1) Today, who are you searching for health information for? (choose all that apply)
- Myself
- A patient or individual in my care
- A friend
- Pets
- Other (specify): ____________________
- School paper or project

If you would like to comment on this survey or the research project, please do!
Comments? ________________________________________________________________

2) What health condition(s) and type of information are you currently looking for?
Please be as specific as possible
Condition/Problem/Topic ________________________________
Type of information (ie. diagnostics, services) ________________________________

3) Not including today, how many times in the past year have you required health information or advice for yourself or a family member? __________________________

4) Who do you usually contact or go to when you need health information or advice for yourself or a family member? (choose all that apply)
- Doctor's office
- A health care provider, like a doctor or nurse
- Community health centre/CLSC
- Walk-in clinic
- Telephone health line (ie. BC Nurse Line)
- Hospital emergency room
- Pharmacist
- Other hospital service
- Librarian
- Internet
- Friends/family
- Friends/family with medical background
- Other (specify): ____________________
- Nobody

5a) Before you began your search about this topic, did you get advice or information about where to look for health information?  Yes ☐  No ☐ (*If NO, skip to Q. 6a)

5b) If yes, who -or where- did you get advice or information from? (choose all that apply)
- Doctor's office
- A health care provider, like a doctor or nurse
- Community health centre/CLSC
- Walk-in clinic
- Telephone health line (ie. BC Nurse Line)
- Hospital emergency room
- Pharmacist
- Other hospital service
- Library
- Internet
- Friends/family
- Friends/family with medical background
- Other (specify): ____________________
- Nobody

6a) Before talking with the reference librarian, what other information sources (if any) did you get information from?
- Doctor's office
- Talk with health care provider, like a doctor or nurse
- Community health centre/CLSC
- Walk-in clinic
- Telephone health line (ie. BC Nurse Line)
- Hospital emergency room
- Talking with a Pharmacist
- Watching TV program
- Listening to radio program
- Other hospital service
- Library
- Internet browsing
- Search engine (specify) _______________
- Internet chat rooms/Bulletin boards
- Talking with Friends/family
- Friends/family with medical background
- Drug/Pharmaceutical Advertisement
- Other (specify): ____________________
- None (*skip to 6c)

6b) What were the first 3 things you did, in order to find information, before coming to the library?
1. ____________________  2. _______________________  3. ________________________
The Vancouver Public Library is a community partner in a research project that is looking at how people gather health information. The project is called ACTION for Health (Applied Communication Technologies: Information Organizations Networks), and is being carried out in part by researchers from Simon Fraser University.

As a part of the project, we are asking people to complete this survey.

You may choose to complete the survey or you may elect not to respond. If you choose to complete the survey you must verbally consent to responding.

**The questions will only take a few minutes of your time.** The Librarian will ask you some questions, and then ask if you will complete the rest of the questions while still at the desk.

We do not want to know your identity. You will remain anonymous to both Library staff and to the researchers. Please do not put your name anywhere on the survey.

Once you have completed the survey, just drop it in the box provided.

If you are interested, the Librarian will give you information so you can find out more about the study, or, so you can give us feedback about the study.
10a) If you are seeking information today for yourself, please answer the following questions.
*If you are seeking information for someone else, skip to Q. 12*

Please keep in mind these questions are about the health issue you are here to seek information about today.

Have you visited a doctor about the health issue you are interested in learning about?

- [ ] Yes
- [ ] No

  Approximately how long ago was the most recent visit to doctor when you discussed this health issue?
  - [ ] Last week
  - [ ] Last month
  - [ ] 6 months ago
  - [ ] more than a year ago

Were you given a diagnosis at this time?

- [ ] Yes
- [ ] No
- [ ] N/A

If no, have you previously been diagnosed?

- [ ] Yes
- [ ] No
- [ ] N/A

10b) Are you on a waiting list (related to the health issue you are seeking information for today) for:

- [ ] Test
- [ ] Specialist visit
- [ ] Surgery
- [ ] Treatment
- [ ] Not on a waiting list

**PLEASE HAVE LIBRARY PATRON FILL OUT THESE QUESTIONS THEMSELVES**

11) Using a scale of 0-5 (0 being none of the time and 5 being all of the time)...

How much time during the past 4 weeks:

<table>
<thead>
<tr>
<th>None</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

   Were you discouraged by your health problems?  
   - [ ] 0
   - [ ] 1
   - [ ] 2
   - [ ] 3
   - [ ] 4
   - [ ] 5

   Were you frustrated by your health problems?  
   - [ ] 0
   - [ ] 1
   - [ ] 2
   - [ ] 3
   - [ ] 4
   - [ ] 5

   Was your health a worry in your life?  
   - [ ] 0
   - [ ] 1
   - [ ] 2
   - [ ] 3
   - [ ] 4
   - [ ] 5

**In general, would you say your health is:**

- [ ] Excellent
- [ ] Very Good
- [ ] Good
- [ ] Poor

13) Which of the following best describes how your search for health information has gone today...

- [ ] Just started looking
- [ ] You found most or all of the information you were looking for
- [ ] You couldn’t find the information you were looking for and have decided to get help
- [ ] You just ran out of time and had to stop looking
- [ ] Other (specify): __________________________________________
- [ ] Don’t know

14) Are you...

- [ ] Female
- [ ] Male
- [ ] Transgendered

15) What is your age group?

- [ ] under 10
- [ ] 10-14
- [ ] 15-19
- [ ] 20-24
- [ ] 25-29
- [ ] 30-34
- [ ] 35-39
- [ ] 40-44
- [ ] 45-49
- [ ] 50-54
- [ ] 55-59
- [ ] 60-64
- [ ] 65-69
- [ ] 70-74
- [ ] 75 plus

16) Please identify the one group that best describes you in your search for information today:

- [ ] Practicing physician, nurse, or other health professional
- [ ] Scientist
- [ ] Educator
- [ ] Student
- [ ] Other (specify): __________________________________________

17a) I know where to find helpful health resources on the internet

- [ ] Strongly Disagree
- [ ] Disagree
- [ ] Undecided
- [ ] Agree
- [ ] Strongly Agree

17b) I know how to find helpful health resources on the internet

- [ ] Strongly Disagree
- [ ] Disagree
- [ ] Undecided
- [ ] Agree
- [ ] Strongly Agree

17c) I can tell high quality health resources from low quality health resources on the internet

- [ ] Strongly Disagree
- [ ] Disagree
- [ ] Undecided
- [ ] Agree
- [ ] Strongly Agree

17d) Which people or sources would you trust the most when you need health information or advice for yourself or a family member? Feel free to list up to 3 sources

___________________________________________________________________________________

18) What is your current occupation?

19a) Do you have children under 19 living in your household?

- [ ] Yes
- [ ] No (if NO skip to Q.20)

19b) *If yes, please indicate the number of children by age

<table>
<thead>
<tr>
<th>Age</th>
<th>Number of children</th>
<th>Age</th>
<th>Number of children</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-12</td>
<td>13-16</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5-8</td>
<td>17-19</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

20) What is the highest level of education that you have attained?

- [ ] Less than grade 9
- [ ] Some high school
- [ ] High school graduate
- [ ] Some community college
- [ ] Completed community college
- [ ] Some university
- [ ] Completed university (BA)
- [ ] Some graduate work
- [ ] Masters degree
- [ ] Doctorate
- [ ] Other education or training
- [ ] Health related 4 (or more) year degree

21) People living in Canada come from many different cultural and racial backgrounds. Are you:

(choose all that apply)

- [ ] White
- [ ] Arab
- [ ] Chinese
- [ ] West Asian (e.g. Afghan, Iranian)
- [ ] South Asian (East Indian, Pakistani, Sri Lankan)
- [ ] Japanese
- [ ] Black
- [ ] Korean
- [ ] Filipino
- [ ] Aboriginal (North American Indian, Metis or Inuit)
- [ ] Latin American
- [ ] Southeast Asian (e.g. Cambodian, Indonesian, Laotian, Vietnamese)
- [ ] Other (specify): __________________________________________
### 22a) In what country were you born? __________________________  *If born in Canada, skip to Q. 23*

### 22b) If you were born outside of Canada, what year did you first come to Canada to live? __________

### 23) What is the language that you first learned at home in childhood and can still understand? __________________________

### 24) What language do you speak most often at home? __________________________

### 25) What is your approximate total household income before taxes?  Your household includes all members of your family living with you

<table>
<thead>
<tr>
<th>Income Range</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$0-$10,000</td>
<td></td>
</tr>
<tr>
<td>$10,000-$20,000</td>
<td></td>
</tr>
<tr>
<td>$20,000-$30,000</td>
<td></td>
</tr>
<tr>
<td>$30,000-$50,000</td>
<td></td>
</tr>
<tr>
<td>$50,000-$70,000</td>
<td></td>
</tr>
<tr>
<td>$70,000-$90,000</td>
<td></td>
</tr>
<tr>
<td>$90,000 or more</td>
<td></td>
</tr>
<tr>
<td>$10,000-$20,000</td>
<td></td>
</tr>
<tr>
<td>$20,000-$30,000</td>
<td></td>
</tr>
<tr>
<td>$30,000-$50,000</td>
<td></td>
</tr>
<tr>
<td>$50,000-$70,000</td>
<td></td>
</tr>
<tr>
<td>$70,000-$90,000</td>
<td></td>
</tr>
<tr>
<td>$90,000 or more</td>
<td></td>
</tr>
</tbody>
</table>

### 26) What is your postal code?   ____________   ____________

### 26b) Do you live in a ...

<table>
<thead>
<tr>
<th>Type of Dwelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single detached house</td>
</tr>
<tr>
<td>Semi detached or double (side by side)</td>
</tr>
<tr>
<td>Garden house, town-house or row house</td>
</tr>
<tr>
<td>Duplex</td>
</tr>
<tr>
<td>Low rise apartment (less than 5 stories)</td>
</tr>
<tr>
<td>High-rise apartment (5 or more stories)</td>
</tr>
<tr>
<td>Collective dwelling (such as a hotel/motel, rooming or boarding house, Hutterite colony)</td>
</tr>
<tr>
<td>Mobile home</td>
</tr>
<tr>
<td>Other (specify):</td>
</tr>
</tbody>
</table>

### 26b) Is this dwelling owned by a member of your household (even if being paid for)?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

---

**Thanks for participating!**

Please put completed surveys in the box provided.

For additional information about the project, please ask the reference Librarian for an information sheet.

For further information about this research project please contact:

Action for Health Research Project
604.875.4111 ext. 61550

---

### 6c) After you leave here, which information seeking strategies do you think you will pursue?

<table>
<thead>
<tr>
<th>Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] General browsing (ie. surf the 'net)</td>
</tr>
<tr>
<td>[ ] Obtain and save music</td>
</tr>
<tr>
<td>[ ] Search for medical/health info</td>
</tr>
<tr>
<td>[ ] Search for other info</td>
</tr>
<tr>
<td>[ ] Observe and save music</td>
</tr>
<tr>
<td>[ ] Participate in chat rooms</td>
</tr>
<tr>
<td>[ ] Travel info/arrangements</td>
</tr>
<tr>
<td>[ ] Participate on bulletin boards</td>
</tr>
<tr>
<td>[ ] View the news</td>
</tr>
<tr>
<td>[ ] Work related</td>
</tr>
<tr>
<td>[ ] Other (specify):</td>
</tr>
</tbody>
</table>

---

### 7a) At any point during your current search, have you talked with another person about your search?  *(choose all that apply)*

<table>
<thead>
<tr>
<th>Person Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Friend</td>
</tr>
<tr>
<td>[ ] Family member</td>
</tr>
<tr>
<td>[ ] Members of a support group</td>
</tr>
<tr>
<td>[ ] Internet café</td>
</tr>
<tr>
<td>[ ] School</td>
</tr>
<tr>
<td>[ ] A friend’s house</td>
</tr>
<tr>
<td>[ ] Library</td>
</tr>
<tr>
<td>[ ] Home</td>
</tr>
<tr>
<td>[ ] Community centre</td>
</tr>
<tr>
<td>[ ] Work</td>
</tr>
<tr>
<td>[ ] Other (specify):</td>
</tr>
</tbody>
</table>

---

### 7b) If you have used the internet during your current search for information on this issue, please specify who you have communicated with on-line *(including email/chat rooms)* *(choose all that apply)*

<table>
<thead>
<tr>
<th>Person Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Friend</td>
</tr>
<tr>
<td>[ ] Family member</td>
</tr>
<tr>
<td>[ ] Members of an on-line support group</td>
</tr>
<tr>
<td>[ ] An on-line health care professional like a doctor/nurse</td>
</tr>
<tr>
<td>[ ] Library (excluding this current session)</td>
</tr>
<tr>
<td>[ ] Internet café</td>
</tr>
<tr>
<td>[ ] School</td>
</tr>
<tr>
<td>[ ] A friend’s house</td>
</tr>
<tr>
<td>[ ] Library</td>
</tr>
<tr>
<td>[ ] Home</td>
</tr>
<tr>
<td>[ ] Community centre</td>
</tr>
<tr>
<td>[ ] Work</td>
</tr>
<tr>
<td>[ ] Other (specify):</td>
</tr>
</tbody>
</table>

---

### 8a) In a typical week, do you use the internet?  Yes  No  *(if no, skip to Q. 9)*

### 8b) If yes, from what location do you most often use the internet?  *(choose all that apply)*

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Home</td>
</tr>
<tr>
<td>[ ] Community centre</td>
</tr>
<tr>
<td>[ ] Work</td>
</tr>
<tr>
<td>[ ] Other (specify):</td>
</tr>
</tbody>
</table>

---

### 8c) In a typical week, what do you use the internet for?  *Please read out the list* *(choose all that apply)*

<table>
<thead>
<tr>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Email/hotmail</td>
</tr>
<tr>
<td>[ ] Search for medical/health info</td>
</tr>
<tr>
<td>[ ] Obtain and save music</td>
</tr>
<tr>
<td>[ ] Search for other info</td>
</tr>
<tr>
<td>[ ] Entertainment (ie. movies)</td>
</tr>
<tr>
<td>[ ] Participate on bulletin boards</td>
</tr>
<tr>
<td>[ ] View the news</td>
</tr>
<tr>
<td>[ ] Work related</td>
</tr>
<tr>
<td>[ ] Other (specify):</td>
</tr>
</tbody>
</table>

---

### 9a) Are you aware of the BC HealthGuide Handbook, a book that was mailed to all BC households in the summer of 2001 by the Ministry of Health?  Yes  No

### 9b) If yes, have you used the BC HealthGuide Handbook in the last 6 months?  Yes  No

### 9c) Are you aware of the Canadian Health Network?  Yes  No

### 9d) If yes, have you used the Canadian Health Network in the last 6 months?  Yes  No

### 9e) Are you aware of the Vancouver Public Library health website?  Yes  No

### 9f) If yes, have you used the Vancouver Public Library health website in the last 6 months?  Yes  No

### 9g) Are you aware of Canadian Government *(either provincial or federal)* health websites?  Yes  No

### 9h) If yes, have you used government *(either provincial or federal)* health websites in the last 6 months?  Yes*  No

*please specify website: ________________________________