

Q1. Have you visited a public library in the last 12 months?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Yes	4061	176	35	88	119	138	625	529	40	333	25	29	242	304	48	129	394	806
	23%	42%	12%	21%	57%	67%	26%	16%	9%	14%	30%	24%	38%	20%	12%	16%	22%	34%
No	13648	222	255	321	91	68	1814	2721	403	2021	57	88	390	1178	359	693	1397	1572
	77%	53%	87%	78%	43%	33%	74%	84%	91%	84%	69%	75%	62%	79%	87%	84%	78%	66%
Don't know	107	23	2	1	*	*	3	-	-	42	*	1	-	16	4	8	3	2
	1%	5%	1%	*	*	*	*	-	-	2%	*	1%	-	1%	1%	1%	*	*

Q1. Have you visited a public library in the last 12 months?

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Yes	4061	4061	3472	588	1698	2363	977	1072	1013	488	511	1157	1702	1176
	23%	100%	100%	100%	20%	26%	38%	25%	22%	18%	14%	21%	22%	27%
No	13648	-	-	-	6909	6739	1594	3211	3578	2240	3024	4397	5852	3167
	77%	-	-	-	80%	74%	62%	74%	78%	82%	85%	79%	77%	72%
Don't know	107	-	-	-	50	57	12	35	23	15	22	25	28	37
	1%	-	-	-	1%	1%	*	1%	1%	1%	1%	*	*	1%

Q1. Have you visited a public library in the last 12 months?

Base: All respondents

	TERMINAL AGE OF EDUCATION					RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
	Total	15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Yes	4061 23%	18 10%	1628 15%	1522 33%	789 48%	1727 23%	306 20%	1966 23%	3641 22%	88 22%	314 37%
No	13648 77%	169 90%	9097 84%	3040 66%	854 52%	5796 77%	1222 80%	6431 76%	12747 77%	312 78%	521 62%
Don't know	107 1%	1 *	64 1%	24 1%	6 *	44 1%	8 1%	42 *	91 1%	2 *	5 1%

Q2. How often have you visited a public library in the last 12 months?

Base: All who have visited a public library

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	4763	426	126	216	575	664	245	175	91	146	335	270	393	203	153	157	214	374
Weighted Base	4061	176	35	88	119	138	625	529	40	333	25	29	242	304	48	129	394	806
Every day or most days	131 3%	5 3%	2 5%	* *	* *	2 1%	22 3%	13 2%	1 3%	13 4%	2 7%	1 4%	9 4%	1 *	2 3%	7 5%	29 7%	23 3%
At least once a week	472 12%	14 8%	2 6%	4 5%	10 9%	16 12%	84 13%	41 8%	2 5%	38 11%	4 16%	5 18%	21 9%	22 7%	5 11%	21 16%	78 20%	102 13%
About 2-3 times a month	751 19%	39 22%	7 18%	20 23%	16 14%	24 18%	76 12%	118 22%	8 21%	57 17%	6 22%	7 24%	52 22%	58 19%	8 17%	19 15%	91 23%	144 18%
About once a month	1085 27%	43 24%	11 31%	41 46%	33 28%	39 28%	196 31%	170 32%	7 18%	81 24%	5 19%	9 32%	58 24%	99 33%	8 16%	28 22%	64 16%	195 24%
About once every three months	680 17%	33 19%	8 24%	16 18%	28 24%	24 17%	91 15%	87 16%	9 23%	61 18%	4 16%	4 15%	44 18%	61 20%	10 20%	20 15%	48 12%	130 16%
About once every six months	484 12%	24 13%	3 9%	4 5%	18 15%	19 14%	88 14%	53 10%	6 14%	35 10%	2 10%	1 5%	31 13%	34 11%	9 18%	6 4%	38 10%	112 14%
About once a year or less often	421 10%	18 10%	2 5%	3 3%	12 10%	12 8%	64 10%	47 9%	6 15%	48 14%	2 9%	1 3%	24 10%	21 7%	6 13%	23 18%	37 9%	94 12%
Don't know	36 1%	1 *	1 2%	- -	* *	2 1%	3 1%	- -	- -	2 1%	* 1%	- -	2 1%	6 2%	1 2%	5 4%	8 2%	5 1%
SUMMARY CODES																		
NET : Once a week or more	603 15%	19 11%	4 11%	4 5%	11 9%	18 13%	106 17%	54 10%	4 9%	50 15%	6 23%	6 22%	31 13%	24 8%	7 14%	28 22%	107 27%	125 15%
NET : Once every 3 months or less	1585 39%	75 42%	13 37%	23 26%	59 50%	55 40%	243 39%	187 35%	21 53%	144 43%	9 35%	6 22%	100 41%	117 38%	24 51%	48 37%	124 31%	337 42%

Q2. How often have you visited a public library in the last 12 months?**Base: All who have visited a public library**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	4763	4763	3834	929	1944	2819	1147	1121	1113	635	747	1475	1813	1457
Weighted Base	4061	4061	3472	588	1698	2363	977	1072	1013	488	511	1157	1702	1176
Every day or most days	131 3%	131 3%	94 3%	36 6%	64 4%	67 3%	48 5%	35 3%	19 2%	15 3%	14 3%	31 3%	60 4%	40 3%
At least once a week	472 12%	472 12%	341 10%	131 22%	195 11%	277 12%	134 14%	116 11%	115 11%	58 12%	49 10%	157 14%	161 9%	148 13%
About 2-3 times a month	751 19%	751 19%	635 18%	116 20%	291 17%	461 19%	167 17%	198 19%	181 18%	106 22%	99 19%	219 19%	328 19%	198 17%
About once a month	1085 27%	1085 27%	945 27%	140 24%	397 23%	688 29%	243 25%	242 23%	294 29%	134 27%	172 34%	309 27%	465 27%	298 25%
About once every three months	680 17%	680 17%	593 17%	88 15%	262 15%	418 18%	181 19%	164 15%	168 17%	85 17%	84 16%	185 16%	294 17%	201 17%
About once every six months	484 12%	484 12%	429 12%	55 9%	227 13%	257 11%	112 11%	148 14%	123 12%	40 8%	61 12%	120 10%	216 13%	146 12%
About once a year or less often	421 10%	421 10%	399 11%	22 4%	242 14%	179 8%	90 9%	161 15%	96 9%	43 9%	31 6%	122 11%	164 10%	135 11%
Don't know	36 1%	36 1%	36 1%	* *	20 1%	16 1%	2 *	8 1%	18 2%	7 1%	2 *	15 1%	11 1%	10 1%
SUMMARY CODES														
NET : Once a week or more	603 15%	603 15%	436 13%	167 28%	258 15%	344 15%	182 19%	152 14%	134 13%	72 15%	63 12%	188 16%	222 13%	188 16%
NET : Once every 3 months or less	1585 39%	1585 39%	1420 41%	165 28%	731 43%	854 36%	382 39%	472 44%	387 38%	169 35%	175 34%	426 37%	675 40%	482 41%

Q2. How often have you visited a public library in the last 12 months?**Base: All who have visited a public library**

	TERMINAL AGE OF EDUCATION					RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
	Total	15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	4763	29	1594	2078	948	2014	315	2346	4439	90	217
Weighted Base	4061	18	1628	1522	789	1727	306	1966	3641	88	314
Every day or most days	131 3%	- -	51 3%	39 3%	40 5%	42 2%	4 1%	83 4%	117 3%	* *	10 3%
At least once a week	472 12%	1 7%	188 12%	160 11%	115 15%	192 11%	23 7%	249 13%	405 11%	17 19%	49 16%
About 2-3 times a month	751 19%	1 6%	285 18%	285 19%	152 19%	308 18%	44 14%	389 20%	655 18%	24 27%	70 22%
About once a month	1085 27%	7 36%	464 29%	403 26%	179 23%	454 26%	77 25%	538 27%	979 27%	23 26%	79 25%
About once every three months	680 17%	4 22%	257 16%	273 18%	134 17%	278 16%	46 15%	342 17%	635 17%	11 13%	33 11%
About once every six months	484 12%	1 4%	181 11%	201 13%	87 11%	215 12%	57 19%	206 11%	431 12%	7 8%	44 14%
About once a year or less often	421 10%	3 17%	191 12%	143 9%	78 10%	221 13%	49 16%	145 7%	388 11%	6 6%	23 7%
Don't know	36 1%	1 8%	11 1%	16 1%	4 *	17 1%	7 2%	13 1%	31 1%	- -	5 2%
SUMMARY CODES											
NET : Once a week or more	603 15%	1 7%	239 15%	200 13%	156 20%	235 14%	26 9%	332 17%	523 14%	17 20%	59 19%
NET : Once every 3 months or less	1585 39%	8 43%	629 39%	618 41%	299 38%	714 41%	152 50%	693 35%	1454 40%	24 27%	100 32%

Q3. Where did you first use a computer to access the Internet?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Home	7838 44%	228 54%	88 30%	147 36%	97 46%	76 37%	1216 50%	1394 43%	183 41%	982 41%	24 29%	45 38%	339 54%	584 39%	138 34%	269 32%	840 47%	1185 50%
Friend/family's house	1632 9%	26 6%	23 8%	80 20%	6 3%	10 5%	207 8%	483 15%	16 4%	205 9%	5 6%	9 7%	30 5%	186 12%	21 5%	69 8%	151 8%	105 4%
Public library	193 1%	6 1%	* *	4 1%	4 2%	7 3%	20 1%	3 *	1 *	24 1%	3 4%	4 3%	12 2%	16 1%	4 1%	1 *	17 1%	66 3%
Internet cafe	299 2%	12 3%	14 5%	8 2%	1 *	- -	41 2%	41 1%	20 4%	23 1%	2 2%	1 1%	7 1%	30 2%	3 1%	24 3%	49 3%	25 1%
In a public building (other than a library) where people can access computers, the Internet, and other digital technologies (a telecentre or community centre)	127 1%	1 *	4 1%	2 1%	1 1%	2 1%	13 1%	5 *	1 *	4 *	1 2%	1 *	3 *	1 *	3 1%	4 *	64 4%	15 1%
Work	1455 8%	38 9%	19 6%	50 12%	39 18%	40 19%	205 8%	294 9%	42 9%	142 6%	10 12%	6 5%	100 16%	54 4%	16 4%	28 3%	62 3%	309 13%
In a school, university or college	1262 7%	40 9%	12 4%	31 7%	35 17%	38 18%	236 10%	139 4%	31 7%	30 1%	13 16%	9 7%	57 9%	87 6%	46 11%	39 5%	106 6%	314 13%
Somewhere else	132 1%	4 1%	2 1%	6 1%	4 2%	4 2%	22 1%	23 1%	3 1%	7 *	2 2%	* *	6 1%	9 1%	5 1%	- -	16 1%	19 1%
Don't know / can't remember	560 3%	5 1%	3 1%	24 6%	10 5%	15 7%	36 1%	180 6%	7 1%	86 4%	1 1%	1 1%	44 7%	64 4%	15 4%	29 3%	- -	41 2%
Have never used a computer to access the Internet	4319 24%	61 14%	128 44%	57 14%	14 6%	15 7%	444 18%	688 21%	140 32%	892 37%	20 25%	43 36%	34 5%	466 31%	161 39%	367 44%	489 27%	301 13%

Q3. Where did you first use a computer to access the Internet?

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Home	7838 44%	2106 52%	1842 53%	263 45%	3809 44%	4029 44%	1578 61%	2205 51%	2336 51%	1043 38%	677 19%	2287 41%	3495 46%	1916 44%
Friend/family's house	1632 9%	382 9%	309 9%	73 12%	861 10%	771 8%	285 11%	560 13%	467 10%	192 7%	128 4%	488 9%	735 10%	401 9%
Public library	193 1%	124 3%	65 2%	60 10%	81 1%	112 1%	37 1%	66 2%	54 1%	16 1%	19 1%	45 1%	91 1%	57 1%
Internet cafe	299 2%	92 2%	77 2%	15 3%	181 2%	117 1%	81 3%	152 4%	56 1%	9 *	- -	48 1%	96 1%	152 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)	127 1%	34 1%	33 1%	1 *	67 1%	59 1%	30 1%	46 1%	26 1%	15 1%	10 *	26 *	44 1%	54 1%
Work	1455 8%	406 10%	348 10%	58 10%	750 9%	705 8%	11 *	237 5%	618 13%	384 14%	206 6%	452 8%	585 8%	408 9%
In a school, university or college	1262 7%	466 11%	367 11%	99 17%	628 7%	634 7%	413 16%	626 14%	152 3%	42 2%	29 1%	378 7%	479 6%	403 9%
Somewhere else	132 1%	34 1%	27 1%	7 1%	77 1%	54 1%	11 *	41 1%	56 1%	11 *	13 *	35 1%	61 1%	34 1%
Don't know / can't remember	560 3%	104 3%	93 3%	11 2%	308 4%	253 3%	60 2%	163 4%	171 4%	82 3%	85 2%	171 3%	227 3%	151 3%
Have never used a computer to access the Internet	4319 24%	311 8%	311 9%	- -	1896 22%	2423 26%	77 3%	224 5%	678 15%	948 35%	2391 67%	1648 30%	1768 23%	804 18%

Q3. Where did you first use a computer to access the Internet?

Base: All respondents

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Home	7838 44%	37 20%	4254 39%	2243 49%	1060 64%	3754 50%	842 55%	3119 37%	7197 44%	187 47%	416 50%
Friend/family's house	1632 9%	5 3%	1017 9%	409 9%	162 10%	898 12%	121 8%	594 7%	1528 9%	31 8%	72 9%
Public library	193 1%	1 *	86 1%	73 2%	25 2%	89 1%	20 1%	82 1%	176 1%	7 2%	10 1%
Internet cafe	299 2%	* *	132 1%	109 2%	35 2%	156 2%	25 2%	104 1%	222 1%	17 4%	55 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)	127 1%	* *	69 1%	33 1%	9 1%	70 1%	4 *	49 1%	92 1%	2 1%	30 4%
Work	1455 8%	3 2%	758 7%	646 14%	5 *	872 12%	137 9%	425 5%	1370 8%	29 7%	45 5%
In a school, university or college	1262 7%	3 2%	447 4%	544 12%	251 15%	691 9%	116 8%	445 5%	1154 7%	27 7%	77 9%
Somewhere else	132 1%	1 1%	78 1%	34 1%	9 1%	59 1%	8 1%	62 1%	107 1%	8 2%	17 2%
Don't know / can't remember	560 3%	8 4%	321 3%	143 3%	47 3%	282 4%	59 4%	208 2%	511 3%	26 7%	18 2%
Have never used a computer to access the Internet	4319 24%	129 69%	3629 34%	352 8%	46 3%	697 9%	204 13%	3351 40%	4123 25%	68 17%	99 12%

Q4. In which of these places have you used a computer connected to the Internet in the last 12 months...

Base: All who have used a computer to access the internet

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	13318	871	593	858	954	912	800	810	684	648	809	704	950	689	804	584	724	924
Weighted Base	13497	360	164	353	197	192	1997	2562	303	1504	62	75	599	1032	251	463	1305	2080
At work	4861 36%	136 38%	73 44%	154 44%	119 61%	119 62%	566 28%	963 38%	128 42%	523 35%	22 35%	23 31%	291 49%	277 27%	51 20%	116 25%	409 31%	891 43%
At home	11846 88%	334 93%	155 94%	315 89%	189 96%	181 94%	1828 92%	2290 89%	276 91%	1239 82%	53 86%	67 89%	542 91%	826 80%	214 85%	348 75%	1137 87%	1852 89%
In a public library (do not include using your personal computer or smart phone in the library)	633 5%	32 9%	5 3%	15 4%	39 20%	40 21%	38 2%	68 3%	9 3%	39 3%	7 11%	11 15%	35 6%	22 2%	7 3%	24 5%	48 4%	195 9%
In another public Internet access place (other than a library, telecentre, community centre or culture house)	581 4%	23 6%	5 3%	13 4%	46 23%	50 26%	66 3%	71 3%	26 8%	9 1%	3 5%	1 2%	45 8%	21 2%	6 3%	8 2%	99 8%	87 4%
In an Internet cafe	814 6%	23 6%	8 5%	31 9%	13 7%	21 11%	84 4%	162 6%	45 15%	48 3%	2 3%	2 3%	36 6%	27 3%	10 4%	10 2%	84 6%	205 10%
In a public Wi-fi (wireless Internet) access place	1494 11%	52 15%	14 9%	64 18%	82 42%	69 36%	181 9%	230 9%	77 25%	65 4%	6 9%	4 6%	83 14%	52 5%	11 4%	21 4%	92 7%	390 19%
In an educational institution (e.g. school, university, college)	1428 11%	43 12%	13 8%	32 9%	65 33%	54 28%	225 11%	266 10%	60 20%	56 4%	7 11%	11 15%	87 15%	99 10%	24 10%	33 7%	69 5%	282 14%
I haven't used a computer that is connected to the Internet at all in the last 12 months	439 3%	4 1%	-	9 2%	3 1%	5 3%	31 2%	126 5%	5 2%	62 4%	1 2%	1 1%	17 3%	79 8%	13 5%	12 3%	34 3%	38 2%
In a telecentre (a public place where people can access computers, the Internet, and other digital technologies)	8 *	-	-	-	-	-	-	-	-	7 *	-	1 1%	-	-	-	-	-	-
In a community centre or culture house	8 *	-	-	-	-	-	-	-	-	8 1%	-	*	-	-	-	-	-	-
Somewhere else	1224 9%	36 10%	7 5%	50 14%	64 33%	36 19%	231 12%	350 14%	10 3%	59 4%	6 10%	6 8%	57 10%	54 5%	14 5%	32 7%	74 6%	137 7%
Don't know	174 1%	1 *	* *	1 *	* *	* *	29 1%	4 *	4 1%	20 1%	* *	* *	1 *	16 2%	8 3%	49 11%	21 2%	20 1%

Q4. In which of these places have you used a computer connected to the Internet in the last 12 months...

Base: All who have used a computer to access the internet

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	13318	4372	3443	929	6511	6807	2562	3910	3744	1848	1253	3844	5112	4247
Weighted Base	13497	3749	3161	588	6761	6736	2505	4095	3937	1794	1165	3930	5813	3577
At work	4861 36%	1483 40%	1229 39%	255 43%	2559 38%	2302 34%	524 21%	1783 44%	1839 47%	621 35%	95 8%	1390 35%	2042 35%	1373 38%
At home	11846 88%	3391 90%	2888 91%	503 86%	5951 88%	5895 88%	2227 89%	3654 89%	3480 88%	1562 87%	922 79%	3445 88%	5105 88%	3159 88%
In a public library (do not include using your personal computer or smart phone in the library)	633 5%	588 16%	- -	588 100%	292 4%	341 5%	242 10%	178 4%	123 3%	60 3%	31 3%	162 4%	265 5%	207 6%
In another public Internet access place (other than a library, telecentre, community centre or culture house)	581 4%	282 8%	173 5%	109 18%	337 5%	243 4%	176 7%	196 5%	121 3%	64 4%	25 2%	153 4%	211 4%	214 6%
In an Internet cafe	814 6%	361 10%	215 7%	146 25%	509 8%	305 5%	285 11%	294 7%	160 4%	59 3%	16 1%	194 5%	294 5%	324 9%
In a public Wi-fi (wireless Internet) access place	1494 11%	581 15%	402 13%	179 30%	901 13%	593 9%	415 17%	560 14%	363 9%	115 6%	41 4%	378 10%	640 11%	473 13%
In an educational institution (e.g. school, university, college)	1428 11%	754 20%	518 16%	237 40%	721 11%	708 11%	973 39%	303 7%	105 3%	37 2%	10 1%	382 10%	601 10%	441 12%
I haven't used a computer that is connected to the Internet at all in the last 12 months	439 3%	58 2%	58 2%	- -	199 3%	240 4%	20 1%	74 2%	114 3%	90 5%	141 12%	151 4%	188 3%	96 3%
In a telecentre (a public place where people can access computers, the Internet, and other digital technologies)	8 *	1 *	* *	* *	7 *	* *	4 *	* *	3 *	* *	- -	* *	7 *	1 *
In a community centre or culture house	8 *	1 *	1 *	1 *	8 *	* *	1 *	2 *	5 *	- -	- -	1 *	2 *	5 *
Somewhere else	1224 9%	342 9%	261 8%	81 14%	680 10%	544 8%	295 12%	363 9%	327 8%	139 8%	100 9%	321 8%	575 10%	324 9%
Don't know	174 1%	23 1%	23 1%	- -	78 1%	97 1%	32 1%	52 1%	55 1%	16 1%	19 2%	38 1%	65 1%	61 2%

Q4. In which of these places have you used a computer connected to the Internet in the last 12 months...

Base: All who have used a computer to access the internet

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	13318	87	6116	4978	1762	6614	1255	5224	12401	256	600
Weighted Base	13497	58	7161	4234	1604	6871	1333	5088	12357	334	741
At work	4861 36%	10 17%	2184 30%	2221 52%	294 18%	3569 52%	668 50%	563 11%	4527 37%	97 29%	209 28%
At home	11846 88%	46 79%	6128 86%	3878 92%	1451 90%	6178 90%	1199 90%	4307 85%	10835 88%	307 92%	660 89%
In a public library (do not include using your personal computer or smart phone in the library)	633 5%	2 3%	217 3%	210 5%	197 12%	224 3%	30 2%	369 7%	563 5%	19 6%	51 7%
In another public Internet access place (other than a library, telecentre, community centre or culture house)	581 4%	3 5%	171 2%	223 5%	145 9%	287 4%	50 4%	240 5%	481 4%	33 10%	66 9%
In an Internet cafe	814 6%	2 3%	260 4%	311 7%	216 13%	415 6%	74 6%	315 6%	658 5%	38 11%	110 15%
In a public Wi-fi (wireless Internet) access place	1494 11%	5 9%	518 7%	624 15%	301 19%	842 12%	162 12%	477 9%	1367 11%	37 11%	83 11%
In an educational institution (e.g. school, university, college)	1428 11%	3 6%	204 3%	309 7%	887 55%	385 6%	37 3%	992 19%	1313 11%	35 10%	74 10%
I haven't used a computer that is connected to the Internet at all in the last 12 months	439 3%	3 5%	340 5%	71 2%	4 *	134 2%	24 2%	277 5%	416 3%	11 3%	10 1%
In a telecentre (a public place where people can access computers, the Internet, and other digital technologies)	8 *	- -	4 *	4 *	1 *	* *	3 *	4 *	8 *	- -	* *
In a community centre or culture house	8 *	- -	2 *	5 *	1 *	7 *	- -	2 *	6 *	- -	2 *
Somewhere else	1224 9%	3 6%	609 8%	394 9%	181 11%	651 9%	76 6%	488 10%	1120 9%	39 12%	62 8%
Don't know	174 1%	4 7%	93 1%	40 1%	12 1%	74 1%	11 1%	80 2%	155 1%	2 1%	11 2%

Q5. How often have you used a computer in a public library to access the Internet in the last 12 months?

Base: All who have used a computer to access the internet in a public library

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	981	77	17	37	159	183	18	21	21	18	90	103	54	15	21	27	27	93
Weighted Base	633	32	5	15	39	40	38	68	9	39	7	11	35	22	7	24	48	195
Every day or most days	55 9%	2 5%	- -	- -	* *	* *	6 17%	17 24%	1 10%	2 4%	1 12%	1 5%	3 8%	- -	* 5%	1 6%	6 12%	16 8%
At least once a week	70 11%	2 6%	1 16%	1 8%	2 5%	2 5%	4 9%	3 4%	* 5%	3 8%	2 23%	3 30%	2 5%	3 13%	1 13%	2 7%	7 15%	32 16%
About 2-3 times a month	75 12%	5 14%	1 16%	3 17%	1 4%	2 5%	5 14%	9 14%	1 10%	6 15%	1 15%	2 22%	1 4%	3 13%	1 19%	7 31%	7 14%	20 10%
About once a month	98 16%	8 25%	1 26%	4 29%	7 19%	7 18%	6 16%	- -	1 10%	11 29%	1 16%	3 25%	2 7%	6 27%	1 20%	7 27%	12 25%	20 10%
About once every three months	81 13%	5 14%	1 30%	2 16%	7 17%	5 13%	6 15%	6 9%	1 14%	7 18%	1 17%	1 10%	9 25%	- -	- -	2 7%	- -	28 15%
About once every six months	106 17%	5 17%	1 12%	2 16%	10 26%	8 19%	5 14%	13 20%	1 10%	8 21%	* 6%	* 4%	5 14%	7 33%	1 19%	2 9%	4 7%	32 17%
About once a year or less often	132 21%	5 16%	- -	2 14%	10 26%	12 30%	5 14%	20 30%	4 38%	2 5%	1 12%	* 2%	11 30%	3 13%	* 5%	3 13%	11 23%	43 22%
Don't know	15 2%	1 3%	- -	- -	2 4%	4 10%	- -	- -	* 5%	- -	- -	* 2%	2 6%	- -	1 19%	- -	2 4%	3 2%
SUMMARY CODES																		
NET : Once a week or more	125 20%	4 12%	1 16%	1 8%	2 5%	2 6%	10 26%	19 28%	1 14%	5 13%	2 35%	4 35%	5 14%	3 13%	1 18%	3 13%	13 27%	48 25%
NET : Once every 3 months or less	319 50%	15 47%	2 42%	7 46%	27 68%	25 62%	17 44%	40 58%	6 62%	17 43%	2 34%	2 16%	25 70%	10 47%	2 24%	7 29%	14 30%	103 53%

Q5. How often have you used a computer in a public library to access the Internet in the last 12 months?

Base: All who have used a computer to access the internet in a public library

	TYPE OF USER				GENDER		AGE					RURAL/URBAN		
	Total	Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	981	929	-	929	458	523	370	269	165	93	84	255	377	348
Weighted Base	633	588	-	588	292	341	242	178	123	60	31	162	265	207
Every day or most days	55 9%	44 8%	-	44 8%	32 11%	23 7%	35 15%	4 2%	8 6%	6 9%	2 6%	10 6%	30 11%	16 8%
At least once a week	70 11%	64 11%	-	64 11%	35 12%	34 10%	31 13%	14 8%	20 16%	1 2%	4 13%	18 11%	24 9%	27 13%
About 2-3 times a month	75 12%	73 12%	-	73 12%	33 11%	43 12%	29 12%	30 17%	6 5%	9 14%	2 7%	22 13%	34 13%	20 10%
About once a month	98 16%	97 17%	-	97 17%	37 13%	61 18%	40 16%	30 17%	14 11%	5 9%	10 31%	26 16%	42 16%	31 15%
About once every three months	81 13%	81 14%	-	81 14%	30 10%	51 15%	23 10%	24 13%	19 16%	6 11%	9 28%	19 12%	32 12%	30 14%
About once every six months	106 17%	105 18%	-	105 18%	48 16%	58 17%	32 13%	23 13%	32 26%	17 28%	2 7%	29 18%	41 16%	36 17%
About once a year or less often	132 21%	113 19%	-	113 19%	69 24%	62 18%	47 20%	50 28%	22 18%	11 19%	1 4%	34 21%	55 21%	44 21%
Don't know	15 2%	10 2%	-	10 2%	8 3%	8 2%	5 2%	3 2%	2 2%	4 7%	1 3%	5 3%	6 2%	4 2%
SUMMARY CODES														
NET : Once a week or more	125 20%	108 18%	-	108 18%	67 23%	57 17%	66 27%	18 10%	28 23%	7 12%	6 20%	28 17%	54 20%	43 21%
NET : Once every 3 months or less	319 50%	299 51%	-	299 51%	147 50%	172 50%	103 43%	96 54%	73 60%	35 58%	12 39%	81 50%	128 49%	109 53%

Q5. How often have you used a computer in a public library to access the Internet in the last 12 months?

Base: All who have used a computer to access the internet in a public library

	TERMINAL AGE OF EDUCATION					RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
	Total	15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	981	4	233	391	331	365	39	559	923	18	39
Weighted Base	633	2	217	210	197	224	30	369	563	19	51
Every day or most days	55 9%	- -	21 9%	13 6%	22 11%	7 3%	- -	46 12%	48 9%	4 19%	3 6%
At least once a week	70 11%	* 30%	21 10%	17 8%	31 16%	24 11%	3 10%	42 11%	56 10%	4 20%	9 19%
About 2-3 times a month	75 12%	* 11%	30 14%	15 7%	30 15%	26 12%	2 6%	47 13%	65 12%	3 16%	7 14%
About once a month	98 16%	- -	34 16%	37 18%	25 13%	33 15%	5 16%	58 16%	94 17%	* 1%	4 8%
About once every three months	81 13%	* 23%	19 9%	38 18%	24 12%	32 14%	2 6%	46 13%	76 13%	* 1%	5 11%
About once every six months	106 17%	1 36%	44 20%	36 17%	24 12%	43 19%	8 28%	54 15%	93 16%	4 23%	9 18%
About once a year or less often	132 21%	- -	45 21%	47 22%	38 19%	51 23%	6 21%	72 19%	119 21%	4 20%	8 17%
Don't know	15 2%	- -	4 2%	8 4%	4 2%	7 3%	3 11%	4 1%	11 2%	- -	4 8%
SUMMARY CODES											
NET : Once a week or more	125 20%	* 30%	42 19%	30 14%	53 27%	31 14%	3 10%	88 24%	104 19%	8 39%	13 25%
NET : Once every 3 months or less	319 50%	1 59%	108 50%	121 57%	86 44%	126 56%	17 55%	172 47%	288 51%	8 43%	23 45%

Q6. How effective do you think your local public library is at meeting the needs of your community?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Very effective	(4) 2578 14%	89 21%	37 13%	40 10%	60 29%	93 45%	252 10%	433 13%	43 10%	204 8%	10 12%	10 9%	102 16%	73 5%	36 9%	244 29%	285 16%	567 24%
Effective	(3) 5614 32%	171 41%	66 23%	106 26%	85 40%	88 43%	717 29%	1056 32%	97 22%	623 26%	18 22%	39 33%	220 35%	458 31%	134 33%	259 31%	899 50%	578 24%
Fairly effective	(2) 3198 18%	73 17%	53 18%	128 31%	14 7%	4 2%	577 24%	515 16%	106 24%	360 15%	14 18%	23 19%	112 18%	294 20%	53 13%	136 16%	207 12%	529 22%
Not effective at all	(1) 1247 7%	13 3%	26 9%	46 11%	2 1%	1 1%	129 5%	295 9%	56 13%	189 8%	3 4%	3 3%	83 13%	46 3%	9 2%	74 9%	154 9%	116 5%
Don't know	5179 29%	75 18%	110 38%	90 22%	49 23%	20 10%	765 31%	950 29%	142 32%	1020 43%	36 44%	42 36%	115 18%	626 42%	179 43%	118 14%	250 14%	590 25%
SUMMARY CODES																		
NET : Very effective / Effective / Fairly effective	11390 64%	333 79%	155 53%	273 67%	159 76%	185 90%	1547 63%	2004 62%	245 55%	1187 50%	42 52%	72 61%	434 69%	826 55%	223 54%	638 77%	1391 78%	1674 70%
Mean Score	2.75	2.97	2.62	2.43	3.26	3.46	2.65	2.71	2.42	2.61	2.76	2.75	2.66	2.64	2.85	2.94	2.85	2.89
Standard Deviation	0.89	0.79	0.97	0.89	0.66	0.58	0.83	0.92	0.95	0.90	0.88	0.75	0.97	0.71	0.72	0.97	0.83	0.93
Standard Error	0.008	0.027	0.038	0.032	0.024	0.019	0.032	0.034	0.036	0.037	0.036	0.028	0.034	0.029	0.027	0.031	0.028	0.032

Q6. How effective do you think your local public library is at meeting the needs of your community?

Base: All respondents

		TYPE OF USER			GENDER		AGE					RURAL/URBAN			
		Total	Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base		17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base		17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Very effective	(4)	2578	1274	1018	256	1077	1501	361	575	683	416	542	756	1099	710
		14%	31%	29%	43%	12%	16%	14%	13%	15%	15%	15%	14%	14%	16%
Effective	(3)	5614	1655	1440	215	2714	2900	910	1371	1481	832	1021	1612	2446	1474
		32%	41%	41%	37%	31%	32%	35%	32%	32%	30%	29%	29%	32%	34%
Fairly effective	(2)	3198	844	754	90	1597	1600	564	804	871	497	462	1029	1365	777
		18%	21%	22%	15%	18%	17%	22%	19%	19%	18%	13%	18%	18%	18%
Not effective at all	(1)	1247	139	124	15	640	606	200	332	301	157	256	524	471	206
		7%	3%	4%	3%	7%	7%	8%	8%	7%	6%	7%	9%	6%	5%
Don't know		5179	148	136	12	2629	2551	547	1237	1278	841	1275	1658	2200	1214
		29%	4%	4%	2%	30%	28%	21%	29%	28%	31%	36%	30%	29%	28%
SUMMARY CODES															
NET : Very effective / Effective / Fairly effective		11390	3773	3212	561	5388	6002	1836	2750	3035	1744	2025	3397	4911	2960
		64%	93%	92%	95%	62%	66%	71%	64%	66%	64%	57%	61%	65%	68%
Mean Score		2.75	3.04	3.00	3.23	2.70	2.80	2.70	2.71	2.76	2.79	2.81	2.66	2.78	2.85
Standard Deviation		0.89	0.83	0.82	0.81	0.88	0.89	0.87	0.89	0.88	0.88	0.92	0.94	0.87	0.84
Standard Error		0.008	0.012	0.014	0.027	0.012	0.011	0.019	0.016	0.015	0.019	0.019	0.015	0.013	0.014

Q6. How effective do you think your local public library is at meeting the needs of your community?

Base: All respondents

		TERMINAL AGE OF EDUCATION					RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		Total	15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base		17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base		17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Very effective	(4)	2578	23	1404	812	283	1051	193	1311	2366	58	145
		14%	12%	13%	18%	17%	14%	13%	16%	14%	14%	17%
Effective	(3)	5614	52	3236	1518	622	2464	491	2571	5188	116	284
		32%	28%	30%	33%	38%	33%	32%	30%	31%	29%	34%
Fairly effective	(2)	3198	32	1804	876	360	1464	279	1396	2881	98	199
		18%	17%	17%	19%	22%	19%	18%	17%	17%	24%	24%
Not effective at all	(1)	1247	15	785	276	117	504	90	625	1195	17	30
		7%	8%	7%	6%	7%	7%	6%	7%	7%	4%	4%
Don't know		5179	66	3562	1104	268	2084	484	2536	4850	114	183
		29%	35%	33%	24%	16%	28%	31%	30%	29%	28%	22%
SUMMARY CODES												
NET : Very effective / Effective / Fairly effective		11390	106	6443	3206	1265	4979	963	5277	10434	271	628
		64%	57%	60%	70%	77%	66%	63%	63%	63%	68%	75%
Mean Score		2.75	2.67	2.73	2.82	2.78	2.74	2.75	2.77	2.75	2.74	2.83
Standard Deviation		0.89	0.92	0.90	0.88	0.87	0.87	0.85	0.91	0.89	0.84	0.82
Standard Error		0.008	0.079	0.011	0.014	0.023	0.012	0.027	0.012	0.008	0.056	0.036

Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Public libraries deserve more financial support	7121 40%	189 45%	157 54%	147 36%	51 24%	73 35%	934 38%	1242 38%	274 62%	532 22%	40 49%	51 43%	152 24%	539 36%	107 26%	532 64%	982 55%	1119 47%
Public libraries deserve less financial support	977 5%	14 3%	10 3%	38 9%	9 4%	3 1%	99 4%	139 4%	34 8%	207 9%	3 4%	4 3%	51 8%	87 6%	30 7%	49 6%	124 7%	78 3%
Public libraries should continue to receive their current level of financial support	6035 34%	151 36%	51 17%	164 40%	137 65%	117 56%	986 40%	1334 41%	80 18%	659 27%	14 17%	28 24%	352 56%	429 29%	109 27%	110 13%	425 24%	890 37%
Don't know	3683 21%	67 16%	75 26%	60 15%	14 6%	14 7%	422 17%	535 16%	56 13%	998 42%	25 30%	35 29%	77 12%	444 30%	165 40%	139 17%	264 15%	293 12%

Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Public libraries deserve more financial support	7121 40%	2191 54%	1862 54%	329 56%	3301 38%	3820 42%	1024 40%	1790 41%	1927 42%	1083 39%	1297 36%	2181 39%	2969 39%	1902 43%
Public libraries deserve less financial support	977 5%	150 4%	125 4%	26 4%	539 6%	439 5%	188 7%	281 6%	192 4%	133 5%	184 5%	319 6%	400 5%	244 6%
Public libraries should continue to receive their current level of financial support	6035 34%	1484 37%	1281 37%	202 34%	2954 34%	3081 34%	884 34%	1399 32%	1588 34%	971 35%	1193 34%	1851 33%	2662 35%	1488 34%
Don't know	3683 21%	236 6%	205 6%	32 5%	1864 22%	1819 20%	487 19%	849 20%	908 20%	556 20%	882 25%	1227 22%	1550 20%	746 17%

Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?

Base: All respondents

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Public libraries deserve more financial support	7121 40%	54 29%	4028 37%	2157 47%	680 41%	3054 40%	650 42%	3328 39%	6522 40%	176 44%	386 46%
Public libraries deserve less financial support	977 5%	9 5%	595 6%	195 4%	126 8%	413 5%	63 4%	475 6%	876 5%	29 7%	69 8%
Public libraries should continue to receive their current level of financial support	6035 34%	61 32%	3598 33%	1620 35%	564 34%	2747 36%	487 32%	2707 32%	5661 34%	105 26%	240 29%
Don't know	3683 21%	63 34%	2568 24%	615 13%	280 17%	1353 18%	336 22%	1930 23%	3421 21%	92 23%	145 17%

D1. Gender**Base: All respondents**

		COUNTRIES																
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Male	8657	202	144	200	104	103	1169	1585	222	1151	37	58	316	715	196	401	883	1174
	49%	48%	49%	49%	49%	50%	48%	49%	50%	48%	46%	49%	50%	48%	48%	48%	49%	49%
Female	9159	219	149	210	107	104	1272	1665	222	1245	45	60	316	784	216	429	911	1206
	51%	52%	51%	51%	51%	50%	52%	51%	50%	52%	54%	51%	50%	52%	52%	52%	51%	51%

D1. Gender**Base: All respondents**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Male	8657	1698	1427	271	8657	-	1305	2145	2259	1346	1602	2693	3640	2188
	49%	42%	41%	46%	100%	-	51%	50%	49%	49%	45%	48%	48%	50%
Female	9159	2363	2045	317	-	9159	1278	2174	2355	1396	1954	2886	3941	2192
	51%	58%	59%	54%	-	100%	49%	50%	51%	51%	55%	52%	52%	50%

D1. Gender**Base: All respondents**

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Male	8657	67	5095	2357	838	4004	968	3540	7917	222	468
	49%	36%	47%	51%	51%	53%	63%	42%	48%	55%	56%
Female	9159	121	5695	2229	812	3563	568	4899	8562	180	372
	51%	64%	53%	49%	49%	47%	37%	58%	52%	45%	44%

D2. Age

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
15-24	2583 14%	80 19%	34 12%	51 13%	33 16%	32 16%	354 14%	414 13%	74 17%	279 12%	12 15%	20 17%	94 15%	256 17%	63 15%	145 17%	264 15%	377 16%
25-39	4319 24%	97 23%	74 25%	114 28%	47 22%	55 27%	555 23%	657 20%	112 25%	546 23%	21 25%	24 21%	133 21%	408 27%	103 25%	220 26%	558 31%	597 25%
40-54	4614 26%	115 27%	86 29%	100 24%	52 25%	45 22%	637 26%	895 28%	131 30%	658 27%	21 25%	25 21%	194 31%	330 22%	108 26%	215 26%	408 23%	594 25%
55-64	2742 15%	56 13%	53 18%	91 22%	35 17%	40 19%	368 15%	508 16%	64 14%	347 14%	12 14%	19 16%	100 16%	289 19%	51 12%	105 13%	217 12%	388 16%
65+	3556 20%	71 17%	46 16%	53 13%	43 21%	35 17%	527 22%	775 24%	61 14%	566 24%	17 20%	30 25%	111 18%	216 14%	86 21%	146 18%	348 19%	424 18%
Refused	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -

D2. Age

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
15-24	2583 14%	977 24%	751 22%	226 38%	1305 15%	1278 14%	2583 100%	-	-	-	-	733 13%	1056 14%	755 17%
25-39	4319 24%	1072 26%	907 26%	165 28%	2145 25%	2174 24%	-	4319 100%	-	-	-	1298 23%	1786 24%	1169 27%
40-54	4614 26%	1013 25%	896 26%	117 20%	2259 26%	2355 26%	-	-	4614 100%	-	-	1463 26%	2001 26%	1070 24%
55-64	2742 15%	488 12%	436 13%	52 9%	1346 16%	1396 15%	-	-	-	2742 100%	-	908 16%	1149 15%	649 15%
65+	3556 20%	511 13%	483 14%	28 5%	1602 19%	1954 21%	-	-	-	-	3556 100%	1178 21%	1589 21%	737 17%
Refused	1 *	-	-	-	-	1 *	-	-	-	-	-	*	*	*

D2. Age

Base: All respondents

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
15-24	2583 14%	16 9%	846 8%	262 6%	1415 86%	669 9%	59 4%	1811 21%	2407 15%	37 9%	131 16%
25-39	4319 24%	9 5%	2332 22%	1667 36%	176 11%	2822 37%	438 29%	987 12%	3888 24%	114 28%	289 34%
40-54	4614 26%	27 14%	2959 27%	1428 31%	16 1%	2890 38%	675 44%	960 11%	4212 26%	120 30%	263 31%
55-64	2742 15%	18 9%	1945 18%	678 15%	5 *	998 13%	286 19%	1417 17%	2578 16%	50 12%	90 11%
65+	3556 20%	117 63%	2707 25%	550 12%	37 2%	189 2%	77 5%	3264 39%	3394 21%	80 20%	67 8%
Refused	1 *	- -	- -	- -	- -	- -	- -	1 *	1 *	* *	- -

D3. Would you say you live in a...?**Base: All respondents**

		COUNTRIES																
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Rural area or village	5579	191	78	108	49	71	624	1100	89	575	23	31	288	569	152	362	743	525
	31%	45%	27%	26%	23%	34%	26%	34%	20%	24%	29%	27%	46%	38%	37%	44%	41%	22%
Small or middle sized town	7582	131	54	188	92	77	1353	1486	163	1369	27	38	200	487	159	207	528	1025
	43%	31%	18%	46%	44%	37%	55%	46%	37%	57%	33%	32%	32%	33%	39%	25%	29%	43%
Large town / city	4380	97	160	113	69	59	455	664	189	355	31	47	144	442	99	262	374	820
	25%	23%	55%	28%	33%	29%	19%	20%	43%	15%	38%	40%	23%	30%	24%	32%	21%	34%
Don't know	275	2	-	1	1	*	9	-	3	97	*	2	1	-	1	-	149	11
	2%	*	-	*	*	*	*	-	1%	4%	*	1%	*	-	*	-	8%	*

D3. Would you say you live in a...?**Base: All respondents**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Rural area or village	5579 31%	1157 28%	1001 29%	156 26%	2693 31%	2886 32%	733 28%	1298 30%	1463 32%	908 33%	1178 33%	5579 100%	-	-
Small or middle sized town	7582 43%	1702 42%	1465 42%	236 40%	3640 42%	3941 43%	1056 41%	1786 41%	2001 43%	1149 42%	1589 45%	-	7582 100%	-
Large town / city	4380 25%	1176 29%	980 28%	196 33%	2188 25%	2192 24%	755 29%	1169 27%	1070 23%	649 24%	737 21%	-	-	4380 100%
Don't know	275 2%	26 1%	26 1%	* *	136 2%	139 2%	38 1%	67 2%	81 2%	36 1%	52 1%	-	-	-

D3. Would you say you live in a...?**Base: All respondents**

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Rural area or village	5579 31%	77 41%	3704 34%	1161 25%	453 27%	2276 30%	594 39%	2611 31%	5331 32%	115 29%	117 14%
Small or middle sized town	7582 43%	57 30%	4717 44%	1906 42%	663 40%	3232 43%	591 38%	3689 44%	7121 43%	150 37%	285 34%
Large town / city	4380 25%	40 21%	2227 21%	1481 32%	504 31%	1998 26%	331 22%	1960 23%	3776 23%	135 33%	431 51%
Don't know	275 2%	15 8%	141 1%	39 1%	31 2%	61 1%	20 1%	179 2%	251 2%	2 1%	7 1%

D4. How old were you when you stopped full-time education?**Base: All respondents**

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
15 or under	188 1%	3 1%	3 1%	2 1%	10 5%	- -	18 1%	10 *	9 2%	13 1%	- -	* *	16 3%	4 *	13 3%	9 1%	66 4%	10 *
16-19	10790 61%	190 45%	201 69%	267 65%	25 12%	66 32%	1292 53%	2236 69%	182 41%	1784 74%	48 59%	54 46%	258 41%	848 57%	285 69%	551 66%	1032 57%	1470 62%
20+	4586 26%	163 39%	74 25%	93 23%	137 65%	106 51%	849 35%	710 22%	174 39%	394 16%	27 33%	42 35%	256 41%	396 26%	47 12%	196 24%	320 18%	603 25%
Still studying	1650 9%	58 14%	13 5%	34 8%	35 16%	25 12%	244 10%	217 7%	67 15%	189 8%	7 8%	17 14%	83 13%	166 11%	31 8%	73 9%	186 10%	204 9%
Refusal	189 1%	4 1%	* *	6 2%	1 *	1 *	3 *	22 1%	8 2%	3 *	- -	1 1%	3 *	34 2%	27 6%	- -	25 1%	50 2%
Don't know	413 2%	2 *	1 *	8 2%	2 1%	9 4%	35 1%	53 2%	3 1%	13 1%	* *	4 3%	16 2%	49 3%	7 2%	2 *	165 9%	43 2%

D4. How old were you when you stopped full-time education?**Base: All respondents**

	TYPE OF USER				GENDER		AGE					RURAL/URBAN		
	Total	Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
15 or under	188 1%	18 *	16 *	2 *	67 1%	121 1%	16 1%	9 *	27 1%	18 1%	117 3%	77 1%	57 1%	40 1%
16-19	10790 61%	1628 40%	1421 41%	207 35%	5095 59%	5695 62%	846 33%	2332 54%	2959 64%	1945 71%	2707 76%	3704 66%	4717 62%	2227 51%
20+	4586 26%	1522 37%	1333 38%	189 32%	2357 27%	2229 24%	262 10%	1667 39%	1428 31%	678 25%	550 15%	1161 21%	1906 25%	1481 34%
Still studying	1650 9%	789 19%	603 17%	186 32%	838 10%	812 9%	1415 55%	176 4%	16 *	5 *	37 1%	453 8%	663 9%	504 11%
Refusal	189 1%	28 1%	28 1%	* *	95 1%	94 1%	11 *	47 1%	61 1%	29 1%	40 1%	66 1%	64 1%	53 1%
Don't know	413 2%	75 2%	71 2%	5 1%	205 2%	208 2%	32 1%	88 2%	123 3%	67 2%	104 3%	119 2%	176 2%	77 2%

D4. How old were you when you stopped full-time education?**Base: All respondents**

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
15 or under	188	188	-	-	-	29	6	145	168	1	19
	1%	100%	-	-	-	*	*	2%	1%	*	2%
16-19	10790	-	10790	-	-	4523	895	5248	10168	208	385
	61%	-	100%	-	-	60%	58%	62%	62%	52%	46%
20+	4586	-	-	4586	-	2697	561	1267	4134	135	292
	26%	-	-	100%	-	36%	37%	15%	25%	34%	35%
Still studying	1650	-	-	-	1650	131	7	1496	1523	33	90
	9%	-	-	-	100%	2%	*	18%	9%	8%	11%
Refusal	189	-	-	-	-	64	18	70	147	6	16
	1%	-	-	-	-	1%	1%	1%	1%	2%	2%
Don't know	413	-	-	-	-	124	48	213	340	18	38
	2%	-	-	-	-	2%	3%	3%	2%	5%	5%

D5. What is your current occupation?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
EMPLOYED (NET)	7567	171	144	228	100	113	955	1748	119	796	37	48	283	562	158	300	729	1077
	42%	41%	49%	56%	48%	54%	39%	54%	27%	33%	45%	41%	45%	38%	38%	36%	41%	45%
Employed professional (employed doctor, lawyer, accountant, architect)	549	3	2	21	7	37	83	35	7	32	3	5	20	37	12	68	24	153
	3%	1%	1%	5%	3%	18%	3%	1%	1%	1%	3%	4%	3%	2%	3%	8%	1%	6%
General management, director or top management (managing directors, director general, other director)	203	3	2	7	5	6	43	43	4	5	1	1	17	7	1	6	19	32
	1%	1%	1%	2%	2%	3%	2%	1%	1%	*	1%	1%	3%	1%	*	1%	1%	1%
Middle management, other management (department head, junior manager, teacher, technician)	926	14	*	21	16	9	241	236	19	64	4	6	42	43	5	12	43	150
	5%	3%	*	5%	7%	5%	10%	7%	4%	3%	5%	6%	7%	3%	1%	1%	2%	6%
Employed position, working mainly at a desk	1459	45	28	48	18	14	92	359	47	303	6	6	55	102	14	40	86	194
	8%	11%	10%	12%	8%	7%	4%	11%	11%	13%	8%	5%	9%	7%	3%	5%	5%	8%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	483	10	19	16	5	3	58	65	16	42	3	4	32	75	13	19	69	34
	3%	2%	7%	4%	3%	1%	2%	2%	4%	2%	4%	4%	5%	5%	3%	2%	4%	1%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1224	37	3	23	13	6	182	328	11	81	8	7	55	64	36	5	156	209
	7%	9%	1%	6%	6%	3%	7%	10%	3%	3%	10%	6%	9%	4%	9%	1%	9%	9%
Supervisor	151	2	-	3	*	4	18	44	*	4	*	2	6	7	1	-	5	54
	1%	1%	-	1%	*	2%	1%	1%	*	*	*	2%	1%	1%	*	-	*	2%
Skilled manual worker	1792	31	68	77	25	28	175	461	10	182	9	11	18	184	34	117	211	148
	10%	7%	23%	19%	12%	14%	7%	14%	2%	8%	11%	9%	3%	12%	8%	14%	12%	6%
Other (unskilled) manual worker, servant	781	25	22	12	11	6	61	177	5	82	3	6	38	40	43	32	116	102
	4%	6%	7%	3%	5%	3%	3%	5%	1%	3%	3%	5%	6%	3%	10%	4%	6%	4%
SELF EMPLOYED (NET)	1536	48	23	22	6	14	173	173	72	307	5	4	63	144	35	67	176	203
	9%	11%	8%	5%	3%	7%	7%	5%	16%	13%	6%	4%	10%	10%	9%	8%	10%	9%
Farmer	216	1	1	1	*	3	45	6	11	22	*	1	5	72	2	26	8	10
	1%	*	*	*	*	1%	2%	*	2%	1%	1%	1%	1%	5%	1%	3%	*	*
Fisherman	12	-	-	-	-	-	-	-	-	3	-	-	1	3	1	-	5	-
	*	-	-	-	-	-	-	-	-	*	-	-	*	*	*	-	*	-

D5. What is your current occupation?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Professional (lawyer, medical practitioner, accountant, architect, etc.)	233 1%	7 2%	4 1%	3 1%	1 1%	4 2%	25 1%	35 1%	16 4%	57 2%	2 3%	1 1%	17 3%	9 1%	2 *	11 1%	14 1%	25 1%
Owner of a shop, craftsmen, other self-employed person	680 4%	32 8%	7 3%	14 3%	3 1%	2 1%	96 4%	58 2%	27 6%	174 7%	1 1%	* *	13 2%	21 1%	21 5%	19 2%	98 5%	93 4%
Business proprietors, owner (full or partner) of a company	395 2%	9 2%	11 4%	3 1%	2 1%	4 2%	7 *	73 2%	18 4%	52 2%	1 1%	2 1%	28 4%	39 3%	10 2%	11 1%	52 3%	74 3%
NOT EMPLOYED (NET)	8439 47%	201 48%	94 32%	159 39%	101 48%	78 38%	1300 53%	1321 41%	245 55%	1274 53%	40 49%	65 55%	247 39%	779 52%	218 53%	420 51%	858 48%	1038 44%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1137 6%	12 3%	6 2%	7 2%	* *	1 1%	189 8%	161 5%	29 7%	295 12%	3 3%	3 3%	31 5%	64 4%	27 7%	83 10%	151 8%	74 3%
Student	1497 8%	61 15%	16 5%	35 8%	34 16%	25 12%	233 10%	223 7%	58 13%	194 8%	7 8%	17 14%	47 7%	130 9%	31 8%	73 9%	132 7%	180 8%
Unemployed or temporarily not working (not looking for work)	298 2%	8 2%	1 *	3 1%	2 1%	3 2%	20 1%	37 1%	15 3%	18 1%	3 4%	2 2%	16 3%	40 3%	10 2%	- -	26 1%	92 4%
Unemployed or temporarily not working (looking for work)	1054 6%	24 6%	26 9%	12 3%	7 3%	5 2%	162 7%	71 2%	43 10%	130 5%	5 6%	6 5%	16 3%	109 7%	45 11%	35 4%	209 12%	150 6%
Retired	3995 22%	82 19%	44 15%	97 24%	55 26%	42 20%	621 25%	757 23%	87 20%	602 25%	21 26%	35 29%	121 19%	318 21%	100 24%	230 28%	299 17%	485 20%
Unable to work through illness	240 1%	10 2%	1 *	4 1%	2 1%	1 1%	48 2%	11 *	3 1%	- -	2 2%	2 2%	13 2%	79 5%	1 *	- -	15 1%	48 2%
Never did any paid work	219 1%	5 1%	- -	1 *	* *	* *	27 1%	61 2%	11 2%	35 1%	* 1%	* *	3 1%	37 2%	3 1%	- -	26 1%	9 *
Prefer not to say	274 2%	- -	30 10%	* *	3 2%	3 1%	12 *	8 *	8 2%	19 1%	* *	* *	39 6%	13 1%	- -	44 5%	31 2%	63 3%

D5. What is your current occupation?**Base: All respondents**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
EMPLOYED (NET)	7567	1727	1517	210	4004	3563	669	2822	2890	998	189	2276	3232	1998
	42%	43%	44%	36%	46%	39%	26%	65%	63%	36%	5%	41%	43%	46%
Employed professional (employed doctor, lawyer, accountant, architect)	549	199	180	20	316	233	31	244	187	79	8	122	214	211
	3%	5%	5%	3%	4%	3%	1%	6%	4%	3%	*	2%	3%	5%
General management, director or top management (managing directors, director general, other director)	203	61	59	1	130	73	6	50	106	29	13	63	75	59
	1%	1%	2%	*	1%	1%	*	1%	2%	1%	*	1%	1%	1%
Middle management, other management (department head, junior manager, teacher, technician)	926	314	278	36	537	390	30	328	410	127	31	259	429	232
	5%	8%	8%	6%	6%	4%	1%	8%	9%	5%	1%	5%	6%	5%
Employed position, working mainly at a desk	1459	365	310	55	523	936	117	596	538	188	20	365	650	424
	8%	9%	9%	9%	6%	10%	5%	14%	12%	7%	1%	7%	9%	10%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	483	70	63	7	302	181	42	165	204	57	16	158	201	113
	3%	2%	2%	1%	3%	2%	2%	4%	4%	2%	*	3%	3%	3%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1224	311	284	27	475	749	152	478	413	154	28	349	524	350
	7%	8%	8%	5%	5%	8%	6%	11%	9%	6%	1%	6%	7%	8%
Supervisor	151	32	20	12	99	52	3	50	71	18	7	61	71	19
	1%	1%	1%	2%	1%	1%	*	1%	2%	1%	*	1%	1%	*
Skilled manual worker	1792	244	209	36	1291	501	173	647	705	225	42	606	758	414
	10%	6%	6%	6%	15%	5%	7%	15%	15%	8%	1%	11%	10%	9%
Other (unskilled) manual worker, servant	781	131	114	17	333	448	117	264	255	120	25	293	309	175
	4%	3%	3%	3%	4%	5%	5%	6%	6%	4%	1%	5%	4%	4%
SELF EMPLOYED (NET)	1536	306	282	24	968	568	59	438	675	286	77	594	591	331
	9%	8%	8%	4%	11%	6%	2%	10%	15%	10%	2%	11%	8%	8%
Farmer	216	36	35	1	153	63	9	53	90	53	12	180	24	10
	1%	1%	1%	*	2%	1%	*	1%	2%	2%	*	3%	*	*
Fisherman	12	1	1	-	9	3	-	6	1	1	3	2	7	3
	*	*	*	-	*	*	-	*	*	*	*	*	*	*

D5. What is your current occupation?

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Professional (lawyer, medical practitioner, accountant, architect, etc.)	233 1%	66 2%	56 2%	10 2%	128 1%	104 1%	7 *	60 1%	104 2%	43 2%	18 1%	60 1%	104 1%	67 2%
Owner of a shop, craftsmen, other self-employed person	680 4%	122 3%	115 3%	6 1%	427 5%	253 3%	27 1%	189 4%	321 7%	110 4%	32 1%	215 4%	313 4%	139 3%
Business proprietors, owner (full or partner) of a company	395 2%	81 2%	74 2%	7 1%	251 3%	144 2%	16 1%	129 3%	160 3%	78 3%	12 *	137 2%	142 2%	112 3%
NOT EMPLOYED (NET)	8439 47%	1966 48%	1621 47%	345 59%	3540 41%	4899 53%	1811 70%	987 23%	960 21%	1417 52%	3264 92%	2611 47%	3689 49%	1960 45%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1137 6%	160 4%	152 4%	8 1%	57 1%	1080 12%	66 3%	300 7%	338 7%	210 8%	222 6%	373 7%	527 7%	213 5%
Student	1497 8%	731 18%	545 16%	186 32%	752 9%	745 8%	1318 51%	162 4%	11 *	- -	6 *	402 7%	625 8%	443 10%
Unemployed or temporarily not working (not looking for work)	298 2%	70 2%	60 2%	10 2%	143 2%	155 2%	53 2%	82 2%	80 2%	70 3%	13 *	72 1%	125 2%	97 2%
Unemployed or temporarily not working (looking for work)	1054 6%	263 6%	184 5%	79 13%	533 6%	521 6%	247 10%	375 9%	314 7%	109 4%	9 *	315 6%	455 6%	240 5%
Retired	3995 22%	637 16%	588 17%	49 8%	1876 22%	2119 23%	5 *	23 1%	90 2%	913 33%	2963 83%	1289 23%	1782 24%	865 20%
Unable to work through illness	240 1%	36 1%	29 1%	6 1%	122 1%	118 1%	5 *	28 1%	95 2%	97 4%	15 *	79 1%	84 1%	70 2%
Never did any paid work	219 1%	70 2%	64 2%	6 1%	58 1%	161 2%	118 5%	17 *	32 1%	18 1%	35 1%	79 1%	92 1%	32 1%
Prefer not to say	274 2%	62 2%	54 2%	9 1%	145 2%	129 1%	44 2%	73 2%	89 2%	41 2%	26 1%	98 2%	69 1%	92 2%

D5. What is your current occupation?

Base: All respondents

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
EMPLOYED (NET)	7567	29	4523	2697	131	7567	-	-	6929	180	440
	42%	15%	42%	59%	8%	100%	-	-	42%	45%	52%
Employed professional (employed doctor, lawyer, accountant, architect)	549	1	121	410	4	549	-	-	486	8	49
	3%	*	1%	9%	*	7%	-	-	3%	2%	6%
General management, director or top management (managing directors, director general, other director)	203	*	72	123	2	203	-	-	181	6	13
	1%	*	1%	3%	*	3%	-	-	1%	2%	2%
Middle management, other management (department head, junior manager, teacher, technician)	926	2	314	576	15	926	-	-	870	14	41
	5%	1%	3%	13%	1%	12%	-	-	5%	3%	5%
Employed position, working mainly at a desk	1459	1	773	637	18	1459	-	-	1394	23	39
	8%	1%	7%	14%	1%	19%	-	-	8%	6%	5%
Employed position, not at a desk but travelling (salesmen, driver, etc.)	483	3	293	148	9	483	-	-	457	12	13
	3%	1%	3%	3%	1%	6%	-	-	3%	3%	2%
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	1224	6	790	364	41	1224	-	-	1071	39	115
	7%	3%	7%	8%	2%	16%	-	-	6%	10%	14%
Supervisor	151	1	103	45	-	151	-	-	134	1	15
	1%	1%	1%	1%	-	2%	-	-	1%	*	2%
Skilled manual worker	1792	6	1437	285	17	1792	-	-	1643	55	88
	10%	3%	13%	6%	1%	24%	-	-	10%	14%	10%
Other (unskilled) manual worker, servant	781	9	620	109	24	781	-	-	692	22	66
	4%	5%	6%	2%	1%	10%	-	-	4%	6%	8%
SELF EMPLOYED (NET)	1536	6	895	561	7	-	1536	-	1414	44	67
	9%	3%	8%	12%	*	-	100%	-	9%	11%	8%
Farmer	216	1	161	46	-	-	216	-	208	7	*
	1%	*	1%	1%	-	-	14%	-	1%	2%	*
Fisherman	12	2	7	4	-	-	12	-	9	-	3
	*	1%	*	*	-	-	1%	-	*	-	*

D5. What is your current occupation?

Base: All respondents

	TERMINAL AGE OF EDUCATION					RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
	Total	15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Professional (lawyer, medical practitioner, accountant, architect, etc.)	233 1%	1 *	71 1%	139 3%	3 *	- -	233 15%	- -	206 1%	7 2%	14 2%
Owner of a shop, craftsmen, other self-employed person	680 4%	3 1%	455 4%	199 4%	2 *	- -	680 44%	- -	627 4%	21 5%	29 3%
Business proprietors, owner (full or partner) of a company	395 2%	1 *	202 2%	175 4%	2 *	- -	395 26%	- -	364 2%	9 2%	20 2%
NOT EMPLOYED (NET)	8439 47%	145 77%	5248 49%	1267 28%	1496 91%	- -	- -	8439 100%	7925 48%	174 43%	309 37%
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1137 6%	23 12%	894 8%	158 3%	4 *	- -	- -	1137 13%	1066 6%	19 5%	44 5%
Student	1497 8%	2 1%	96 1%	44 1%	1343 81%	- -	- -	1497 18%	1382 8%	34 8%	78 9%
Unemployed or temporarily not working (not looking for work)	298 2%	3 2%	216 2%	62 1%	11 1%	- -	- -	298 4%	279 2%	10 2%	8 1%
Unemployed or temporarily not working (looking for work)	1054 6%	7 4%	747 7%	237 5%	16 1%	- -	- -	1054 12%	946 6%	23 6%	80 10%
Retired	3995 22%	91 48%	3037 28%	702 15%	30 2%	- -	- -	3995 47%	3820 23%	85 21%	74 9%
Unable to work through illness	240 1%	4 2%	169 2%	55 1%	1 *	- -	- -	240 3%	221 1%	4 1%	16 2%
Never did any paid work	219 1%	14 8%	88 1%	9 *	91 5%	- -	- -	219 3%	210 1%	- -	9 1%
Prefer not to say	274 2%	7 4%	123 1%	60 1%	16 1%	- -	- -	- -	211 1%	3 1%	25 3%

D6 Where were you born?

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
In EU	16480	376	285	404	196	203	2186	3049	397	2292	70	114	582	1485	384	830	1604	2022
	92%	89%	98%	99%	93%	98%	90%	94%	89%	96%	86%	97%	92%	99%	93%	100%	89%	85%
In another Member State of the EU	402	20	2	4	6	1	56	134	12	19	1	1	10	7	3	-	20	104
	2%	5%	1%	1%	3%	1%	2%	4%	3%	1%	1%	1%	2%	1%	1%	-	1%	4%
In Europe, but not in a Member State of the EU	168	4	1	1	3	1	33	42	7	30	10	2	5	4	2	-	18	5
	1%	1%	*	*	1%	1%	1%	1%	2%	1%	12%	2%	1%	*	*	-	1%	*
In Asia, in Africa or in Latin America	634	19	*	-	6	1	143	19	4	41	1	*	32	-	22	-	144	203
	4%	5%	*	-	3%	*	6%	1%	1%	2%	1%	*	5%	-	5%	-	8%	9%
In Northern America, in Japan or in Oceania	38	*	-	*	-	-	13	6	4	-	-	-	1	-	-	-	-	14
	*	*	-	*	-	-	1%	*	1%	-	-	-	*	-	-	-	-	1%
Prefer not to say	94	*	4	-	-	-	9	-	20	15	*	*	3	1	*	-	7	33
	1%	*	1%	-	-	-	*	-	5%	1%	*	*	*	*	*	-	*	1%

D6 Where were you born?**Base: All respondents**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
In EU	16480	3641	3112	529	7917	8562	2407	3888	4212	2578	3394	5331	7121	3776
	92%	90%	90%	90%	91%	93%	93%	90%	91%	94%	95%	96%	94%	86%
In another Member State of the EU	402	88	76	12	222	180	37	114	120	50	80	115	150	135
	2%	2%	2%	2%	3%	2%	1%	3%	3%	2%	2%	2%	2%	3%
In Europe, but not in a Member State of the EU	168	47	46	1	87	81	20	50	53	18	27	31	67	68
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
In Asia, in Africa or in Latin America	634	255	218	37	358	276	110	229	190	72	35	80	197	352
	4%	6%	6%	6%	4%	3%	4%	5%	4%	3%	1%	1%	3%	8%
In Northern America, in Japan or in Oceania	38	12	3	9	23	15	2	10	20	-	6	7	21	11
	*	*	*	2%	*	*	*	*	*	-	*	*	*	*
Prefer not to say	94	18	17	*	50	44	7	29	20	23	15	15	26	38
	1%	*	*	*	1%	*	*	1%	*	1%	*	*	*	1%

D6 Where were you born?**Base: All respondents**

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
In EU	16480	168	10168	4134	1523	6929	1414	7925	16480	-	-
	92%	89%	94%	90%	92%	92%	92%	94%	100%	-	-
In another Member State of the EU	402	1	208	135	33	180	44	174	-	402	-
	2%	1%	2%	3%	2%	2%	3%	2%	-	100%	-
In Europe, but not in a Member State of the EU	168	3	94	54	13	84	16	66	-	-	168
	1%	2%	1%	1%	1%	1%	1%	1%	-	-	20%
In Asia, in Africa or in Latin America	634	11	282	221	75	334	46	231	-	-	634
	4%	6%	3%	5%	5%	4%	3%	3%	-	-	75%
In Northern America, in Japan or in Oceania	38	5	9	18	2	22	5	11	-	-	38
	*	3%	*	*	*	*	*	*	-	-	5%
Prefer not to say	94	*	28	24	4	18	11	31	-	-	-
	1%	*	*	1%	*	*	1%	*	-	-	-

Q. COUNTRIES

Base: All respondents

	COUNTRIES																	
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Belgium	420 2%	420 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bulgaria	292 2%	-	292 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Czech Republic	410 2%	-	-	410 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Denmark	210 1%	-	-	-	210 100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Finland	207 1%	-	-	-	-	207 100%	-	-	-	-	-	-	-	-	-	-	-	-
France	2441 14%	-	-	-	-	-	2441 100%	-	-	-	-	-	-	-	-	-	-	-
Germany	3250 18%	-	-	-	-	-	-	3250 100%	-	-	-	-	-	-	-	-	-	-
Greece	444 2%	-	-	-	-	-	-	-	444 100%	-	-	-	-	-	-	-	-	-
Italy	2396 13%	-	-	-	-	-	-	-	-	2396 100%	-	-	-	-	-	-	-	-
Latvia	82 *	-	-	-	-	-	-	-	-	-	82 100%	-	-	-	-	-	-	-
Lithuania	118 1%	-	-	-	-	-	-	-	-	-	-	118 100%	-	-	-	-	-	-
Netherlands	632 4%	-	-	-	-	-	-	-	-	-	-	-	632 100%	-	-	-	-	-
Poland	1498 8%	-	-	-	-	-	-	-	-	-	-	-	-	1498 100%	-	-	-	-
Portugal	412 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	412 100%	-	-	-
Romania	830 5%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	830 100%	-	-
Spain	1794 10%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1794 100%	-
UK	2380 13%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2380 100%

Q. COUNTRIES

Base: All respondents

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Belgium	420 2%	176 4%	147 4%	29 5%	202 2%	219 2%	80 3%	97 2%	115 2%	56 2%	71 2%	191 3%	131 2%	97 2%
Bulgaria	292 2%	35 1%	31 1%	5 1%	144 2%	149 2%	34 1%	74 2%	86 2%	53 2%	46 1%	78 1%	54 1%	160 4%
Czech Republic	410 2%	88 2%	74 2%	14 2%	200 2%	210 2%	51 2%	114 3%	100 2%	91 3%	53 2%	108 2%	188 2%	113 3%
Denmark	210 1%	119 3%	81 2%	38 6%	104 1%	107 1%	33 1%	47 1%	52 1%	35 1%	43 1%	49 1%	92 1%	69 2%
Finland	207 1%	138 3%	100 3%	38 7%	103 1%	104 1%	32 1%	55 1%	45 1%	40 1%	35 1%	71 1%	77 1%	59 1%
France	2441 14%	625 15%	591 17%	34 6%	1169 14%	1272 14%	354 14%	555 13%	637 14%	368 13%	527 15%	624 11%	1353 18%	455 10%
Germany	3250 18%	529 13%	471 14%	58 10%	1585 18%	1665 18%	414 16%	657 15%	895 19%	508 19%	775 22%	1100 20%	1486 20%	664 15%
Greece	444 2%	40 1%	35 1%	6 1%	222 3%	222 2%	74 3%	112 3%	131 3%	64 2%	61 2%	89 2%	163 2%	189 4%
Italy	2396 13%	333 8%	294 8%	39 7%	1151 13%	1245 14%	279 11%	546 13%	658 14%	347 13%	566 16%	575 10%	1369 18%	355 8%
Latvia	82 *	25 1%	18 1%	7 1%	37 *	45 *	12 *	21 *	21 *	12 *	17 *	23 *	27 *	31 1%
Lithuania	118 1%	29 1%	18 1%	11 2%	58 1%	60 1%	20 1%	24 1%	25 1%	19 1%	30 1%	31 1%	38 *	47 1%
Netherlands	632 4%	242 6%	208 6%	34 6%	316 4%	316 3%	94 4%	133 3%	194 4%	100 4%	111 3%	288 5%	200 3%	144 3%
Poland	1498 8%	304 7%	282 8%	22 4%	715 8%	784 9%	256 10%	408 9%	330 7%	289 11%	216 6%	569 10%	487 6%	442 10%
Portugal	412 2%	48 1%	42 1%	7 1%	196 2%	216 2%	63 2%	103 2%	108 2%	51 2%	86 2%	152 3%	159 2%	99 2%
Romania	830 5%	129 3%	105 3%	24 4%	401 5%	429 5%	145 6%	220 5%	215 5%	105 4%	146 4%	362 6%	207 3%	262 6%
Spain	1794 10%	394 10%	350 10%	44 8%	883 10%	911 10%	264 10%	558 13%	408 9%	217 8%	348 10%	743 13%	528 7%	374 9%
UK	2380 13%	806 20%	626 18%	180 31%	1174 14%	1206 13%	377 15%	597 14%	594 13%	388 14%	424 12%	525 9%	1025 14%	820 19%

Q. COUNTRIES

Base: All respondents

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Belgium	420 2%	3 2%	190 2%	163 4%	58 4%	171 2%	48 3%	201 2%	376 2%	20 5%	24 3%
Bulgaria	292 2%	3 1%	201 2%	74 2%	13 1%	144 2%	23 2%	94 1%	285 2%	2 1%	1 *
Czech Republic	410 2%	2 1%	267 2%	93 2%	34 2%	228 3%	22 1%	159 2%	404 2%	4 1%	1 *
Denmark	210 1%	10 6%	25 *	137 3%	35 2%	100 1%	6 *	101 1%	196 1%	6 1%	9 1%
Finland	207 1%	- -	66 1%	106 2%	25 1%	113 1%	14 1%	78 1%	203 1%	1 *	2 *
France	2441 14%	18 9%	1292 12%	849 19%	244 15%	955 13%	173 11%	1300 15%	2186 13%	56 14%	189 22%
Germany	3250 18%	10 6%	2236 21%	710 15%	217 13%	1748 23%	173 11%	1321 16%	3049 19%	134 33%	66 8%
Greece	444 2%	9 5%	182 2%	174 4%	67 4%	119 2%	72 5%	245 3%	397 2%	12 3%	14 2%
Italy	2396 13%	13 7%	1784 17%	394 9%	189 11%	796 11%	307 20%	1274 15%	2292 14%	19 5%	71 8%
Latvia	82 *	- -	48 *	27 1%	7 *	37 *	5 *	40 *	70 *	1 *	11 1%
Lithuania	118 1%	* *	54 *	42 1%	17 1%	48 1%	4 *	65 1%	114 1%	1 *	2 *
Netherlands	632 4%	16 9%	258 2%	256 6%	83 5%	283 4%	63 4%	247 3%	582 4%	10 2%	38 4%
Poland	1498 8%	4 2%	848 8%	396 9%	166 10%	562 7%	144 9%	779 9%	1485 9%	7 2%	4 1%
Portugal	412 2%	13 7%	285 3%	47 1%	31 2%	158 2%	35 2%	218 3%	384 2%	3 1%	24 3%
Romania	830 5%	9 5%	551 5%	196 4%	73 4%	300 4%	67 4%	420 5%	830 5%	- -	- -
Spain	1794 10%	66 35%	1032 10%	320 7%	186 11%	729 10%	176 11%	858 10%	1604 10%	20 5%	162 19%
UK	2380 13%	10 6%	1470 14%	603 13%	204 12%	1077 14%	203 13%	1038 12%	2022 12%	104 26%	222 26%

Q. TYPE OF USER**Base: All respondents**

		COUNTRIES																
	Total	Belgium	Bulgaria	Czech Republic	Denmark	Finland	France	Germany	Greece	Italy	Latvia	Lithuania	Netherlands	Poland	Portugal	Romania	Spain	UK
Unweighted Base	17816	1018	1043	986	1045	1008	1006	1026	1000	1016	1091	1106	1004	1000	1261	1117	1000	1089
Weighted Base	17816	420	292	410	210	207	2441	3250	444	2396	82	118	632	1498	412	830	1794	2380
Library user	4061	176	35	88	119	138	625	529	40	333	25	29	242	304	48	129	394	806
	23%	42%	12%	21%	57%	67%	26%	16%	9%	14%	30%	24%	38%	20%	12%	16%	22%	34%
Library, not computer	3472	147	31	74	81	100	591	471	35	294	18	18	208	282	42	105	350	626
	19%	35%	11%	18%	39%	48%	24%	14%	8%	12%	22%	15%	33%	19%	10%	13%	20%	26%
Library & computer	588	29	5	14	38	38	34	58	6	39	7	11	34	22	7	24	44	180
	3%	7%	2%	3%	18%	19%	1%	2%	1%	2%	8%	9%	5%	2%	2%	3%	2%	8%

Q. TYPE OF USER**Base: All respondents**

	Total	TYPE OF USER			GENDER		AGE					RURAL/URBAN		
		Library user	Library, not computer	Library & computer	Male	Female	15-24	25-39	40-54	55-64	65+	Rural area or village	Small or middle sized town	Large town / city
Unweighted Base	17816	4763	3834	929	8521	9295	2636	4152	4592	2937	3496	5633	6653	5352
Weighted Base	17816	4061	3472	588	8657	9159	2583	4319	4614	2742	3556	5579	7582	4380
Library user	4061	4061	3472	588	1698	2363	977	1072	1013	488	511	1157	1702	1176
	23%	100%	100%	100%	20%	26%	38%	25%	22%	18%	14%	21%	22%	27%
Library, not computer	3472	3472	3472	-	1427	2045	751	907	896	436	483	1001	1465	980
	19%	86%	100%	-	16%	22%	29%	21%	19%	16%	14%	18%	19%	22%
Library & computer	588	588	-	588	271	317	226	165	117	52	28	156	236	196
	3%	14%	-	100%	3%	3%	9%	4%	3%	2%	1%	3%	3%	4%

Q. TYPE OF USER**Base: All respondents**

	Total	TERMINAL AGE OF EDUCATION				RESPONDENT OCCUPATION			COUNTRY OF BIRTH		
		15 or under	16-19	20+	Still studying	Employed	Self Employed	Not Employed	In EU	In another Member State of the EU	Somewhere else in the World
Unweighted Base	17816	232	9711	5500	1801	7424	1452	8597	16655	311	750
Weighted Base	17816	188	10790	4586	1650	7567	1536	8439	16480	402	840
Library user	4061	18	1628	1522	789	1727	306	1966	3641	88	314
	23%	10%	15%	33%	48%	23%	20%	23%	22%	22%	37%
Library, not computer	3472	16	1421	1333	603	1517	282	1621	3112	76	267
	19%	9%	13%	29%	37%	20%	18%	19%	19%	19%	32%
Library & computer	588	2	207	189	186	210	24	345	529	12	47
	3%	1%	2%	4%	11%	3%	2%	4%	3%	3%	6%

	Page	Table	Title	Base Description	Base
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	13		Q5. How often have you used a computer in a public library to access the Internet in the last 12 months?	Base: All who have used a computer to access the internet in a public library	981
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	19		Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?	Base: All respondents	17816
	20		Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?	Base: All respondents	17816
	21		Q7. Which of the following statements represents most closely your opinion regarding the current funding for public libraries?	Base: All respondents	17816
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	34		D5. What is your current occupation?	Base: All respondents	17816
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