

Appendix 1: Study research instruments

Interview schedule for telecentre users and non users (pilot study)

Before we begin, I just want to give you an idea about what we are going to be doing. The interview is in four parts. To begin with I would like to ask you some questions about your use of this centre. Then I want to ask you to tell me about problems, worries and concerns that you have had in the past month. After we have done that, I will ask you some questions about those situations. Then I would like you to choose one of these situations and talk about it in more detail. Finally I will ask you to think about some hypothetical situations and how you would deal with them.

Then at the end of the interview, I will ask you to complete a sheet which just has some questions about yourself. If there is anything you don't want to answer, just leave it blank. The sheet also has a space for you to leave a contact address and number which would be helpful, in case there is something I need to ask you about. If you don't want to leave contact details that is OK, just leave the space blank.

There are no right and wrong answers to any of the questions that I ask you. I am looking for people's honest reactions, opinions and concerns.

[This letter of introduction from the University will be left with you after the interview in case you have any questions you would like to ask.]

Introduction

For non telecentre respondents Can you tell me if you have ever used [name of local telecentre]?

If Yes ask for frequency and when - current or past.

If No Can you tell me what your reasons are for not using [name of the local telecentre] I am interested in things that prevent you using the telecentre. I would also like to know if there are any things that would help.

What situation [circumstance] led you to [first?] come to this telecentre [library]. Can you describe what happened first, second third and so on. I would also like to know about anything that got in the way of you coming here, and things that helped. **[Prompt steps, helps, barriers]**

Over the time you have used the telecentre [library] has your use of the facilities changed?

No -> next question

If Yes Can you describe the steps that occurred that led to this change, and any problems that hindered your progress, and things that helped you. **[Prompt steps, helps, barriers]**

Section 1

1. Let's start with thinking about everyday problems, worries and concerns that you have had recently. What I would like to know about is anything on any subject or topic that has affected and involved you personally. For example, have a think about situations where you needed information or help, or where you didn't understand something, or where you needed to decide what to do, or where you were concerned about something.

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

[If nothing named, ask what?]

2. Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

3. Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

4. Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

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5. Were there any other worries, concerns or problems recently? **If unclear or incomplete PROBE** Is there anything else you can say to give us a complete picture of this situation?

Section 2

Now I would like you ask you about each of the situations that you have talked about.

Can you tell me which of the situations have been resolved and which have been left unresolved?

By resolved I mean situations that you have solved.

By unresolved I mean unsolved, still working on, still looking for a solution, still worrying about.

Summarise situations as told if necessary.

7. Please can you think about what mechanisms you used in trying to address these situations (problems, worries and concerns). For example, where did you go for help, what information did you use, where did you find the information, why do you think you are you still having difficulties with the situations you described as unresolved? Where there any things which prevented you from resolving the situations?

Prompts if necessary on: where for help; information used; how information found; barriers; difference between resolved and unresolved.

Resolved

Unresolved

Section 3

Now, I would like you to think about the situation you remember most about, in terms of things that happened. I would like you to tell me about that situation in detail.

8. Think back over this situation to all the things that happened (so far) when dealing with this situation. Try to remember all the steps that occurred - the things you did, the things that just happened. What one thing that happened (so far) while you were dealing with this situation that you remember best? Tell me about the one event that stands out in your mind.

9. Looking in detail about the thing that you remember best. Can you think back over the situation to all the things that happened before this event that sticks in your mind. Were there any steps that came before this? If No -> next Q.

If Yes Tell me what happened first, what happened second, and carry on until you get to the part you said that you remember best.

10 Now, can you think about the steps that happened after the time that you remember best? Try to remember everything that happened right up to the present [why present?]

11. In dealing with situations, many people try to find out things... or learn things.. or come to understand things that they feel will help them. I'd like you to think back over this situation [as it has occurred so far] and try to remember all the things you tried to find out... or learn.. or come to understand. Please describe them for me.

If None listed, move on to question 14

List things here annotate brief description

- 1
- 2
- 3
- 4
- 5
- 6
- 7

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12. Now I want to ask you a number of questions about each of these things you tried to find out [learn, or come to understand] **For each of the above ask the following questions**

- a) Would you say it was easy, hard or impossible to find this out? [too structured? Ask for a description?]
- b) How did you go about trying to find this out [or learn about it, or understand it]
- c) Did you succeed in finding this out? No/Yes
- d) If Yes to c) Did finding this help you? No/Yes
- e) If Yes: How?

If No: Why not?

- f) Which sources of information were more helpful than others?

13. It is easier to get at the heart of some situations than it is for others. Was (is) this a situation that it was (is) easy to get to the heart of... or hard?

If Easy

What made (makes) it easy to get at the heart of this situation?

If Hard

What made (makes) it easy to get at the heart of this situation?

Advocacy/Information split

14. Now I would like to ask you how you think an expert might help you in such a situation [if you were to face it again]. Imagine for a moment that there *is* such an expert, someone who could answer all your questions. If you were talking to such an expert, what questions would you want the expert to answer?

- 1)
- 2)
- 3)
- 4)
- 5)

15. How likely do you think it is that a library would have some information that would help you in this situation?

Split Dervin uses is

not at all likely [Go to next question]

somewhat unlikely

somewhat likely If you went to the library for information to help you in this situation, what would you look for?

very likely what would steps would you take to look for this information

16. How likely do you think it is that a telecentre would have some information that would help you in this situation?

not at all likely [Go to next question]

somewhat unlikely

somewhat likely If you went to a telecentre for information to help you with this situation, what would steps very likely would you take to look for this information.

17. [When you are not doing work on your course, because you have access to the facilities when you are not attending classes, what do you use the computers for here.]

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Hypothetical situations

18. You want to find a new place to live.

19. You have a leaky gas heater and the landlord won't repair it.

20 You have a noisy neighbour with a barking dog keeping you awake at night.

21 Want to buy a new TV set.

Questions for each situation: What steps would you go through in order to deal with this situation?

Is there anything in particular that you would try to find out or understand that would help you deal with this?

If No end interview with thanks for participation.

Yes What would you try to find out?

[then] How would you go about finding this out .. or understanding this?

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Interview schedule for telecentre users and non-users (final version)

Date of Interview

Time of Interview

Location of Interview

Before we begin, I just want to give you an idea about what we are going to be doing. The interview is in five parts. To begin with I would like to ask you some questions about your use of this centre [library]. Then I want to ask you to tell me about problems, worries and concerns that you have had in the past month. After we have done that, I will ask you some questions about those situations. Then I would like you to choose one of these situations and talk about it in more detail. Finally I will ask you to think about some hypothetical situations and how you would deal with them.

Then at the end of the interview, I will ask you some questions about yourself and your access and usage of local facilities. If there is anything you don't want to answer, please just tell me. It would be helpful if you could leave a contact address and number, in case there is something I need to ask you about. If you don't want to leave contact details that is fine.

There are no right and wrong answers to any of the questions that I ask you. I am looking for people's honest reactions, opinions and concerns. This letter of introduction will be left with you after the interview in case you have any questions you would like to ask.

Section 1

NU-USAGE-YES For non telecentre respondents Can you tell me if you have ever used [name of local telecentre]?

If Yes ask for frequency and when - current or past.

NU-USAGE-NO If No Can you tell me what your reasons are for not using [name of the local telecentre] I am interested in things that prevent you using the telecentre. I would also like to know if there are any things that would help.

TC-CONTACT or LIBRARY-CONTACT What situation [circumstance] led you to [first?] come to this telecentre [library].

CONTACT-STEPS Can you describe what happened first, second third and so on. I would also like to know about anything that got in the way of you coming here, and things that helped. [**Prompt steps, helps, things that got in the way**]

TC-USAGE What do you use the computers for here? [**Prompt spreadsheets, WP, Email, and who for? i.e. self, community group etc.**]

TC-USAGE[or LIBRARY]-CHANGE Over the time you have used the telecentre [library] has your use of the facilities changed?

No -> next question

If Yes Can you describe the steps that occurred that led to this change, and any problems that hindered your progress, and things that helped you. [**Prompt steps, helps, things that got in the way**]

Section 2

1. **SITU-ONE** Let's talk about everyday problems, worries and concerns that you have had in the past month or so. What I would like to know about is anything, on any subject or topic, that has affected and involved you personally. For example, have a think about situations where you needed help, or where you didn't understand something, or where you needed to decide what to do, or where you were concerned about something.

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

where did you go for help; things that got in the way

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2. SITU-TWO Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

where did you go for help; things that got in the way

3. SITU-THREE Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

where did you go for help; things that got in the way

4. SITU-FOUR Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation?

where did you go for help; things that got in the way

5. SITUATION-FIVE Were there any other worries, concerns or problems recently?

If unclear or incomplete PROBE Is there anything else you can say to give us a complete picture of this situation? **where did you go for help; things that got in the way**

Section 3

6. TIMELINE CHOICE Now, I would like you to think about that situation you remember most about [**as described**], in terms of things that happened. I would like you to tell me about that situation in detail.

7. BRE-STEPS Think back over this situation to all the things that happened (so far) when dealing with this situation. Try to remember all the steps that occurred - the things you did, the things that just happened. What one thing that happened (so far) while you were dealing with this situation that you remember best? Tell me about the one event that stands out in your mind.

8. BEFORE-BRE-STEPS Looking in detail about the thing that you remember best. Can you think back over the situation to all the things that happened before this event that sticks in your mind. Were there any steps that came before this?

If No -> next Q.

If Yes Tell me what happened first, what happened second, and carry on until you get to the part you said that you remember best.

9. AFTER-BRE-STEPS Now, can you think about the steps that happened after the time that you remember best? Try to remember everything that happened right up to the present [or the end of the situation].

10. In dealing with situations, many people try to find out things... or learn things.. or come to understand things that they feel will help them. I'd like you to think back over this situation [as it has occurred so far] and try to remember all the things you tried to find out... or learn.. or come to understand. Please describe them for me.

If None listed, move on to question 11

List things here annotate brief description

i)

ii)

iii)

iv)

v)

vi)

vii)

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11. Now I would like to ask you a number of questions about each of these things you tried to find out, or learn, or come to understand

One of the things you tried to find out was... [take from annotation to question 10]	FIND-TRY How did you go about trying to find this out [or learn about it, or understand it	FIND-SUCCEED Did you succeed in finding this out?		FIND-HELP <i>If Yes:</i> Did finding this out help you?		FIND-HOW <i>If Yes</i> How?	FIND-FAIL <i>If No</i> Why Not?	SOURCES-USED Which sources of information did you use?	SOURCES-HELPFUL Which sources of information were more helpful [or hindered you more] than others?
		No	Yes	No	Yes				
1		-> 2	->						
2		-> 3	->						
3		-> 4	->						
4		-> 5	->						
5		-> 6	->						
6		-> 7	->						
7		-> 8	->						
8			->						

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12. LIBRARY How likely do you think it is that a library would have some information that would help you in this situation? [**If not likely go to next question**]

13. LIBRARY-STEPS If you went to the library for information to help you in this situation, what would you look for? What would steps would you take to look for this information

14. TELECENTRE How likely do you think it is that a telecentre would have some information that would help you in this situation? [**If not likely go to next question**]

15. TELECENTRE-STEPS If you went to a telecentre for information to help you with this situation, what would steps would you take to look for this information.

Section 4

Hypothetical situations

16. NEW-HOME You want to find a new place to live, somewhere that is a hundred miles from your current home. What steps would you go through in order to deal with this situation?

Is there anything in particular that you would try to find out or understand that would help you deal with this?

If Yes What would you try to find out?

[Then] How would you go about finding this out .. or understanding this?

17. HEALTH You have developed Tinnitus after a road accident. Your GP referred you to a consultant who told you that nothing could be done. You want to find out if there are any alternative treatments.

What steps would you go through in order to deal with this situation?

Is there anything in particular that you would try to find out or understand that would help you deal with this?

If Yes What would you try to find out?

[Then] How would you go about finding this out .. or understanding this?

18. DOG You have a noisy neighbour with a barking dog keeping you awake at night.

What steps would you go through in order to deal with this situation?

Is there anything in particular that you would try to find out or understand that would help you deal with this?

If Yes What would you try to find out?

[Then] How would you go about finding this out .. or understanding this?

19 NEW-TV You want to buy a new TV set.

What steps would you go through in order to deal with this situation?

Is there anything in particular that you would try to find out or understand that would help you deal with this?

If Yes What would you try to find out?

[Then] How would you go about finding this out .. or understanding this?

20. Finally, could you tell me if you would consider using any aspect of the Internet to deal with any of these situations?

Ask respondent to specify which situation and which aspect of the Internet if answer is Yes

What steps you would go through in order to deal with the situation if you used the Internet?

Is there anything in particular that you would try to find out, or understand that would help you deal with this?

If yes What would you try to find out?

[then] How would you go about finding this out.. or understanding this?

If No, ask respondent what would get in the way of them using the Internet to deal with these situations.

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Section 5

About yourself All these questions are optional. If there is anything that you would prefer not to answer, please tell me.

1. Age _____
2. Gender Male / Female (please circle)
3. Ethnicity
4. Employment (please provide brief description)
5. Income (approximate before tax where appropriate)
6. Education (What was the highest level you completed?)
7. Please tell me about any other training or courses you have undertaken

Access to the Internet

Location	Do you have access to the Internet: [Y/N/DK]	Do you use the Internet in this location?	Frequency of Use [hours per week &/or number if times used] and type of usage [email, IRC, WWW etc.]
At home			
At work			
Local library			
Local telecentre			
Other access (request details)			

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Key actors interview schedule

Date:

Time:

Location:

Name of interviewee:

1. Do you have monitoring mechanisms for uses of the telecentre?
 2. **If YES** What monitoring mechanisms do you operate?
 3. Has an independent evaluation of the telecentre been done? If so, get details.
 4. What is the size [extent] of the community you work with?
 5. What types of activities is the telecentre used for?
 6. What proportion of users utilise the WWW to access electronic information?
 7. What proportion of users use email?
 8. What proportion of users use discussion lists to access electronic information?
 9. What proportion of users use bulletin boards to access electronic information?
 10. What proportion of users use Internet Relay Chat?
 11. Do people tend to use the telecentre for personal use, for community purposes, for education/training or for business?
 12. What other ICT provision is available locally? [i.e. library access, community network, local government provision]
 13. Do you know if there is an ICT strategy within your local authority?
 14. If So, how does the telecentre fit into the strategy?
- With this next set of questions, when I talk about users I mean anyone who could potentially use the telecentre.**
15. When the telecentre was first suggested, how were potential users consulted?
 16. What other ground work was done prior to the telecentre being opened?
 17. What strategies have been used to involve users in decisions about the telecentre? [**Probe examples**]
 18. What strategies are currently used involve users in decisions about the telecentre? [**Probe examples**]
 19. To what extent would you say that users have been involved?
 20. In what ways have they been involved? [**Probe examples**]
 21. How do you attract people to the telecentre? [outreach and publicity]
 22. Would you describe the telecentre as being issue based or technology based? [relevant and responsive to local needs]
 23. What is the community development capacity of the telecentre?
 24. What community development activities is the telecentre involved in? [**Probe examples**]
 25. Who are the telecentres local champions?

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26. How do you make decisions about further development of the telecentre? [topdown, community driven, responsive, demand led, social v. economic]

27. When selecting staff to work in the telecentre what are the most important skills you are looking for? [communication skills v. technical skills]

Documents

It would be very helpful if you could provide me with copies of key documents: [These will be treated confidentially, and the telecentre's name and location will not be used in the study, pseudonyms will be used] Anything that you have in electronic format would be appreciated.

Initial proposals for telecentre [including feasibility studies etc.]

Aims and Objectives

Internal Evaluation documentation

Independent Evaluations

Strategy document [for telecentre]

Mission statement

Business Plan

Annual reports

Minutes of staff meetings

Minutes of management meetings

Job descriptions for workers

Job descriptions for volunteers