39
	1%	1%	*	*	*	-	-	*	*	*	*	1%	*	*	*	*	*	1%	1%	1%
Don't know	90	30	61	3	4	3	2	*	15	12	1	*	1	*	6	8	4	15	5	12
	*	1%	*	*	2%	1%	*	*	*	*	*	*	1%	*	*	*	1%	2%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_c How far do you agree or disagree with the following statements - Public libraries are accessible to everyone

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	23230	5747	5959	5789	2748	2915	6652	9857	6668	1481	6634	9404	5043
	96%	96%	95%	96%	96%	97%	95%	96%	96%	96%	96%	95%	96%
Strongly Agree	16887	4085	4102	4187	2097	2365	4781	7204	4866	1084	4991	6782	3520
	70%	69%	65%	69%	73%	79%	68%	70%	70%	70%	72%	69%	67%
Agree	6342	1663	1857	1602	651	549	1871	2653	1802	397	1642	2623	1522
	26%	28%	29%	26%	23%	18%	27%	26%	26%	26%	24%	27%	29%
Neither agree nor disagree	502	87	219	127	34	33	186	151	165	43	132	219	95
	2%	1%	3%	2%	1%	1%	3%	1%	2%	3%	2%	2%	2%
Disagree (Net)	431	97	104	117	74	34	157	168	105	14	118	202	85
	2%	2%	2%	2%	3%	1%	2%	2%	2%	1%	2%	2%	2%
Disagree	308	70	62	106	61	9	110	119	79	5	58	172	62
	1%	1%	1%	2%	2%	*	2%	1%	1%	*	1%	2%	1%
Strongly disagree	123	27	42	12	13	24	47	50	25	8	61	30	23
	1%	*	1%	*	*	1%	1%	*	*	1%	1%	*	*
Don't know	90	28	17	14	9	20	6	48	36	4	10	49	24
	*	*	*	*	*	1%	*	*	1%	*	*	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_c How far do you agree or disagree with the following statements - Public libraries are accessible to everyone

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	23230	9250	1125	12709	21291	496	1341	9720	13510
	96%	95%	94%	96%	96%	94%	98%	96%	95%
Strongly Agree	16887	6697	781	9294	15510	373	940	6995	9893
	70%	69%	65%	71%	70%	70%	69%	69%	70%
Agree	6342	2553	343	3415	5782	123	401	2725	3618
	26%	26%	29%	26%	26%	23%	29%	27%	26%
Neither agree nor disagree	502	240	51	211	468	20	6	199	303
	2%	2%	4%	2%	2%	4%	*	2%	2%
Disagree (Net)	431	206	18	205	406	11	15	140	291
	2%	2%	1%	2%	2%	2%	1%	1%	2%
Disagree	308	158	9	140	285	11	12	87	222
	1%	2%	1%	1%	1%	2%	1%	1%	2%
Strongly disagree	123	48	9	66	120	-	2	53	69
	1%	*	1%	*	1%	-	*	1%	*
Don't know	90	24	8	55	79	3	8	36	55
	*	*	1%	*	*	1%	1%	*	*

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_c How far do you agree or disagree with the following statements - Public libraries are accessible to everyone

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	23230	63	536	249	549	2350	219	3033	68
	96%	94%	98%	95%	95%	97%	89%	96%	83%
Strongly Agree	16887	45	379	180	432	1798	170	2227	53
	70%	67%	69%	69%	75%	74%	69%	71%	64%
Agree	6342	18	157	69	116	552	49	806	16
	26%	27%	29%	26%	20%	23%	20%	26%	19%
Neither agree nor disagree	502	4	7	7	21	35	5	55	4
	2%	5%	1%	3%	4%	1%	2%	2%	4%
Disagree (Net)	431	-	1	1	5	35	17	44	9
	2%	-	*	*	1%	1%	7%	1%	12%
Disagree	308	-	1	1	3	21	7	22	6
	1%	-	*	*	1%	1%	3%	1%	8%
Strongly disagree	123	-	*	-	2	14	10	23	3
	1%	-	*	-	*	1%	4%	1%	4%
Don't know	90	1	3	4	2	11	4	19	1
	*	1%	1%	2%	*	*	2%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_d How far do you agree or disagree with the following statements - Public libraries provide access to information for those who don't have this elsewhere

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	22770	3278	19491	962	210	491	684	795	3646	2881	235	1788	137	163	1325	1727	236	726	2244	4520
	94%	94%	94%	90%	96%	96%	94%	96%	96%	92%	97%	89%	94%	96%	93%	96%	81%	91%	94%	96%
Strongly Agree	15827	2352	13475	563	179	340	516	659	2336	2336	148	982	105	124	682	1247	131	545	1266	3671
	65%	68%	65%	53%	82%	67%	71%	80%	61%	75%	61%	49%	72%	73%	48%	69%	45%	68%	53%	78%
Agree	6942	926	6016	399	32	151	168	136	1310	545	87	806	32	39	643	480	105	181	978	849
	29%	27%	29%	37%	15%	30%	23%	17%	34%	17%	36%	40%	22%	23%	45%	27%	36%	23%	41%	18%
Neither agree nor disagree	796	91	705	72	4	15	25	16	79	108	6	134	3	4	41	29	32	39	88	102
	3%	3%	3%	7%	2%	3%	3%	2%	2%	3%	2%	7%	2%	3%	2%	11%	5%	4%	2%	
Disagree (Net)	419	74	344	23	1	2	7	7	36	96	*	47	1	3	41	21	14	30	38	53
	2%	2%	2%	2%	*	*	1%	1%	1%	3%	*	2%	1%	2%	3%	1%	5%	4%	2%	1%
Disagree	296	47	249	21	*	2	7	3	36	61	*	26	1	2	35	17	13	23	32	16
	1%	1%	1%	2%	*	*	1%	*	1%	2%	*	1%	1%	1%	2%	1%	4%	3%	1%	*
Strongly disagree	123	27	96	1	1	-	1	5	*	34	-	21	-	*	6	4	1	7	5	37
	1%	1%	*	*	*	-	*	1%	*	1%	-	1%	-	*	*	*	*	1%	*	1%
Don't know	269	30	239	11	3	1	12	6	47	44	2	44	4	*	24	17	10	5	7	30
	1%	1%	1%	1%	2%	*	2%	1%	1%	1%	1%	2%	3%	*	2%	1%	3%	1%	*	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_d How far do you agree or disagree with the following statements - Public libraries provide access to information for those who don't have this elsewhere

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	22770	5579	5934	5684	2682	2822	6596	9550	6573	1387	6539	9297	4891
	94%	94%	94%	94%	94%	94%	94%	93%	94%	90%	95%	94%	93%
Strongly Agree	15827	3801	3912	4010	1920	2137	4486	6710	4591	958	4712	6386	3323
	65%	64%	62%	66%	67%	71%	64%	66%	66%	62%	68%	65%	63%
Agree	6942	1778	2022	1674	762	685	2110	2840	1981	429	1826	2910	1568
	29%	30%	32%	28%	27%	23%	30%	28%	28%	28%	26%	29%	30%
Neither agree nor disagree	796	212	226	206	88	62	243	316	237	108	144	343	178
	3%	4%	4%	3%	3%	2%	3%	3%	3%	7%	2%	3%	3%
Disagree (Net)	419	120	106	128	39	24	103	202	113	13	143	127	124
	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	2%	1%	2%
Disagree	296	78	79	111	23	3	81	134	80	1	87	105	91
	1%	1%	1%	2%	1%	*	1%	1%	1%	*	1%	1%	2%
Strongly disagree	123	42	26	17	16	21	22	67	33	12	56	22	33
	1%	1%	*	*	1%	1%	*	1%	*	1%	1%	*	1%
Don't know	269	49	34	30	56	95	59	156	51	34	67	109	54
	1%	1%	1%	*	2%	3%	1%	2%	1%	2%	1%	1%	1%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_d How far do you agree or disagree with the following statements - Public libraries provide access to information for those who don't have this elsewhere

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	22770	9149	1110	12370	20885	484	1307	9385	13385
	<i>94%</i>	<i>94%</i>	<i>92%</i>	<i>94%</i>	<i>94%</i>	<i>91%</i>	<i>96%</i>	<i>93%</i>	<i>95%</i>
Strongly Agree	15827	6401	764	8564	14591	319	841	6462	9365
	<i>65%</i>	<i>66%</i>	<i>64%</i>	<i>65%</i>	<i>66%</i>	<i>60%</i>	<i>61%</i>	<i>64%</i>	<i>66%</i>
Agree	6942	2748	346	3806	6294	165	466	2923	4020
	<i>29%</i>	<i>28%</i>	<i>29%</i>	<i>29%</i>	<i>28%</i>	<i>31%</i>	<i>34%</i>	<i>29%</i>	<i>28%</i>
Neither agree nor disagree	796	318	55	417	723	25	31	391	405
	<i>3%</i>	<i>3%</i>	<i>5%</i>	<i>3%</i>	<i>3%</i>	<i>5%</i>	<i>2%</i>	<i>4%</i>	<i>3%</i>
Disagree (Net)	419	201	24	192	394	9	16	208	210
	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>
Disagree	296	156	20	118	274	8	14	152	144
	<i>1%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>
Strongly disagree	123	45	4	74	120	*	2	57	66
	<i>1%</i>	<i>*</i>	<i>*</i>	<i>1%</i>	<i>1%</i>	<i>*</i>	<i>*</i>	<i>1%</i>	<i>*</i>
Don't know	269	52	12	201	242	13	14	110	159
	<i>1%</i>	<i>1%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>	<i>1%</i>	<i>1%</i>

C29_d How far do you agree or disagree with the following statements - Public libraries provide access to information for those who don't have this elsewhere

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	22770	63	493	234	559	2338	199	3011	64
	94%	93%	90%	90%	97%	96%	81%	96%	77%
Strongly Agree	15827	47	302	158	409	1780	134	2177	42
	65%	69%	55%	60%	71%	73%	54%	69%	52%
Agree	6942	16	190	76	149	559	65	833	21
	29%	24%	35%	29%	26%	23%	27%	26%	26%
Neither agree nor disagree	796	3	42	12	7	48	16	66	4
	3%	4%	8%	4%	1%	2%	6%	2%	5%
Disagree (Net)	419	1	1	13	7	37	28	58	13
	2%	1%	*	5%	1%	2%	11%	2%	16%
Disagree	296	*	1	12	6	25	15	36	8
	1%	*	*	5%	1%	1%	6%	1%	9%
Strongly disagree	123	1	-	*	1	12	13	21	5
	1%	1%	-	*	*	1%	5%	1%	6%
Don't know	269	1	12	3	5	8	3	17	2
	1%	2%	2%	1%	1%	*	1%	1%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_e How far do you agree or disagree with the following statements - Public libraries are innovative (they have up to date technology and offer new services)

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	18143	2739	15404	789	185	352	512	651	2878	2201	162	1144	121	144	1052	1474	217	666	1688	3908
	75%	79%	74%	74%	85%	69%	70%	79%	76%	70%	67%	57%	83%	85%	73%	82%	74%	83%	71%	83%
Strongly Agree	9239	1423	7816	311	120	180	246	253	1238	1196	69	559	72	89	364	787	80	413	519	2742
	38%	41%	38%	29%	55%	35%	34%	31%	33%	38%	29%	28%	49%	52%	25%	44%	27%	52%	22%	58%
Agree	8904	1316	7588	478	64	171	266	399	1640	1004	93	585	49	55	688	687	137	253	1168	1166
	37%	38%	37%	45%	30%	34%	37%	48%	43%	32%	38%	29%	33%	32%	48%	38%	47%	32%	49%	25%
Neither agree nor disagree	3607	439	3168	191	18	112	150	118	582	580	60	471	13	21	179	214	39	94	400	365
	15%	13%	15%	18%	8%	22%	21%	14%	15%	19%	25%	23%	9%	12%	13%	12%	13%	12%	17%	8%
Disagree (Net)	1470	204	1265	77	8	23	19	43	210	218	13	242	4	5	78	63	30	30	254	153
	6%	6%	6%	7%	4%	5%	3%	5%	6%	7%	5%	12%	3%	3%	5%	3%	10%	4%	11%	3%
Disagree	1207	160	1046	75	5	23	16	38	200	176	12	189	4	5	59	43	27	28	195	112
	5%	5%	5%	7%	2%	5%	2%	5%	5%	6%	5%	9%	2%	3%	4%	2%	9%	3%	8%	2%
Strongly disagree	263	44	219	2	3	*	3	4	9	42	1	54	1	1	19	19	3	2	59	41
	1%	1%	1%	*	1%	*	*	1%	*	1%	*	3%	1%	1%	1%	1%	1%	*	2%	1%
Don't know	1034	91	943	9	8	23	47	12	138	130	7	155	8	*	122	44	6	10	35	279
	4%	3%	5%	1%	4%	4%	6%	2%	4%	4%	3%	8%	5%	*	9%	2%	2%	1%	1%	6%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_e How far do you agree or disagree with the following statements - Public libraries are innovative (they have up to date technology and offer new services)

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	18143	4205	4434	4685	2213	2556	5445	7470	5178	1156	5615	7275	3576
	75%	71%	70%	77%	77%	85%	78%	73%	74%	75%	81%	74%	68%
Strongly Agree	9239	1845	1954	2562	1225	1627	2631	3936	2644	700	3325	3526	1425
	38%	31%	31%	42%	43%	54%	38%	38%	38%	45%	48%	36%	27%
Agree	8904	2360	2480	2123	988	929	2814	3534	2534	456	2290	3749	2151
	37%	40%	39%	35%	34%	31%	40%	35%	36%	30%	33%	38%	41%
Neither agree nor disagree	3607	1088	1178	822	294	202	856	1698	1052	195	598	1739	996
	15%	18%	19%	14%	10%	7%	12%	17%	15%	13%	9%	18%	19%
Disagree (Net)	1470	535	422	314	129	63	437	617	412	75	290	536	554
	6%	9%	7%	5%	5%	2%	6%	6%	6%	5%	4%	5%	11%
Disagree	1207	468	311	278	110	34	335	507	362	61	216	457	459
	5%	8%	5%	5%	4%	1%	5%	5%	5%	4%	3%	5%	9%
Strongly disagree	263	67	112	36	19	29	102	110	51	14	74	79	95
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Don't know	1034	132	265	227	229	180	263	438	332	115	391	325	122
	4%	2%	4%	4%	8%	6%	4%	4%	5%	7%	6%	3%	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_e How far do you agree or disagree with the following statements - Public libraries are innovative (they have up to date technology and offer new services)

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	18143	7223	845	9959	16675	350	1014	7395	10748
	75%	74%	70%	76%	75%	66%	74%	73%	76%
Strongly Agree	9239	3732	393	5052	8409	192	552	3589	5650
	38%	38%	33%	38%	38%	36%	40%	36%	40%
Agree	8904	3492	453	4907	8266	159	462	3806	5098
	37%	36%	38%	37%	37%	30%	34%	38%	36%
Neither agree nor disagree	3607	1586	232	1773	3256	97	248	1560	2047
	15%	16%	19%	13%	15%	18%	18%	15%	14%
Disagree (Net)	1470	536	92	826	1318	75	77	707	762
	6%	6%	8%	6%	6%	14%	6%	7%	5%
Disagree	1207	473	75	643	1067	71	69	547	659
	5%	5%	6%	5%	5%	13%	5%	5%	5%
Strongly disagree	263	63	17	183	251	4	8	160	103
	1%	1%	1%	1%	1%	1%	1%	2%	1%
Don't know	1034	375	33	622	995	8	30	432	602
	4%	4%	3%	5%	4%	1%	2%	4%	4%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_e How far do you agree or disagree with the following statements - Public libraries are innovative (they have up to date technology and offer new services)

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	18143	59	313	180	427	2057	125	2590	34
	75%	87%	57%	69%	74%	85%	51%	82%	41%
Strongly Agree	9239	15	110	94	262	1163	45	1357	15
	38%	22%	20%	36%	45%	48%	18%	43%	18%
Agree	8904	44	203	87	165	894	81	1232	20
	37%	65%	37%	33%	29%	37%	33%	39%	24%
Neither agree nor disagree	3607	7	103	66	39	227	53	361	16
	15%	10%	19%	25%	7%	9%	22%	11%	19%
Disagree (Net)	1470	1	116	9	32	103	66	124	30
	6%	2%	21%	3%	6%	4%	27%	4%	36%
Disagree	1207	1	105	9	25	86	44	97	21
	5%	2%	19%	3%	4%	4%	18%	3%	26%
Strongly disagree	263	*	11	*	8	17	22	27	8
	1%	*	2%	*	1%	1%	9%	1%	10%
Don't know	1034	1	16	6	78	45	2	77	2
	4%	2%	3%	2%	14%	2%	1%	2%	3%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_f How far do you agree or disagree with the following statements - Public libraries have highly skilled librarians

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	18974	2819	16155	869	201	456	528	723	2644	2572	184	1278	129	162	1065	1656	188	684	1647	3987
	78%	81%	78%	81%	92%	90%	73%	88%	69%	82%	76%	64%	88%	95%	74%	92%	65%	85%	69%	85%
Strongly Agree	10503	1609	8894	377	148	252	282	455	958	1722	92	514	92	118	429	1041	87	407	537	2992
	43%	46%	43%	35%	68%	50%	39%	55%	25%	55%	38%	26%	63%	69%	30%	58%	30%	51%	23%	64%
Agree	8471	1210	7261	491	53	204	246	268	1685	850	92	765	36	44	637	616	101	277	1110	995
	35%	35%	35%	46%	24%	40%	34%	33%	44%	27%	38%	38%	25%	26%	44%	34%	35%	35%	47%	21%
Neither agree nor disagree	2577	336	2242	123	10	33	119	75	505	250	25	390	6	7	98	48	56	80	334	419
	11%	10%	11%	12%	4%	7%	16%	9%	13%	8%	10%	19%	4%	4%	7%	3%	19%	10%	14%	9%
Disagree (Net)	604	91	513	11	3	5	9	10	135	16	7	122	1	1	50	17	17	9	109	83
	2%	3%	2%	1%	1%	1%	1%	1%	4%	1%	3%	6%	1%	*	3%	1%	6%	1%	5%	2%
Disagree	488	56	432	9	2	3	7	6	130	15	7	99	1	*	39	14	14	7	92	42
	2%	2%	2%	1%	1%	1%	1%	1%	3%	*	3%	5%	1%	*	3%	1%	5%	1%	4%	1%
Strongly disagree	116	35	81	2	1	2	2	3	5	1	1	23	*	*	11	3	3	2	17	41
	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	1%	*	1%	1%
Don't know	2098	227	1871	64	5	15	71	17	525	290	26	223	11	*	218	73	30	27	287	216
	9%	7%	9%	6%	2%	3%	10%	2%	14%	9%	11%	11%	7%	*	15%	4%	10%	3%	12%	5%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_f How far do you agree or disagree with the following statements - Public libraries have highly skilled librarians

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	18974	4317	4747	4946	2357	2546	5768	7889	5267	1274	5620	7780	3699
	78%	72%	75%	82%	82%	85%	82%	77%	76%	83%	82%	79%	70%
Strongly Agree	10503	2204	2379	2768	1425	1688	3241	4215	3019	704	3511	4166	1765
	43%	37%	38%	46%	50%	56%	46%	41%	43%	46%	51%	42%	34%
Agree	8471	2113	2367	2178	932	858	2527	3674	2248	570	2109	3614	1934
	35%	35%	38%	36%	33%	29%	36%	36%	32%	37%	31%	37%	37%
Neither agree nor disagree	2577	770	797	566	243	191	574	1159	842	132	619	1046	723
	11%	13%	13%	9%	8%	6%	8%	11%	12%	9%	9%	11%	14%
Disagree (Net)	604	229	202	62	67	43	161	291	151	29	118	205	236
	2%	4%	3%	1%	2%	1%	2%	3%	2%	2%	2%	2%	5%
Disagree	488	208	157	45	57	22	127	238	124	22	62	167	224
	2%	3%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	4%
Strongly disagree	116	22	45	17	10	21	34	53	28	7	56	39	13
	*	*	1%	*	*	1%	*	1%	*	*	1%	*	*
Don't know	2098	644	553	474	198	222	498	885	713	106	536	844	589
	9%	11%	9%	8%	7%	7%	7%	9%	10%	7%	8%	9%	11%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_f How far do you agree or disagree with the following statements - Public libraries have highly skilled librarians

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	18974	7807	914	10162	17509	332	1026	7607	11367
	78%	80%	76%	77%	79%	63%	75%	75%	80%
Strongly Agree	10503	4372	473	5606	9618	218	582	4006	6497
	43%	45%	39%	43%	43%	41%	43%	40%	46%
Agree	8471	3434	441	4556	7891	114	444	3601	4870
	35%	35%	37%	35%	35%	22%	32%	36%	34%
Neither agree nor disagree	2577	1006	165	1370	2332	74	170	1278	1299
	11%	10%	14%	10%	10%	14%	12%	13%	9%
Disagree (Net)	604	142	42	409	573	16	14	284	320
	2%	1%	3%	3%	3%	3%	1%	3%	2%
Disagree	488	91	34	352	467	14	8	225	263
	2%	1%	3%	3%	2%	3%	1%	2%	2%
Strongly disagree	116	51	7	58	107	3	7	59	57
	*	1%	1%	*	*	*	*	1%	*
Don't know	2098	765	80	1239	1831	108	159	925	1173
	9%	8%	7%	9%	8%	20%	12%	9%	8%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_f How far do you agree or disagree with the following statements - Public libraries have highly skilled librarians

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	18974	58	391	212	507	2081	148	2646	35
	78%	86%	71%	81%	88%	86%	60%	84%	42%
Strongly Agree	10503	13	182	77	344	1316	60	1531	11
	43%	20%	33%	29%	59%	54%	24%	49%	13%
Agree	8471	45	209	135	163	765	88	1115	24
	35%	66%	38%	52%	28%	31%	36%	35%	29%
Neither agree nor disagree	2577	6	106	33	33	192	40	266	14
	11%	9%	19%	13%	6%	8%	16%	8%	17%
Disagree (Net)	604	*	3	3	8	47	25	66	14
	2%	*	*	1%	1%	2%	10%	2%	17%
Disagree	488	*	1	3	3	33	11	38	10
	2%	*	*	1%	1%	1%	4%	1%	12%
Strongly disagree	116	*	1	*	5	14	15	27	4
	*	*	*	1%	1%	1%	6%	1%	5%
Don't know	2098	3	48	13	30	111	32	173	19
	9%	5%	9%	5%	5%	5%	13%	5%	24%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C29_g How far do you agree or disagree with the following statements - Public libraries are modern

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Agree (Net)	18671	2826	15845	803	190	387	574	725	3050	2157	135	1223	114	133	1132	1454	209	689	1651	4047
	77%	81%	76%	75%	87%	76%	79%	88%	80%	69%	56%	61%	78%	78%	79%	81%	72%	86%	69%	86%
Strongly Agree	9497	1448	8049	319	121	207	264	375	1352	1129	57	536	68	85	369	795	92	382	547	2798
	39%	42%	39%	30%	56%	41%	36%	46%	36%	36%	24%	27%	47%	50%	26%	44%	32%	48%	23%	59%
Agree	9175	1379	7796	484	68	180	310	350	1697	1028	78	687	46	47	763	660	117	307	1104	1248
	38%	40%	38%	45%	31%	35%	43%	42%	45%	33%	32%	34%	32%	28%	53%	37%	40%	38%	46%	27%
Neither agree nor disagree	3802	435	3367	191	19	83	126	77	528	749	63	517	19	25	189	246	56	83	430	401
	16%	13%	16%	18%	9%	16%	17%	9%	14%	24%	26%	26%	13%	15%	13%	14%	19%	10%	18%	9%
Disagree (Net)	1392	174	1218	64	6	30	25	21	156	170	43	220	7	12	75	75	22	24	251	192
	6%	5%	6%	6%	3%	6%	3%	3%	4%	5%	18%	11%	5%	7%	5%	4%	8%	3%	11%	4%
Disagree	1106	119	987	62	5	27	21	18	146	102	41	190	7	11	54	57	19	20	168	157
	5%	3%	5%	6%	2%	5%	3%	2%	4%	3%	17%	9%	5%	7%	4%	3%	7%	3%	7%	3%
Strongly disagree	286	55	231	2	1	3	5	2	9	67	2	30	1	1	21	19	3	3	83	34
	1%	2%	1%	*	*	1%	1%	*	*	2%	1%	2%	1%	1%	1%	1%	1%	*	3%	1%
Don't know	388	38	350	10	4	10	2	2	74	53	1	53	5	*	35	19	4	5	45	65
	2%	1%	2%	1%	2%	2%	*	*	2%	2%	1%	3%	3%	*	2%	1%	1%	1%	2%	1%

C29_g How far do you agree or disagree with the following statements - Public libraries are modern

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Agree (Net)	18671	4033	4652	4843	2414	2677	5362	7804	5461	1324	5731	7603	3456
	77%	68%	74%	80%	84%	89%	77%	76%	78%	86%	83%	77%	66%
Strongly Agree	9497	1866	2106	2581	1291	1639	2787	4003	2680	699	3387	3612	1484
	39%	31%	33%	43%	45%	55%	40%	39%	38%	45%	49%	37%	28%
Agree	9175	2167	2546	2262	1123	1039	2575	3801	2781	626	2344	3992	1972
	38%	36%	40%	37%	39%	35%	37%	37%	40%	41%	34%	40%	38%
Neither agree nor disagree	3802	1403	1099	806	278	194	1071	1674	1051	116	714	1571	1288
	16%	24%	17%	13%	10%	6%	15%	16%	15%	8%	10%	16%	25%
Disagree (Net)	1392	451	457	257	139	84	437	618	337	63	306	560	446
	6%	8%	7%	4%	5%	3%	6%	6%	5%	4%	4%	6%	8%
Disagree	1106	368	353	210	122	50	313	504	288	41	256	474	321
	5%	6%	6%	3%	4%	2%	4%	5%	4%	3%	4%	5%	6%
Strongly disagree	286	83	104	47	17	34	124	114	49	22	50	86	125
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
Don't know	388	73	91	142	35	46	131	128	125	38	142	141	58
	2%	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	1%

C29_g How far do you agree or disagree with the following statements - Public libraries are modern

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Agree (Net)	18671	7580	885	10119	17158	341	1068	7793	10879
	77%	78%	74%	77%	77%	64%	78%	77%	77%
Strongly Agree	9497	3868	399	5169	8688	197	526	3725	5772
	39%	40%	33%	39%	39%	37%	38%	37%	41%
Agree	9175	3713	486	4949	8470	144	541	4068	5107
	38%	38%	40%	38%	38%	27%	40%	40%	36%
Neither agree nor disagree	3802	1478	212	2077	3471	101	228	1589	2212
	16%	15%	18%	16%	16%	19%	17%	16%	16%
Disagree (Net)	1392	531	83	776	1279	48	62	574	818
	6%	5%	7%	6%	6%	9%	5%	6%	6%
Disagree	1106	422	70	613	1013	32	60	445	660
	5%	4%	6%	5%	5%	6%	4%	4%	5%
Strongly disagree	286	109	13	163	266	17	2	129	157
	1%	1%	1%	1%	1%	3%	*	1%	1%
Don't know	388	130	21	208	336	40	11	138	250
	2%	1%	2%	2%	2%	8%	1%	1%	2%

C29_g How far do you agree or disagree with the following statements - Public libraries are modern

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Agree (Net)	18671	49	336	224	489	2087	138	2654	39
	77%	72%	61%	86%	85%	86%	56%	84%	47%
Strongly Agree	9497	27	125	70	324	1197	43	1388	8
	39%	40%	23%	27%	56%	49%	18%	44%	10%
Agree	9175	22	211	154	166	891	95	1267	31
	38%	32%	39%	59%	29%	37%	39%	40%	37%
Neither agree nor disagree	3802	14	166	29	51	243	48	361	20
	16%	21%	30%	11%	9%	10%	20%	11%	24%
Disagree (Net)	1392	4	39	4	27	85	55	110	23
	6%	6%	7%	2%	5%	3%	22%	3%	29%
Disagree	1106	4	13	4	10	67	22	78	12
	5%	6%	2%	1%	2%	3%	9%	2%	14%
Strongly disagree	286	*	25	*	17	17	33	32	12
	1%	*	5%	*	3%	1%	13%	1%	14%
Don't know	388	*	7	4	10	16	4	26	*
	2%	*	1%	1%	2%	1%	2%	1%	*

C29 (L13) Summary Table - How far do you agree or disagree with the following statements

Base : All Respondents

	Agree (Net)	Strongly Agree	Agree	Neither agree nor disagree	Disagree (Net)	Disagree	Strongly disagree	Don't know
Public libraries are friendly and welcoming	22809 94%	13970 58%	8839 36%	889 4%	460 2%	294 1%	166 1%	95 *
Public libraries offer a politically-neutral environment	20548 85%	12026 50%	8522 35%	1765 7%	592 2%	405 2%	187 1%	1348 6%
Public libraries are accessible to everyone	23230 96%	16887 70%	6342 26%	502 2%	431 2%	308 1%	123 1%	90 *
Public libraries provide access to information for those who don't have this elsewhere	22770 94%	15827 65%	6942 29%	796 3%	419 2%	296 1%	123 1%	269 1%
Public libraries are innovative (they have up to date technology and offer new services)	18143 75%	9239 38%	8904 37%	3607 15%	1470 6%	1207 5%	263 1%	1034 4%
Public libraries have highly skilled librarians	18974 78%	10503 43%	8471 35%	2577 11%	604 2%	488 2%	116 *	2098 9%
Public libraries are modern	18671 77%	9497 39%	9175 38%	3802 16%	1392 6%	1106 5%	286 1%	388 2%

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C30 How much do you value the library's computers and Internet connection? Are they ...

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Valuable (Net)	3206	3206	-	175	28	74	197	193	188	257	33	219	36	62	189	124	40	142	248	1001
	92%	92%	-	96%	99%	90%	85%	84%	99%	75%	96%	91%	95%	99%	94%	99%	99%	99%	95%	97%
Extremely valuable	1237	1237	-	65	17	22	36	61	69	53	12	55	12	25	81	40	23	55	68	544
	36%	36%	-	36%	61%	27%	15%	27%	36%	15%	35%	23%	31%	39%	40%	32%	57%	38%	26%	53%
Very valuable	1194	1194	-	63	9	31	98	85	68	105	11	64	14	26	75	67	12	44	99	325
	34%	34%	-	35%	32%	38%	42%	37%	36%	31%	33%	26%	37%	41%	37%	53%	30%	30%	38%	31%
Fairly valuable	774	774	-	46	2	21	63	47	51	99	9	100	10	12	34	17	5	44	81	132
	22%	22%	-	25%	7%	26%	27%	20%	27%	29%	28%	42%	27%	19%	17%	14%	12%	31%	31%	13%
Not valuable (Net)	246	246	-	7	*	5	35	38	1	87	1	22	1	1	8	1	*	1	13	25
	7%	7%	-	4%	*	7%	15%	16%	1%	25%	4%	9%	4%	1%	4%	*	1%	1%	5%	2%
Not very valuable	212	212	-	6	*	5	34	36	1	72	1	18	1	*	6	1	*	1	13	16
	6%	6%	-	4%	*	7%	14%	16%	1%	21%	4%	7%	3%	*	3%	*	1%	1%	5%	2%
Not at all valuable	33	33	-	*	*	-	1	2	*	15	*	4	*	*	2	-	*	-	*	9
	1%	1%	-	*	*	-	*	1%	*	4%	*	2%	*	*	1%	-	*	-	*	1%
Don't know (SPONTANEOUS)	22	22	-	*	*	2	1	-	1	-	*	1	*	*	3	1	*	1	*	10
	1%	1%	-	*	*	3%	1%	-	1%	-	*	*	1%	*	2%	1%	*	1%	*	1%

C30 How much do you value the library's computers and Internet connection? Are they ...

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Valuable (Net)	3206	1089	890	787	246	183	665	1356	1164	167	984	1082	850
	92%	92%	93%	93%	91%	88%	91%	93%	92%	97%	92%	92%	91%
Extremely valuable	1237	366	314	376	98	78	263	579	388	91	452	400	236
	36%	31%	33%	44%	36%	38%	36%	40%	31%	53%	42%	34%	25%
Very valuable	1194	409	334	282	93	71	251	474	461	52	350	406	337
	34%	35%	35%	33%	35%	34%	35%	32%	37%	30%	33%	35%	36%
Fairly valuable	774	313	242	130	55	33	151	303	316	24	183	277	277
	22%	27%	25%	15%	20%	16%	21%	21%	25%	14%	17%	24%	30%
Not valuable (Net)	246	80	67	54	22	22	60	93	92	6	76	88	71
	7%	7%	7%	6%	8%	11%	8%	6%	7%	3%	7%	8%	8%
Not very valuable	212	67	62	48	22	13	58	78	75	6	56	81	65
	6%	6%	6%	6%	8%	6%	8%	5%	6%	3%	5%	7%	7%
Not at all valuable	33	13	5	6	1	8	2	14	17	-	20	7	6
	1%	1%	1%	1%	*	4%	*	1%	1%	-	2%	1%	1%
Don't know (SPONTANEOUS)	22	10	3	4	1	3	4	13	4	*	6	3	11
	1%	1%	*	*	*	1%	1%	1%	*	*	1%	*	1%

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C30 How much do you value the library's computers and Internet connection? Are they ...

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Valuable (Net)	3206	1106	172	1902	2815	98	260	1693	1512
	92%	93%	90%	92%	92%	89%	95%	92%	93%
Extremely valuable	1237	401	53	769	1074	36	110	672	565
	36%	34%	28%	37%	35%	32%	40%	36%	35%
Very valuable	1194	462	83	645	1051	24	106	601	593
	34%	39%	44%	31%	34%	22%	39%	33%	36%
Fairly valuable	774	243	35	489	690	38	44	421	354
	22%	21%	19%	24%	23%	35%	16%	23%	22%
Not valuable (Net)	246	77	17	149	220	12	14	141	105
	7%	6%	9%	7%	7%	11%	5%	8%	6%
Not very valuable	212	71	13	126	188	11	13	115	98
	6%	6%	7%	6%	6%	10%	5%	6%	6%
Not at all valuable	33	6	5	23	32	1	*	26	7
	1%	*	2%	1%	1%	1%	*	1%	*
Don't know (SPONTANEOUS)	22	3	1	17	21	*	1	10	12
	1%	*	*	1%	1%	*	*	1%	1%

C30 How much do you value the library's computers and Internet connection? Are they ...

Base : All computer users

	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?		
	Total	Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Valuable (Net)	3206	13	150	62	98	2431	-	3011	42
	92%	99%	89%	97%	91%	100%	-	96%	52%
Extremely valuable	1237	5	48	25	44	1237	-	1201	18
	36%	39%	28%	39%	41%	51%	-	38%	21%
Very valuable	1194	4	62	29	21	1194	-	1131	12
	34%	33%	37%	45%	20%	49%	-	36%	14%
Fairly valuable	774	4	41	8	33	-	-	679	13
	22%	27%	24%	13%	30%	-	-	22%	16%
Not valuable (Net)	246	*	18	2	8	-	246	133	38
	7%	1%	11%	3%	7%	-	100%	4%	46%
Not very valuable	212	*	18	2	6	-	212	120	24
	6%	1%	11%	2%	6%	-	86%	4%	29%
Not at all valuable	33	-	*	*	2	-	33	13	14
	1%	-	*	*	1%	-	14%	*	17%
Don't know (SPONTANEOUS)	22	*	-	*	2	-	-	8	2
	1%	*	-	*	1%	-	-	*	2%

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

C31 How satisfied or dissatisfied are you with your access to computers and the Internet at public libraries?

Base : All computer users

	Use computers?			Country																
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	11716	11716	-	650	718	697	703	713	602	708	714	682	729	700	523	700	700	749	713	715
Weighted base	3473	3473	-	181	28	81	233	231	190	344	34	242	38	63	200	126	41	144	261	1035
Satisfied (Net)	3152	3152	-	165	27	75	214	215	175	234	29	198	36	59	183	119	36	137	240	1008
	91%	91%	-	91%	97%	92%	92%	93%	92%	68%	87%	82%	96%	93%	91%	95%	88%	95%	92%	97%
Very satisfied	1649	1649	-	81	20	33	109	103	73	88	12	60	21	36	76	52	15	71	72	730
	47%	47%	-	45%	69%	41%	47%	44%	38%	26%	34%	25%	55%	58%	38%	41%	37%	49%	28%	70%
Satisfied	1503	1503	-	84	8	42	106	112	103	146	18	138	15	23	107	67	21	66	168	279
	43%	43%	-	46%	28%	51%	45%	49%	54%	43%	53%	57%	41%	36%	53%	53%	52%	46%	64%	27%
Neither satisfied nor dissatisfied	215	215	-	12	*	5	16	16	10	77	4	27	1	3	12	3	3	3	16	7
	6%	6%	-	7%	2%	7%	7%	7%	5%	22%	13%	11%	2%	5%	6%	2%	8%	2%	6%	1%
Dissatisfied (Net)	82	82	-	4	*	1	2	*	4	27	*	16	*	*	4	2	1	1	5	12
	2%	2%	-	2%	1%	2%	1%	*	2%	8%	*	7%	1%	1%	2%	2%	3%	1%	2%	1%
Dissatisfied	65	65	-	4	*	1	2	*	4	20	*	11	*	*	3	2	1	*	4	11
	2%	2%	-	2%	*	1%	1%	*	2%	6%	*	5%	1%	1%	2%	2%	2%	*	2%	1%
Very dissatisfied	17	17	-	*	*	*	-	-	*	7	*	5	*	-	1	*	1	*	1	1
	*	*	-	*	1%	*	-	-	*	2%	*	2%	*	-	*	1%	*	*	*	*
Don't know (SPONTANEOUS)	25	25	-	*	*	-	*	-	1	6	-	*	*	*	2	2	*	3	*	8
	1%	1%	-	*	*	-	*	-	1%	2%	-	*	1%	1%	1%	1%	*	2%	*	1%

C31 How satisfied or dissatisfied are you with your access to computers and the Internet at public libraries?

Base : All computer users

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	11716	4304	3020	2447	1163	708	2627	4831	4213	508	3030	4084	3748
Weighted base	3473	1179	960	845	269	207	729	1462	1260	173	1067	1174	931
Satisfied (Net)	3152	1067	860	781	249	184	666	1340	1125	160	987	1051	830
	91%	91%	90%	92%	93%	89%	91%	92%	89%	92%	93%	90%	89%
Very satisfied	1649	555	419	437	137	95	353	735	552	120	616	482	351
	47%	47%	44%	52%	51%	46%	48%	50%	44%	69%	58%	41%	38%
Satisfied	1503	512	441	343	113	89	314	605	573	40	371	569	479
	43%	43%	46%	41%	42%	43%	43%	41%	45%	23%	35%	48%	51%
Neither satisfied nor dissatisfied	215	66	71	47	15	15	48	83	82	9	46	91	65
	6%	6%	7%	6%	6%	7%	7%	6%	7%	5%	4%	8%	7%
Dissatisfied (Net)	82	27	28	15	4	8	10	28	44	3	27	28	23
	2%	2%	3%	2%	2%	4%	1%	2%	3%	2%	3%	2%	2%
Dissatisfied	65	18	24	12	3	7	9	21	35	3	19	24	19
	2%	2%	2%	1%	1%	4%	1%	1%	3%	2%	2%	2%	2%
Very dissatisfied	17	9	4	3	1	*	1	7	9	1	8	5	4
	*	1%	*	*	*	*	*	1%	1%	*	1%	*	*
Don't know (SPONTANEOUS)	25	19	2	2	*	*	4	10	10	*	6	3	13
	1%	2%	*	*	*	*	1%	1%	1%	*	1%	*	1%

C31 How satisfied or dissatisfied are you with your access to computers and the Internet at public libraries?

Base : All computer users

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	11716	3686	517	7417	10535	274	875	5800	5916
Weighted base	3473	1186	190	2069	3055	110	275	1844	1629
Satisfied (Net)	3152	1092	165	1870	2773	94	252	1662	1490
	91%	92%	87%	90%	91%	85%	92%	90%	91%
Very satisfied	1649	578	70	993	1444	41	135	852	797
	47%	49%	37%	48%	47%	37%	49%	46%	49%
Satisfied	1503	514	95	877	1330	53	117	810	693
	43%	43%	50%	42%	44%	48%	43%	44%	43%
Neither satisfied nor dissatisfied	215	72	20	120	188	14	12	115	99
	6%	6%	10%	6%	6%	13%	5%	6%	6%
Dissatisfied (Net)	82	19	5	58	70	2	10	55	27
	2%	2%	3%	3%	2%	2%	4%	3%	2%
Dissatisfied	65	14	4	47	55	1	9	43	22
	2%	1%	2%	2%	2%	1%	3%	2%	1%
Very dissatisfied	17	5	1	11	16	*	1	12	6
	*	*	1%	1%	1%	*	*	1%	*
Don't know (SPONTANEOUS)	25	3	*	21	24	*	*	12	12
	1%	*	*	1%	1%	*	*	1%	1%

C31 How satisfied or dissatisfied are you with your access to computers and the Internet at public libraries?

Base : All computer users

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	11716	130	427	308	296	8757	516	10795	224
Weighted base	3473	13	168	64	108	2431	246	3152	82
Satisfied (Net)	3152 91%	11 83%	143 85%	60 94%	99 92%	2332 96%	133 54%	3152 100%	-
Very satisfied	1649 47%	7 55%	63 37%	32 50%	60 56%	1436 59%	28 11%	1649 52%	-
Satisfied	1503 43%	4 27%	80 48%	28 44%	39 36%	895 37%	105 43%	1503 48%	-
Neither satisfied nor dissatisfied	215 6%	1 10%	18 11%	3 4%	4 4%	62 3%	69 28%	-	-
Dissatisfied (Net)	82 2%	1 8%	8 4%	1 2%	5 4%	29 1%	38 15%	-	82 100%
Dissatisfied	65 2%	1 4%	8 4%	1 1%	4 4%	25 1%	28 11%	-	65 79%
Very dissatisfied	17 *	* 4%	-	* 1%	* *	5 *	10 4%	-	17 21%
Don't know (SPONTANEOUS)	25 1%	-	*	-	-	8 *	6 3%	-	-

D1 Gender

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Male	10094	1844	8250	470	79	143	320	355	1599	1251	99	745	52	63	601	592	154	360	1141	2070
	42%	53%	40%	44%	36%	28%	44%	43%	42%	40%	41%	37%	36%	37%	42%	33%	53%	45%	48%	44%
Female	14159	1629	12530	598	140	367	407	470	2209	1877	143	1268	93	107	830	1202	137	440	1236	2635
	58%	47%	60%	56%	64%	72%	56%	57%	58%	60%	59%	63%	64%	63%	58%	67%	47%	55%	52%	56%

D1 Gender

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Male	10094	2460	2349	2433	1269	1558	2680	4229	3160	805	2818	4058	2130
	42%	41%	37%	40%	44%	52%	38%	41%	45%	52%	41%	41%	41%
Female	14159	3500	3950	3615	1597	1443	4321	5994	3814	736	4075	5817	3117
	58%	59%	63%	60%	56%	48%	62%	59%	55%	48%	59%	59%	59%

D1 Gender

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Male	10094 42%	3804 39%	650 54%	5592 42%	9349 42%	198 37%	521 38%	10094 100%	- -
Female	14159 58%	5916 61%	551 46%	7588 58%	12896 58%	332 63%	847 62%	- -	14159 100%

D1 Gender

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Male	10094	48	295	115	282	1273	141	1662	55
	42%	71%	54%	44%	49%	52%	57%	53%	67%
Female	14159	19	253	146	295	1158	105	1490	27
	58%	29%	46%	56%	51%	48%	43%	47%	33%

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D2 How old are you?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
15-19	3468 14%	611 18%	2857 14%	200 19%	27 13%	63 12%	81 11%	78 9%	707 19%	499 16%	37 15%	186 9%	21 14%	44 26%	189 13%	282 16%	67 23%	211 26%	345 15%	431 9%
20-24	2492 10%	568 16%	1924 9%	121 11%	36 16%	44 9%	57 8%	71 9%	283 7%	190 6%	35 15%	277 14%	20 14%	20 12%	82 6%	329 18%	59 20%	134 17%	273 11%	463 10%
25-29	2124 9%	367 11%	1757 8%	89 8%	13 6%	40 8%	61 8%	97 12%	352 9%	133 4%	24 10%	215 11%	14 10%	10 6%	81 6%	184 10%	28 10%	81 10%	314 13%	389 8%
30-34	2033 8%	289 8%	1743 8%	72 7%	14 6%	42 8%	48 7%	88 11%	284 7%	174 6%	22 9%	296 15%	6 4%	8 5%	82 6%	146 8%	25 8%	71 9%	262 11%	392 8%
35-39	2143 9%	304 9%	1839 9%	95 9%	15 7%	50 10%	59 8%	54 7%	240 6%	287 9%	14 6%	173 9%	7 5%	9 5%	123 9%	137 8%	29 10%	80 10%	327 14%	443 9%
40-44	2282 9%	285 8%	1997 10%	99 9%	22 10%	40 8%	53 7%	48 6%	407 11%	289 9%	34 14%	197 10%	16 11%	8 5%	187 13%	144 8%	23 8%	67 8%	225 9%	423 9%
45-49	1868 8%	297 9%	1571 8%	81 8%	20 9%	38 8%	50 7%	80 10%	260 7%	218 7%	23 10%	113 6%	8 5%	9 5%	142 10%	106 6%	18 6%	50 6%	216 9%	436 9%
50-54	1898 8%	263 8%	1635 8%	76 7%	23 11%	39 8%	57 8%	45 5%	285 7%	307 10%	13 5%	153 8%	12 8%	11 6%	129 9%	109 6%	17 6%	36 4%	130 5%	458 10%
55-59	1273 5%	139 4%	1134 5%	60 6%	14 7%	40 8%	63 9%	67 8%	185 5%	211 7%	10 4%	44 2%	9 6%	10 6%	88 6%	79 4%	7 2%	23 3%	83 4%	280 6%
60-64	1593 7%	131 4%	1462 7%	68 6%	14 6%	52 10%	46 6%	74 9%	310 8%	259 8%	17 7%	77 4%	9 6%	10 6%	113 8%	82 5%	8 3%	17 2%	107 4%	332 7%
65-69	1331 5%	113 3%	1218 6%	51 5%	8 4%	33 6%	85 12%	57 7%	208 5%	220 7%	8 3%	154 8%	9 6%	10 6%	98 7%	72 4%	5 2%	15 2%	54 2%	246 5%
70-74	895 4%	61 2%	834 4%	29 3%	5 2%	18 4%	28 4%	39 5%	161 4%	183 6%	3 1%	101 5%	8 6%	11 6%	63 4%	53 3%	3 1%	6 1%	17 1%	166 4%
75+	775 3%	32 1%	743 4%	27 3%	5 2%	8 2%	41 6%	26 3%	126 3%	141 4%	1 *	26 1%	7 5%	10 6%	51 4%	45 1%	2 1%	7 1%	24 1%	229 5%
Don't know	2 *	- *	2 *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	2 *	- *	- *	- *	- *
Refused	78 *	12 *	65 *	- *	1 *	2 *	* *	1 *	- *	19 *	* 1%	2 *	* *	* *	3 *	26 1%	2 1%	4 *	* *	17 *

D2 How old are you?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
15-19	3468 14%	3468 58%	-	-	-	-	1092 16%	1453 14%	910 13%	45 3%	220 3%	14 *	3167 60%
20-24	2492 10%	2492 42%	-	-	-	-	553 8%	945 9%	985 14%	20 1%	531 8%	419 4%	1450 28%
25-29	2124 9%	-	2124 34%	-	-	-	433 6%	800 8%	889 13%	24 2%	562 8%	1092 11%	385 7%
30-34	2033 8%	-	2033 32%	-	-	-	443 6%	872 9%	713 10%	41 3%	481 7%	1356 14%	87 2%
35-39	2143 9%	-	2143 34%	-	-	-	732 10%	858 8%	541 8%	63 4%	679 10%	1289 13%	51 1%
40-44	2282 9%	-	-	2282 38%	-	-	753 11%	1008 10%	518 7%	69 4%	782 11%	1348 14%	19 *
45-49	1868 8%	-	-	1868 31%	-	-	635 9%	733 7%	498 7%	110 7%	658 10%	1020 10%	34 1%
50-54	1898 8%	-	-	1898 31%	-	-	633 9%	842 8%	422 6%	120 8%	753 11%	956 10%	9 *
55-59	1273 5%	-	-	-	1273 44%	-	353 5%	564 6%	353 5%	133 9%	496 7%	601 6%	2 *
60-64	1593 7%	-	-	-	1593 56%	-	507 7%	701 7%	380 5%	202 13%	630 9%	700 7%	8 *
65-69	1331 5%	-	-	-	-	1331 44%	362 5%	645 6%	324 5%	263 17%	456 7%	549 6%	1 *
70-74	895 4%	-	-	-	-	895 30%	263 4%	406 4%	225 3%	223 14%	303 4%	342 3%	1 *
75+	775 3%	-	-	-	-	775 26%	209 3%	362 4%	202 3%	227 15%	327 5%	165 2%	26 1%
Don't know	2 *	-	-	-	-	-	-	-	2 *	-	-	2 *	-
Refused	78 *	-	-	-	-	-	33 *	33 *	11 *	2 *	16 *	23 *	7 *

D2 How old are you?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
15-19	3468 14%	122 1%	2 *	3304 25%	3249 15%	20 4%	172 13%	1316 13%	2152 15%
20-24	2492 10%	548 6%	20 2%	1917 15%	2215 10%	40 8%	234 17%	1144 11%	1348 10%
25-29	2124 9%	1128 12%	71 6%	916 7%	1866 8%	73 14%	181 13%	794 8%	1330 9%
30-34	2033 8%	1252 13%	171 14%	591 4%	1789 8%	42 8%	198 14%	804 8%	1228 9%
35-39	2143 9%	1457 15%	180 15%	495 4%	1938 9%	88 17%	114 8%	751 7%	1392 10%
40-44	2282 9%	1584 16%	245 20%	437 3%	2079 9%	47 9%	149 11%	930 9%	1352 10%
45-49	1868 8%	1299 13%	163 14%	373 3%	1717 8%	55 10%	86 6%	734 7%	1134 8%
50-54	1898 8%	1282 13%	133 11%	473 4%	1800 8%	28 5%	58 4%	768 8%	1129 8%
55-59	1273 5%	645 7%	119 10%	504 4%	1198 5%	24 4%	50 4%	565 6%	708 5%
60-64	1593 7%	309 3%	59 5%	1224 9%	1533 7%	16 3%	24 2%	704 7%	889 6%
65-69	1331 5%	46 *	19 2%	1265 10%	1241 6%	33 6%	53 4%	683 7%	648 5%
70-74	895 4%	12 *	6 *	878 7%	802 4%	53 10%	34 2%	457 5%	439 3%
75+	775 3%	2 *	8 1%	765 6%	741 3%	10 2%	15 1%	418 4%	357 3%
Don't know	2 *	1 *	- -	1 *	2 *	- -	- -	- -	2 *
Refused	78 *	33 *	4 *	36 *	75 *	* *	2 *	25 *	52 *

D2 How old are you?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
15-19	3468 14%	10 14%	102 19%	30 11%	21 4%	364 15%	41 17%	553 18%	13 16%
20-24	2492 10%	6 8%	86 16%	28 11%	43 8%	412 17%	39 16%	514 16%	14 16%
25-29	2124 9%	3 4%	47 9%	57 22%	34 6%	253 10%	30 12%	329 10%	16 19%
30-34	2033 8%	28 41%	86 16%	32 12%	40 7%	197 8%	23 9%	253 8%	5 6%
35-39	2143 9%	6 9%	67 12%	28 11%	93 16%	198 8%	14 6%	278 9%	7 9%
40-44	2282 9%	3 5%	57 10%	22 9%	30 5%	222 9%	10 4%	271 9%	3 3%
45-49	1868 8%	4 5%	33 6%	19 7%	37 6%	233 10%	28 12%	270 9%	6 8%
50-54	1898 8%	1 2%	19 3%	18 7%	52 9%	203 8%	15 6%	240 8%	6 8%
55-59	1273 5%	2 2%	19 3%	9 3%	63 11%	102 4%	10 4%	130 4%	2 3%
60-64	1593 7%	4 7%	4 1%	5 2%	50 9%	90 4%	13 5%	120 4%	2 3%
65-69	1331 5%	* 1%	16 3%	4 2%	23 4%	84 3%	9 4%	97 3%	5 6%
70-74	895 4%	- -	2 *	7 3%	43 7%	39 2%	11 5%	58 2%	2 3%
75+	775 3%	- -	10 2%	1 *	48 8%	26 1%	1 1%	29 1%	* *
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -
Refused	78 *	1 1%	* *	* *	- -	9 *	1 *	10 *	* *

D3 Would you say you live in a...?

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Rural area or village	7001	729	6272	523	59	127	131	256	914	782	32	463	57	48	587	628	105	256	1093	941
	29%	21%	30%	49%	27%	25%	18%	31%	24%	25%	13%	23%	39%	28%	41%	35%	36%	32%	46%	20%
Small or middle sized town	10223	1462	8761	288	35	204	342	313	2170	1564	126	1268	51	61	487	574	119	168	523	1929
	42%	42%	42%	27%	16%	40%	47%	38%	57%	50%	52%	63%	35%	36%	34%	32%	41%	21%	22%	41%
Large town / city	6974	1260	5714	256	124	178	255	256	721	780	84	282	38	60	355	592	65	331	761	1835
	29%	36%	27%	24%	57%	35%	35%	31%	19%	25%	35%	14%	26%	36%	25%	33%	22%	41%	32%	39%
Don't know (SPONTANEOUS)	55	22	33	-	-	-	*	-	2	2	1	-	-	1	2	*	2	45	-	-
	*	1%	*	-	-	-	*	-	*	*	*	-	-	*	*	*	1%	6%	-	-

D3 Would you say you live in a...?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Rural area or village	7001	1645	1608	2020	860	834	7001	-	-	594	2090	2744	1429
	29%	28%	26%	33%	30%	28%	100%	-	-	39%	30%	28%	27%
Small or middle sized town	10223	2399	2531	2583	1266	1413	-	10223	-	656	3091	4125	2093
	42%	40%	40%	43%	44%	47%	-	100%	-	43%	45%	42%	40%
Large town / city	6974	1896	2144	1438	733	751	-	-	6974	290	1687	2996	1712
	29%	32%	34%	24%	26%	25%	-	-	100%	19%	24%	30%	33%
Don't know (SPONTANEOUS)	55	20	18	6	7	4	-	-	-	2	24	10	14
	*	*	*	*	*	*	-	-	-	*	*	*	*

D3 Would you say you live in a...?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Rural area or village	7001 29%	2934 30%	437 36%	3615 27%	6692 30%	130 24%	170 12%	2680 27%	4321 31%
Small or middle sized town	10223 42%	3963 41%	464 39%	5735 44%	9403 42%	224 42%	504 37%	4229 42%	5994 42%
Large town / city	6974 29%	2798 29%	298 25%	3806 29%	6097 27%	176 33%	692 51%	3160 31%	3814 27%
Don't know (SPONTANEOUS)	55 *	25 *	3 *	25 *	52 *	- -	2 *	25 *	30 *

D3 Would you say you live in a...?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Rural area or village	7001	15	88	49	228	515	60	666	10
	29%	22%	16%	19%	40%	21%	24%	21%	12%
Small or middle sized town	10223	23	223	90	223	1053	93	1340	28
	42%	34%	41%	35%	39%	43%	38%	43%	35%
Large town / city	6974	30	233	117	125	848	92	1125	44
	29%	44%	43%	45%	22%	35%	37%	36%	53%
Don't know (SPONTANEOUS)	55	-	3	5	1	15	1	20	-
	*	-	1%	2%	*	1%	*	1%	-

D4 How old were you when you stopped full-time education?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
No education	60	16	45	1	*	1	37	10	2	3	1	-	*	1	-	2	*	-	-	2
	*	*	*	*	*	*	5%	1%	*	*	*	-	*	1%	-	*	*	-	-	*
15 or under	1541	173	1368	38	12	8	27	17	80	86	8	258	4	3	44	57	20	25	351	503
	6%	5%	7%	4%	6%	2%	4%	2%	2%	3%	3%	13%	3%	2%	3%	3%	7%	3%	15%	11%
16-19	6893	1067	5827	244	96	279	56	169	736	1000	70	485	55	40	428	432	50	270	489	1995
	28%	31%	28%	23%	44%	55%	8%	20%	19%	32%	29%	24%	38%	24%	30%	24%	17%	34%	21%	42%
20+	9875	1174	8701	503	79	123	457	444	1908	1415	98	881	52	64	711	637	83	169	904	1348
	41%	34%	42%	47%	36%	24%	63%	54%	50%	45%	40%	44%	36%	38%	50%	35%	28%	21%	38%	29%
Still studying	5247	931	4316	281	29	97	146	168	1080	619	60	383	31	54	241	498	116	271	628	544
	22%	27%	21%	26%	13%	19%	20%	20%	28%	20%	25%	19%	21%	32%	17%	28%	40%	34%	26%	12%
Refused	453	63	390	-	1	1	-	*	-	4	2	-	1	2	7	121	*	42	*	273
	2%	2%	2%	-	1%	*	-	*	-	*	1%	-	*	1%	*	7%	*	5%	*	6%
Don't know	183	49	134	-	1	*	5	17	2	2	4	6	3	6	-	48	22	23	4	40
	1%	1%	1%	-	*	*	1%	2%	*	*	2%	*	2%	3%	-	3%	7%	3%	*	1%

D4 How old were you when you stopped full-time education?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
No education	60	12	15	9	6	19	21	13	26	-	-	-	-
	*	*	*	*	*	1%	*	*	*	-	-	-	-
15 or under	1541	65	128	298	335	713	594	656	290	1541	-	-	-
	6%	1%	2%	5%	12%	24%	8%	6%	4%	100%	-	-	-
16-19	6893	752	1721	2193	1126	1086	2090	3091	1687	-	6893	-	-
	28%	13%	27%	36%	39%	36%	30%	30%	24%	-	100%	-	-
20+	9875	433	3737	3324	1301	1056	2744	4125	2996	-	-	9875	-
	41%	7%	59%	55%	45%	35%	39%	40%	43%	-	-	100%	-
Still studying	5247	4617	523	62	10	29	1429	2093	1712	-	-	-	5247
	22%	77%	8%	1%	*	1%	20%	20%	25%	-	-	-	100%
Refused	453	72	122	122	51	62	83	159	207	-	-	-	-
	2%	1%	2%	2%	2%	2%	1%	2%	3%	-	-	-	-
Don't know	183	9	54	40	36	39	40	86	57	-	-	-	-
	1%	*	1%	1%	1%	1%	1%	1%	1%	-	-	-	-

D4 How old were you when you stopped full-time education?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
No education	60 *	7 *	2 *	52 *	50 *	5 1%	6 *	35 *	25 *
15 or under	1541 6%	245 3%	20 2%	1264 10%	1419 6%	39 7%	57 4%	805 8%	736 5%
16-19	6893 28%	3098 32%	289 24%	3449 26%	6459 29%	129 24%	242 18%	2818 28%	4075 29%
20+	9875 41%	5939 61%	855 71%	3036 23%	8974 40%	254 48%	636 46%	4058 40%	5817 41%
Still studying	5247 22%	134 1%	14 1%	5071 38%	4790 22%	88 17%	367 27%	2130 21%	3117 22%
Refused	453 2%	227 2%	12 1%	207 2%	398 2%	12 2%	35 3%	174 2%	279 2%
Don't know	183 1%	71 1%	9 1%	101 1%	154 1%	4 1%	25 2%	74 1%	109 1%

D4 How old were you when you stopped full-time education?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
No education	60 *	1 1%	6 1%	4 1%	12 2%	10 *	2 1%	15 *	1 1%
15 or under	1541 6%	10 14%	44 8%	15 6%	85 15%	143 6%	6 2%	160 5%	3 4%
16-19	6893 28%	17 25%	83 15%	79 30%	241 42%	802 33%	76 31%	987 31%	27 33%
20+	9875 41%	27 39%	207 38%	103 39%	138 24%	806 33%	88 36%	1051 33%	28 34%
Still studying	5247 22%	9 13%	172 31%	46 17%	45 8%	573 24%	71 29%	830 26%	23 28%
Refused	453 2%	2 3%	23 4%	4 1%	45 8%	58 2%	1 *	61 2%	- -
Don't know	183 1%	3 4%	12 2%	11 4%	11 2%	40 2%	2 1%	47 1%	- -

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

D5 What is your current occupation?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Employed (Net)	9720	1186	8534	466	97	229	280	377	1396	1272	63	649	61	52	614	730	101	356	936	2041
	40%	34%	41%	44%	44%	45%	38%	46%	37%	41%	26%	32%	42%	31%	43%	41%	35%	44%	39%	43%
Employed professional (employed doctor, lawyer, accountant, architect)	932	98	834	11	10	23	12	31	40	52	5	30	8	14	28	170	20	61	110	307
	4%	3%	4%	1%	5%	5%	2%	4%	1%	2%	2%	1%	5%	8%	2%	9%	7%	8%	5%	7%
General management, director or top management (managing directors, director general, other director)	300	21	280	11	3	2	6	6	119	35	1	5	1	1	5	14	6	3	3	78
	1%	1%	1%	1%	1%	*	1%	1%	3%	1%	*	*	1%	*	*	1%	2%	*	*	2%
Middle management, other management (department head, junior manager, teacher, technician)	2154	187	1966	59	15	23	86	55	557	209	7	120	9	5	98	52	32	22	265	541
	9%	5%	9%	6%	7%	4%	12%	7%	15%	7%	3%	6%	6%	3%	7%	3%	11%	3%	11%	12%
Employed position, working mainly at a desk	2397	303	2094	143	19	76	64	68	267	432	27	209	13	9	207	191	13	69	149	442
	10%	9%	10%	13%	9%	15%	9%	8%	7%	14%	11%	10%	9%	5%	14%	11%	4%	9%	6%	9%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	489	55	434	20	2	12	19	10	37	81	9	52	2	2	28	63	4	26	70	52
	2%	2%	2%	2%	1%	2%	3%	1%	1%	3%	4%	3%	2%	1%	2%	4%	1%	3%	3%	1%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1709	149	1560	140	10	27	35	62	286	315	11	129	13	10	196	89	5	59	165	158
	7%	4%	8%	13%	5%	5%	5%	7%	8%	10%	4%	6%	9%	6%	14%	5%	2%	7%	7%	3%
Supervisor	107	18	89	19	2	4	4	11	2	5	*	3	*	1	14	11	1	1	*	28
	*	1%	*	2%	1%	1%	1%	1%	*	*	*	*	*	1%	1%	1%	*	*	*	1%
Skilled manual worker	1137	225	912	48	22	59	34	112	75	82	3	76	10	6	20	112	12	86	119	262
	5%	6%	4%	5%	10%	12%	5%	14%	2%	3%	1%	4%	7%	4%	1%	6%	4%	11%	5%	6%
Other (unskilled) manual worker, servant	495	130	365	14	14	3	20	22	14	61	1	24	4	4	18	28	9	30	56	171
	2%	4%	2%	1%	6%	1%	3%	3%	*	2%	1%	1%	3%	3%	1%	2%	3%	4%	2%	4%
Self-Employed (Net)	1201	190	1012	56	9	34	21	49	251	122	20	132	4	7	100	86	15	31	91	174
	5%	5%	5%	5%	4%	7%	3%	6%	7%	4%	8%	7%	3%	4%	7%	5%	5%	4%	4%	4%
Farmer	101	15	86	3	1	*	3	3	10	4	1	5	*	1	25	36	*	7	1	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	2%	2%	*	1%	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

D5 What is your current occupation?

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Fisherman	8	1	7	-	*	*	-	-	-	-	-	-	-	*	1	1	-	6	-	-
Professional (lawyer, medical practitioner, accountant, architect, etc.)	428	55	373	17	*	9	7	10	122	51	3	91	2	2	24	9	7	6	33	35
Owner of a shop, craftsmen, other self-employed person	355	57	298	35	3	20	5	13	93	3	14	34	1	2	10	14	3	7	38	62
Business proprietors, owner (full or partner) of a company	309	63	246	2	4	5	7	23	26	64	2	2	1	2	40	25	4	5	20	77
Not Employed (Net)	13180	2069	11111	543	109	245	426	397	2160	1723	157	1208	80	109	708	967	174	400	1344	2431
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	54%	60%	53%	51%	50%	48%	59%	48%	57%	55%	65%	60%	55%	64%	49%	54%	60%	50%	57%	52%
Student	954	121	833	16	3	24	2	1	18	146	10	102	3	4	93	37	5	16	135	338
Unemployed or temporarily not working (not looking for work)	4%	3%	4%	1%	1%	5%	*	*	*	5%	4%	5%	2%	2%	6%	2%	2%	2%	6%	7%
Unemployed or temporarily not working (looking for work)	5344	978	4367	295	59	100	171	168	1024	642	58	499	31	48	261	522	120	271	541	535
Retired	22%	28%	21%	28%	27%	20%	24%	20%	27%	21%	24%	25%	21%	28%	18%	29%	41%	34%	23%	11%
Unemployed or temporarily not working (not looking for work)	411	84	327	9	5	4	11	17	63	26	5	49	3	3	9	12	1	17	76	102
Unemployed or temporarily not working (looking for work)	2%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	1%	*	2%	3%	2%
Retired	1847	482	1365	47	14	11	30	46	231	136	51	213	14	15	62	76	33	35	424	408
Unable to work through illness	8%	14%	7%	4%	6%	2%	4%	6%	6%	4%	21%	11%	10%	9%	4%	4%	11%	4%	18%	9%
Never did any paid work	4165	306	3860	147	27	105	189	153	786	718	30	331	27	35	247	264	14	52	147	893
Prefer not to say (SPONTANEOUS)	17%	9%	19%	14%	12%	21%	26%	19%	21%	23%	12%	16%	19%	21%	17%	15%	5%	6%	6%	19%
Not stated	375	82	293	18	*	2	22	12	36	27	*	1	2	4	31	53	*	3	9	153
	2%	2%	1%	2%	*	*	3%	1%	1%	1%	*	*	2%	2%	2%	3%	*	*	*	3%
	83	17	66	11	*	1	-	*	*	29	3	12	*	-	4	3	*	5	11	1
	*	*	*	1%	*	*	-	*	*	1%	1%	1%	*	-	*	*	*	1%	*	*
	150	29	121	2	4	1	*	2	*	12	1	24	1	-	10	12	1	14	6	60
	1%	1%	1%	*	2%	*	*	*	*	*	1%	1%	*	-	1%	1%	*	2%	*	1%
	2	*	1	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-

D5 What is your current occupation?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Employed (Net)	9720	670	3837	4165	954	60	2934	3963	2798	245	3098	5939	134
	40%	11%	61%	69%	33%	2%	42%	39%	40%	16%	45%	60%	3%
Employed professional (employed doctor, lawyer, accountant, architect)	932	42	456	340	80	6	214	244	472	4	98	796	12
	4%	1%	7%	6%	3%	*	3%	2%	7%	*	1%	8%	*
General management, director or top management (managing directors, director general, other director)	300	2	105	134	59	*	56	148	96	-	68	231	*
	1%	*	2%	2%	2%	*	1%	1%	1%	-	1%	2%	*
Middle management, other management (department head, junior manager, teacher, technician)	2154	50	945	923	228	7	576	967	610	15	298	1738	29
	9%	1%	15%	15%	8%	*	8%	9%	9%	1%	4%	18%	1%
Employed position, working mainly at a desk	2397	88	1031	1026	231	11	664	1022	704	19	854	1419	31
	10%	1%	16%	17%	8%	*	9%	10%	10%	1%	12%	14%	1%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	489	70	156	214	42	3	122	241	125	7	168	294	5
	2%	1%	2%	4%	1%	*	2%	2%	2%	*	2%	3%	*
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1709	154	557	823	168	7	740	620	344	61	598	980	40
	7%	3%	9%	14%	6%	*	11%	6%	5%	4%	9%	10%	1%
Supervisor	107	3	29	55	8	11	39	45	22	11	51	43	-
	*	*	*	1%	*	*	1%	*	*	1%	1%	*	-
Skilled manual worker	1137	174	416	444	86	11	353	454	325	83	645	345	11
	5%	3%	7%	7%	3%	*	5%	4%	5%	5%	9%	3%	*
Other (unskilled) manual worker, servant	495	87	142	207	52	3	169	221	100	45	318	93	6
	2%	1%	2%	3%	2%	*	2%	2%	1%	3%	5%	1%	*
Self-Employed (Net)	1201	23	422	541	178	33	437	464	298	20	289	855	14
	5%	*	7%	9%	6%	1%	6%	5%	4%	1%	4%	9%	*
Farmer	101	*	33	58	9	*	91	8	1	3	39	57	-
	*	*	1%	1%	*	*	1%	*	*	*	1%	1%	-

D5 What is your current occupation?

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
Fisherman	8 *	2 *	3 *	3 *	- -	- -	1 *	5 *	2 *	2 *	3 *	* *	- -
Professional (lawyer, medical practitioner, accountant, architect, etc.)	428 2%	2 *	167 3%	168 3%	70 2%	19 1%	104 1%	187 2%	137 2%	2 *	21 *	388 4%	12 *
Owner of a shop, craftsmen, other self-employed person	355 1%	8 *	99 2%	176 3%	61 2%	10 *	156 2%	120 1%	77 1%	6 *	157 2%	191 2%	1 *
Business proprietors, owner (full or partner) of a company	309 1%	10 *	120 2%	136 2%	38 1%	4 *	85 1%	144 1%	80 1%	8 1%	70 1%	219 2%	* *
Not Employed (Net)	13180 54%	5221 88%	2002 32%	1284 21%	1728 60%	2908 97%	3615 52%	5735 56%	3806 55%	1264 82%	3449 50%	3036 31%	5071 97%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	954 4%	25 *	389 6%	370 6%	139 5%	30 1%	306 4%	405 4%	242 3%	131 9%	493 7%	269 3%	2 *
Student	5344 22%	4768 80%	515 8%	46 1%	3 *	5 *	1440 21%	2181 21%	1710 25%	17 1%	153 2%	218 2%	4936 94%
Unemployed or temporarily not working (not looking for work)	411 2%	36 1%	175 3%	113 2%	78 3%	5 *	65 1%	204 2%	142 2%	45 3%	147 2%	191 2%	9 *
Unemployed or temporarily not working (looking for work)	1847 8%	315 5%	831 13%	500 8%	193 7%	9 *	514 7%	758 7%	572 8%	168 11%	799 12%	748 8%	70 1%
Retired	4165 17%	2 *	27 *	80 1%	1189 42%	2845 95%	1166 17%	2012 20%	982 14%	816 53%	1611 23%	1532 16%	35 1%
Unable to work through illness	375 2%	21 *	61 1%	166 3%	122 4%	5 *	104 1%	144 1%	127 2%	71 5%	211 3%	71 1%	* *
Never did any paid work	83 *	55 1%	4 *	9 *	5 *	9 *	22 *	30 *	31 *	15 1%	34 1%	7 *	20 *
Prefer not to say (SPONTANEOUS)	150 1%	45 1%	37 1%	57 1%	5 *	1 *	15 *	61 1%	72 1%	12 1%	57 1%	44 *	27 1%
Not stated	2 *	* *	1 *	- -	* *	- -	* *	1 *	- -	- -	- -	* *	1 *

D5 What is your current occupation?

Base : All Respondents

	Current Occupation			Place of birth			Gender		
	Total	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Employed (Net)	9720	9720	-	-	8876	230	573	3804	5916
	40%	100%	-	-	40%	43%	42%	38%	42%
Employed professional (employed doctor, lawyer, accountant, architect)	932	932	-	-	825	16	89	346	586
	4%	10%	-	-	4%	3%	7%	3%	4%
General management, director or top management (managing directors, director general, other director)	300	300	-	-	285	3	12	151	150
	1%	3%	-	-	1%	1%	1%	1%	1%
Middle management, other management (department head, junior manager, teacher, technician)	2154	2154	-	-	1980	64	109	897	1257
	9%	22%	-	-	9%	12%	8%	9%	9%
Employed position, working mainly at a desk	2397	2397	-	-	2208	58	123	747	1650
	10%	25%	-	-	10%	11%	9%	7%	12%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	489	489	-	-	438	7	44	230	259
	2%	5%	-	-	2%	1%	3%	2%	2%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1709	1709	-	-	1568	46	95	418	1291
	7%	18%	-	-	7%	9%	7%	4%	9%
Supervisor	107	107	-	-	104	*	2	55	52
	*	1%	-	-	*	*	*	1%	*
Skilled manual worker	1137	1137	-	-	1060	13	52	741	396
	5%	12%	-	-	5%	2%	4%	7%	3%
Other (unskilled) manual worker, servant	495	495	-	-	407	22	47	220	275
	2%	5%	-	-	2%	4%	3%	2%	2%
Self-Employed (Net)	1201	-	1201	-	1096	51	53	650	551
	5%	-	100%	-	5%	10%	4%	6%	4%
Farmer	101	-	101	-	99	3	-	66	35
	*	-	8%	-	*	*	-	1%	*

D5 What is your current occupation?

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
Fisherman	8 *	- -	8 1%	- -	7 *	- -	1 *	7 *	1 *
Professional (lawyer, medical practitioner, accountant, architect, etc.)	428 2%	- -	428 36%	- -	401 2%	22 4%	5 *	228 2%	200 1%
Owner of a shop, craftsmen, other self-employed person	355 1%	- -	355 30%	- -	321 1%	14 3%	20 1%	172 2%	183 1%
Business proprietors, owner (full or partner) of a company	309 1%	- -	309 26%	- -	269 1%	13 2%	27 2%	177 2%	132 1%
Not Employed (Net)	13180 54%	- -	- -	13180 100%	12134 55%	248 47%	732 53%	5592 55%	7588 54%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	954 4%	- -	- -	954 7%	895 4%	14 3%	39 3%	17 *	937 7%
Student	5344 22%	- -	- -	5344 41%	4870 22%	91 17%	368 27%	2156 21%	3188 23%
Unemployed or temporarily not working (not looking for work)	411 2%	- -	- -	411 3%	376 2%	7 1%	26 2%	171 2%	240 2%
Unemployed or temporarily not working (looking for work)	1847 8%	- -	- -	1847 14%	1646 7%	28 5%	168 12%	934 9%	914 6%
Retired	4165 17%	- -	- -	4165 32%	3917 18%	106 20%	108 8%	2066 20%	2099 15%
Unable to work through illness	375 2%	- -	- -	375 3%	358 2%	1 *	17 1%	211 2%	164 1%
Never did any paid work	83 *	- -	- -	83 1%	73 *	2 *	6 *	37 *	46 *
Prefer not to say (SPONTANEOUS)	150 1%	- -	- -	- -	137 1%	1 *	10 1%	46 *	104 1%
Not stated	2 *	- -	- -	- -	2 *	- -	- -	2 *	* *

D5 What is your current occupation?**Base : All Respondents**

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
Employed (Net)	9720	41	241	142	111	863	77	1092	19
	40%	60%	44%	54%	19%	35%	31%	35%	23%
Employed professional (employed doctor, lawyer, accountant, architect)	932 4%	* *	40 7%	9 3%	21 4%	81 3%	5 2%	90 3%	4 4%
General management, director or top management (managing directors, director general, other director)	300 1%	- -	11 2%	3 1%	3 *	14 1%	1 *	20 1%	- -
Middle management, other management (department head, junior manager, teacher, technician)	2154 9%	2 3%	60 11%	14 5%	14 2%	130 5%	17 7%	171 5%	4 5%
Employed position, working mainly at a desk	2397 10%	27 40%	40 7%	42 16%	40 7%	220 9%	14 6%	276 9%	4 5%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	489 2%	1 1%	4 1%	2 1%	1 *	40 2%	5 2%	48 2%	1 2%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1709 7%	4 6%	16 3%	11 4%	12 2%	101 4%	15 6%	136 4%	2 3%
Supervisor	107 *	- -	4 1%	* *	* *	14 1%	- -	15 *	2 3%
Skilled manual worker	1137 5%	3 5%	32 6%	47 18%	5 1%	152 6%	19 8%	208 7%	1 1%
Other (unskilled) manual worker, servant	495 2%	3 4%	35 6%	13 5%	16 3%	109 4%	2 1%	128 4%	- -
Self-Employed (Net)	1201	4	7	9	6	136	17	165	5
	5%	6%	1%	4%	1%	6%	7%	5%	6%

D5 What is your current occupation?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Weighted base	24253	68	548	261	577	2431	246	3152	82
Farmer	101 *	- -	- -	* *	* *	9 *	3 1%	12 *	- -
Fisherman	8 *	4 5%	- -	2 1%	2 *	1 *	- -	1 *	- -
Professional (lawyer, medical practitioner, accountant, architect, etc.)	428 2%	- -	3 *	* *	* *	34 1%	4 1%	43 1%	2 2%
Owner of a shop, craftsmen, other self-employed person	355 1%	* 1%	2 *	3 1%	1 *	46 2%	* *	52 2%	1 2%
Business proprietors, owner (full or partner) of a company	309 1%	* *	2 *	4 1%	3 *	46 2%	10 4%	58 2%	2 2%
Not Employed (Net)	13180 54%	23 33%	295 54%	107 41%	457 79%	1414 58%	149 61%	1870 59%	58 70%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	954 4%	1 1%	12 2%	8 3%	54 9%	88 4%	1 *	118 4%	1 1%
Student	5344 22%	9 13%	162 30%	50 19%	46 8%	596 25%	84 34%	865 27%	25 30%
Unemployed or temporarily not working (not looking for work)	411 2%	2 3%	17 3%	5 2%	7 1%	68 3%	2 1%	76 2%	4 4%
Unemployed or temporarily not working (looking for work)	1847 8%	4 6%	65 12%	17 6%	31 5%	377 15%	12 5%	454 14%	8 10%
Retired	4165 17%	4 7%	30 5%	19 7%	181 31%	218 9%	31 12%	276 9%	9 11%
Unable to work through illness	375 2%	2 2%	2 *	8 3%	139 24%	57 2%	13 5%	73 2%	4 5%
Never did any paid work	83 *	1 2%	6 1%	* *	* *	9 *	6 2%	8 *	8 10%

D5 What is your current occupation?

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Weighted base	24253	68	548	261	577	2431	246	3152	82
Prefer not to say (SPONTANEOUS)	150 1%	*	5 1%	3 1%	4 1%	18 1%	3 1%	24 1%	1 1%
Not stated	2 *	-	-	-	-	*	-	*	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

D6 Where were you born?

Base : All Respondents

	Use computers?		Country																	
	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK	
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
In country survey is being held in	22244	3055	19189	919	216	500	650	803	3443	2914	230	1915	135	166	1359	1781	275	796	2240	3903
	92%	88%	92%	86%	99%	98%	89%	97%	90%	93%	95%	95%	93%	98%	95%	99%	99%	94%	83%	83%
In another Member State of the EU	530	110	420	79	1	9	23	13	76	83	7	36	1	2	16	5	2	1	24	151
	2%	3%	2%	7%	1%	2%	3%	2%	2%	3%	3%	2%	1%	1%	1%	*	1%	*	1%	3%
In Europe, but not in a Member State of the EU	265	40	224	18	*	*	16	3	40	76	5	38	7	1	5	8	4	2	2	39
	1%	1%	1%	2%	*	*	2%	*	1%	2%	2%	2%	5%	1%	*	*	1%	*	*	1%
In Asia, in Africa or in Latin America	928	223	706	50	*	*	36	6	245	49	1	23	1	1	48	-	8	-	108	354
	4%	6%	3%	5%	*	*	5%	1%	6%	2%	*	1%	1%	1%	3%	-	3%	-	5%	8%
In Northern America, in Japan or in Oceania	176	12	164	1	*	-	3	1	4	5	*	1	*	-	3	-	*	-	3	155
	1%	*	1%	*	*	-	*	*	*	*	*	*	*	-	*	-	*	-	*	3%
Prefer not to say (SPONTANEOUS)	110	33	77	1	*	-	*	-	-	1	1	-	1	-	*	*	1	2	*	103
	*	1%	*	*	*	-	*	-	-	*	*	-	*	-	*	*	*	*	*	2%

D6 Where were you born?**Base : All Respondents**

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
In country survey is being held in	22244	5463	5594	5596	2731	2784	6692	9403	6097	1419	6459	8974	4790
	92%	92%	89%	93%	95%	93%	96%	92%	87%	92%	94%	91%	91%
In another Member State of the EU	530	60	204	130	40	96	130	224	176	39	129	254	88
	2%	1%	3%	2%	1%	3%	2%	2%	3%	3%	2%	3%	2%
In Europe, but not in a Member State of the EU	265	89	72	54	7	42	60	113	89	16	65	124	51
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
In Asia, in Africa or in Latin America	928	266	331	212	61	57	104	331	493	40	160	403	270
	4%	4%	5%	4%	2%	2%	1%	3%	7%	3%	2%	4%	5%
In Northern America, in Japan or in Oceania	176	51	89	27	5	4	6	59	110	1	17	109	47
	1%	1%	1%	*	*	*	*	1%	2%	*	*	1%	1%
Prefer not to say (SPONTANEOUS)	110	30	9	29	22	19	9	93	8	26	64	10	2
	*	*	*	*	1%	1%	*	1%	*	2%	1%	*	*

D6 Where were you born?**Base : All Respondents**

	Current Occupation			Place of birth			Gender		
	Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female	
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
In country survey is being held in	22244	8876	1096	12134	22244	-	-	9349	12896
	92%	91%	91%	92%	100%	-	-	93%	91%
In another Member State of the EU	530	230	51	248	-	530	-	198	332
	2%	2%	4%	2%	-	100%	-	2%	2%
In Europe, but not in a Member State of the EU	265	112	2	150	-	-	265	73	191
	1%	1%	*	1%	-	-	19%	1%	1%
In Asia, in Africa or in Latin America	928	359	33	528	-	-	928	420	509
	4%	4%	3%	4%	-	-	68%	4%	4%
In Northern America, in Japan or in Oceania	176	103	19	54	-	-	176	28	148
	1%	1%	2%	*	-	-	13%	*	1%
Prefer not to say (SPONTANEOUS)	110	41	1	66	-	-	-	26	83
	*	*	*	1%	-	-	-	*	1%

D6 Where were you born?**Base : All Respondents**

	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?		
	Total	Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
In country survey is being held in	22244 92%	63 93%	133 24%	138 53%	557 96%	2125 87%	220 89%	2773 88%	70 86%
In another Member State of the EU	530 2%	2 3%	78 14%	7 3%	8 1%	59 2%	12 5%	94 3%	2 2%
In Europe, but not in a Member State of the EU	265 1%	1 2%	69 13%	12 5%	2 *	30 1%	2 1%	33 1%	1 1%
In Asia, in Africa or in Latin America	928 4%	1 2%	260 48%	63 24%	10 2%	180 7%	8 3%	208 7%	9 11%
In Northern America, in Japan or in Oceania	176 1%	-	7 1%	37 14%	-	6 *	4 2%	11 *	-
Prefer not to say (SPONTANEOUS)	110 *	*	*	5 2%	1 *	31 1%	*	33 1%	-

Cross-European Survey to Measure Users' Perceptions of the Benefits of ICT in Public Libraries : 260113096 : November 2012

D7 Do you consider yourself to be any of the following...

Base : All respondents (except France)

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	22923	11114	11809	1535	1428	1402	1410	1443	-	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	20445	3283	17163	1067	218	509	728	825	-	3129	243	2013	146	170	1431	1795	291	800	2377	4705
Roma / Romany gypsy	40 *	12 *	28 *	1 *	3 2%	4 1%	1 *	* *	- -	9 *	* *	* *	1 1%	- -	- -	1 *	2 1%	13 2%	3 *	1 *
Migrant	548 3%	168 5%	379 2%	36 3%	* *	* *	43 6%	8 1%	- -	133 4%	9 4%	68 3%	* *	4 2%	11 1%	* *	7 2%	* *	83 3%	144 3%
From a minority ethnic group	261 1%	64 2%	198 1%	12 1%	7 3%	1 *	23 3%	5 1%	- -	2 *	- -	25 1%	7 5%	2 1%	38 3%	5 *	* *	62 8%	3 *	70 1%
Disabled	577 3%	108 3%	470 3%	10 1%	1 *	9 2%	35 5%	7 1%	- -	94 3%	* *	4 *	4 3%	13 8%	123 9%	23 1%	2 1%	3 *	7 *	245 5%
None of these (SPONTANEOUS)	18842 92%	2903 88%	15939 93%	1008 94%	205 94%	495 97%	633 87%	807 98%	- -	2889 92%	231 95%	1903 95%	127 87%	150 89%	1268 89%	1694 94%	273 94%	710 89%	2272 96%	4175 89%
Prefer not to say (SPONTANEOUS)	207 1%	41 1%	166 1%	1 *	1 1%	- -	1 *	1 *	- -	2 *	2 1%	13 1%	7 5%	1 *	* *	72 4%	7 2%	17 2%	12 1%	70 1%

D7 Do you consider yourself to be any of the following...

Base : All respondents (except France)

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	22923	6634	5410	5100	2873	2780	5886	9489	7486	1292	6453	8544	5863
Weighted base	20445	4970	5424	5096	2370	2507	6087	8053	6252	1461	6158	7967	4168
Roma / Romany gypsy	40	15	17	7	1	-	15	16	9	10	14	3	8
	*	*	*	*	*	-	*	*	*	1%	*	*	*
Migrant	548	187	200	109	23	28	88	223	233	44	83	207	172
	3%	4%	4%	2%	1%	1%	1%	3%	4%	3%	1%	3%	4%
From a minority ethnic group	261	57	118	59	14	12	49	90	117	15	79	103	46
	1%	1%	2%	1%	1%	*	1%	1%	2%	1%	1%	1%	1%
Disabled	577	65	166	120	113	113	228	223	125	85	241	138	45
	3%	1%	3%	2%	5%	5%	4%	3%	2%	6%	4%	2%	1%
None of these (SPONTANEOUS)	18842	4579	4881	4776	2206	2331	5662	7440	5698	1289	5696	7472	3854
	92%	92%	90%	94%	93%	93%	93%	92%	91%	88%	93%	94%	92%
Prefer not to say (SPONTANEOUS)	207	76	53	32	15	22	47	76	82	24	50	59	47
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%

D7 Do you consider yourself to be any of the following...

Base : All respondents (except France)

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	22923	7910	1032	13829	21149	494	1216	9600	13323
Weighted base	20445	8324	950	11020	18802	454	1080	8495	11951
Roma / Romany gypsy	40	19	4	16	37	2	1	29	12
	*	*	*	*	*	*	*	*	*
Migrant	548	241	7	295	133	78	336	295	253
	3%	3%	1%	3%	1%	17%	31%	3%	2%
From a minority ethnic group	261	142	9	107	138	7	112	115	146
	1%	2%	1%	1%	1%	2%	10%	1%	1%
Disabled	577	111	6	457	557	8	12	282	295
	3%	1%	1%	4%	3%	2%	1%	3%	2%
None of these (SPONTANEOUS)	18842	7739	927	10045	17764	357	635	7706	11136
	92%	93%	98%	91%	94%	79%	59%	91%	93%
Prefer not to say (SPONTANEOUS)	207	78	2	119	182	3	5	86	121
	1%	1%	*	1%	1%	1%	*	1%	1%

D7 Do you consider yourself to be any of the following...

Base : All respondents (except France)

	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?		
	Total	Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	22923	160	617	534	598	8296	510	10265	205
Weighted base	20445	40	548	261	577	2294	244	2976	78
Roma / Romany gypsy	40 *	40 100%	* *	4 1%	3 1%	8 *	* *	10 *	1 1%
Migrant	548 3%	* 1%	548 100%	16 6%	1 *	110 5%	18 7%	143 5%	8 10%
From a minority ethnic group	261 1%	4 9%	16 3%	261 100%	10 2%	53 2%	2 1%	60 2%	1 2%
Disabled	577 3%	3 7%	1 *	10 4%	577 100%	66 3%	8 3%	99 3%	5 6%
None of these (SPONTANEOUS)	18842 92%	-	-	-	-	2029 88%	218 89%	2637 89%	64 82%
Prefer not to say (SPONTANEOUS)	207 1%	-	-	-	-	38 2%	* *	39 1%	* *

Computers. Number of computers in the library

Base : All Respondents

	Use computers?		Country																	
	Total	Yes	No	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted base	24253	11716	12537	1535	1428	1402	1410	1443	1330	1418	1415	1481	1459	1400	1386	1400	1400	1496	1418	1432
Weighted base	24253	3473	20780	1067	218	509	728	825	3808	3129	243	2013	146	170	1431	1795	291	800	2377	4705
1-2	1409 6%	119 3%	1290 6%	117 11%	3 1%	37 7%	-	-	35 1%	478 15%	50 21%	346 17%	-	10 6%	-	324 18%	-	-	8 *	-
3-5	5179 21%	571 16%	4608 22%	250 23%	78 36%	175 34%	-	198 24%	417 11%	1052 34%	28 12%	660 33%	17 12%	86 51%	106 7%	781 44%	18 6%	362 45%	168 7%	785 17%
6-9	3687 15%	379 11%	3308 16%	128 12%	20 9%	116 23%	39 5%	138 17%	388 10%	556 18%	27 11%	634 32%	44 30%	39 23%	-	517 29%	84 29%	318 40%	338 14%	303 6%
10-19	5950 25%	1041 30%	4910 24%	473 44%	63 29%	101 20%	78 11%	165 20%	1151 30%	607 19%	113 47%	197 10%	36 25%	22 13%	92 6%	26 1%	125 43%	38 5%	571 24%	2093 44%
20+	7984 33%	1363 39%	6621 32%	99 9%	55 25%	80 16%	611 84%	323 39%	1816 48%	436 14%	24 10%	176 9%	49 34%	13 8%	1233 86%	147 8%	64 22%	83 10%	1249 53%	1525 32%
Not stated	44 *	-	44 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	44 2%	-

Computers. Number of computers in the library

Base : All Respondents

	Total	Age					Size of settlement			Age stopped full-time education			
		15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town/city	15 or under	16-19	20+	Still studying
Unweighted base	24253	6953	5721	5440	3081	2932	6089	10154	7946	1334	6730	9222	6191
Weighted base	24253	5960	6299	6048	2866	3002	7001	10223	6974	1541	6893	9875	5247
1-2	1409 6%	309 5%	381 6%	358 6%	170 6%	163 5%	672 10%	554 5%	182 3%	47 3%	293 4%	715 7%	313 6%
3-5	5179 21%	1192 20%	1324 21%	1246 21%	612 21%	781 26%	1758 25%	2271 22%	1118 16%	364 24%	1785 26%	1932 20%	982 19%
6-9	3687 15%	981 16%	943 15%	791 13%	461 16%	505 17%	1153 16%	1791 18%	733 11%	332 22%	1063 15%	1424 14%	744 14%
10-19	5950 25%	1298 22%	1581 25%	1594 26%	719 25%	752 25%	1471 21%	2536 25%	1938 28%	421 27%	2005 29%	2240 23%	1101 21%
20+	7984 33%	2168 36%	2067 33%	2032 34%	901 31%	801 27%	1941 28%	3034 30%	3003 43%	375 24%	1742 25%	3540 36%	2096 40%
Not stated	44 *	12 *	3 *	26 *	3 *	- -	6 *	37 *	- -	2 *	6 *	24 *	12 *

Computers. Number of computers in the library

Base : All Respondents

	Total	Current Occupation			Place of birth			Gender	
		Employed	Self-employed	Not employed	In country survey is being held in	Another Member State of the EU	Somewhere else in the World	Male	Female
Unweighted base	24253	8405	1101	14594	22322	526	1341	10193	14060
Weighted base	24253	9720	1201	13180	22244	530	1369	10094	14159
1-2	1409 6%	632 6%	56 5%	719 5%	1324 6%	34 6%	50 4%	387 4%	1022 7%
3-5	5179 21%	2210 23%	190 16%	2752 21%	4917 22%	83 16%	171 13%	2023 20%	3156 22%
6-9	3687 15%	1409 14%	210 17%	2036 15%	3471 16%	60 11%	148 11%	1505 15%	2183 15%
10-19	5950 25%	2350 24%	266 22%	3271 25%	5295 24%	157 30%	434 32%	2533 25%	3417 24%
20+	7984 33%	3090 32%	476 40%	4392 33%	7198 32%	196 37%	560 41%	3624 36%	4360 31%
Not stated	44 *	29 *	2 *	10 *	39 *	- -	5 *	22 *	22 *

Computers. Number of computers in the library

Base : All Respondents

	Total	Groups of interest				Library's Computers and Internet connection valuable?		Satisfied or dissatisfied with access to computers and Internet at public libraries?	
		Roma/Romany Gypsy	Migrant	From a minority ethnic group	Disabled	Valuable	Not valuable	Satisfied	Dissatisfied
Unweighted base	24253	174	617	534	598	8757	516	10795	224
Weighted base	24253	68	548	261	577	2431	246	3152	82
1-2	1409 6%	1 2%	11 2%	9 3%	11 2%	75 3%	4 2%	107 3%	4 4%
3-5	5179 21%	23 34%	59 11%	95 36%	107 19%	417 17%	61 25%	498 16%	17 21%
6-9	3687 15%	8 11%	54 10%	43 16%	60 10%	239 10%	31 12%	335 11%	10 12%
10-19	5950 25%	9 13%	109 20%	32 12%	139 24%	776 32%	50 20%	984 31%	20 25%
20+	7984 33%	27 40%	312 57%	83 32%	260 45%	924 38%	100 41%	1228 39%	31 38%
Not stated	44 *	- -	2 *	- -	- -	- -	- -	- -	- -