

## Survey for Vancouver Public Library Study

October 14, 2004

ACTION for Health

Document Status:

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|--|--|
| <input type="checkbox"/> Published Paper | <input type="checkbox"/> Practitioner's Pointers |
| <input type="checkbox"/> Working Paper   | <input type="checkbox"/> Briefing Note           |
| <input type="checkbox"/> Report          | <input type="checkbox"/> Research Tool           |
| <input type="checkbox"/> Draft           | <input type="checkbox"/> Overview                |
| <input type="checkbox"/> Presentation    | <input checked="" type="checkbox"/> Survey       |

Prepared by:

**Anne-Marie Nicol**  
**Post Doctoral Fellow**  
**Simon Fraser University**

Document Contact:

**Ellen Balka**  
School of Communication  
Simon Fraser University  
8888 University Drive  
Burnaby, BC, Canada V5A 1S6

tel: +1.604.725.2756

email: [ellenb@sfu.ca](mailto:ellenb@sfu.ca)

website: [www.sfu.ca/act4hlth/](http://www.sfu.ca/act4hlth/)

SFU Institutional Repository: <http://ir.lib.sfu.ca/handle/1892/3701>

1) Today, who are you searching for health information for? (choose all that apply)

- Myself
- Family member (please specify: \_\_\_\_\_)
- A friend
- School paper or project
- A patient or individual in my care
- Pets
- Other (specify): \_\_\_\_\_

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
- Librarian
- 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. \_\_\_\_\_

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

Comments? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Survey number:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Time:** \_\_\_\_\_  
**Division:** \_\_\_\_\_  
**Librarian initials:** \_\_\_\_\_

**Survey completed:**  
 By phone     In person

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.



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

**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** 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

**No** Do you intend to visit a doctor about this health issue in this future?  Yes  No

**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

**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:** None Always

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

**12) 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  30-34  55-59
- 10-14  35-39  60-64
- 15-19  40-44  65-69
- 20-24  45-49  70-74
- 25-29  50-54  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
- Patient
- Scientist
- Friend or family member of patient
- Educator
- Person seeking health information (Health consumer)
- Student
- Librarian or other information services professional
- 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**

Age	Number of children	Age	Number of children
<input type="checkbox"/> less than one year	_____	<input type="checkbox"/> 9-12	_____
<input type="checkbox"/> 1-4	_____	<input type="checkbox"/> 13-16	_____
<input type="checkbox"/> 5-8	_____	<input type="checkbox"/> 17-19	_____

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

- Less than grade 9
- Completed community college
- Masters degree
- Some high school
- Some university
- Doctorate
- High school graduate
- Completed university (BA)
- Other education or training
- Some community college
- Some graduate work
- 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
- Other (specify): \_\_\_\_\_
- Southeast Asian (e.g. Cambodian, Indonesian, Laotian, Vietnamese)

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

- under \$10,000     \$10,000-\$20,000     \$20,000-30,000     \$30,000-\$50,000  
 \$50,000-\$70,000     \$70,000-\$90,000     \$90,000 or more     Don't know

26) What is your postal code? \_ \_ \_ \_ \_

27a) Do you live in a ...

- Single detached house     High-rise apartment (5 or more stories)  
 Semi detached or double (side by side)     Institution  
 Garden house, town-house or row house     Collective dwelling (such as a hotel/motel, rooming or boarding house, Hutterite colony)  
 Duplex     Mobile home  
 Low rise apartment (less than 5 stories)     Other (specify): \_\_\_\_\_

27b) Is this dwelling owned by a member of your household (even if being paid for)?

- Yes     No

### 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?  
\_\_\_\_\_

7a) At any point during your current search, have you talked with another person about your search?

(choose all that apply) [\*if response is "email" go to Q. 7b]

- Friend     A health care professional, like a doctor or nurse  
 Family member     Librarian (excluding this current session)  
 Members of a support group     Other (specify): \_\_\_\_\_  
 No

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)

- Friend     An on-line health care professional like a doctor/nurse  
 Family member     Librarian (excluding this current session)  
 The webmaster of a particular health web site     Other (specify): \_\_\_\_\_  
 Members of an on-line support group     Nobody – only searched online

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)

- Internet café     School     A friend's house     Library  
 Home     Community centre     Work     Other (specify): \_\_\_\_\_

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

- Electronic banking     Obtain and save music     Search for medical/health info  
 Email/hotmail     On line support groups     Search for other info  
 Entertainment (ie. movies)     Participate in chat rooms     Travel info/arrangements  
 Financial info     Participate on bulletin boards     View the news  
 Formal education/training/school work     Play games on the internet     Work related  
 Gambling     Purchase goods/ services     Other (specify): \_\_\_\_\_  
 General browsing (ie. surf the 'net)

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 Consumer health website?  Yes     No

9f) If yes, have you used the Vancouver Public Library Consumer 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: \_\_\_\_\_