

Princeton Survey Research Associates International
The Pew Internet & American Life Project
University Of Illinois: Library Use, Information Seeking

Questionnaire
06.11.29

N=2,000 adults 18 and older
Oversample of 500 low-access
Field Dates: xxxxx, 2007 – xxxxxxx, 2007
Job#: 25076

Hello, my name is _____ and I'm calling for the University of Illinois. We're conducting a survey about some important issues today, and would like to include your household. May I please speak with the YOUNGEST MALE, age 18 or older, who is now at home? (IF NO MALE, ASK: May I please speak with the YOUNGEST FEMALE, age 18 or older, who is now at home?)

READ TO SELECTED RESPONDENT

I just have a few questions for you and want to assure you that all of your answers will be confidential. Participation in this survey is voluntary and you can skip any question if you'd rather not answer. And there is no more risk in answering these questions than what you experience in everyday life.

D12/SEX	RECORD RESPONDENT SEX
1	Male
2	Female

Q1 Overall, are you satisfied or dissatisfied with the way things are going in your community today? *{Trend}*

1	Satisfied
2	Dissatisfied
9	(DO NOT READ) Don't know/Refused

- Q2 During the past 12 months, have you ... **(RANDOMIZE. INSERT)**. *{new}*
- a. Gone to a local public library
 - b. Gone to a local place where you can use a computer for free
 - c. Gone to a government office or agency in person {PIAL trend}
 - d. Gone to a local courthouse

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

- Q3 In the past 12 months, have you contacted your local, state or federal government by... **(INSERT IN ORDER)**. *{PIAL trend eGov 2003}*

- a. Calling a government office or agency on the phone
- b. Writing a letter to a government office or agency
- c. Sending an email to a government office or agency

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Q2c=1 or Q3a=1 or Q3b=1 or Q3c=1 ASK

- Q4 Do you happen to recall which LEVEL of government—local, state, or federal—you were trying to reach when you **[IF Q2c=1, visited], [IF Q3a=1, (or) called], [IF Q3b=1, (or) wrote a letter], [IF Q3c=1, (or) emailed]** a government agency?

- 1 Local
- 2 State
- 3 Federal
- 4 (VOL) Combination of above
- 5 (VOL) Don't remember
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

Q5 On a different topic...do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6a Do you use the internet, at least occasionally? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Q6b Do you send or receive email, at least occasionally? *{PIAL trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

Q7 About how often do you use the internet from... **(INSERT IN ORDER)** – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, or less often?

- a. home?
- b. work?

CATEGORIES

- 1 Several times a day
- 2 About once a day
- 3 3-5 days a week
- 4 1-2 days a week
- 5 Every few weeks
- 6 Less often
- 7 **(VOL)** Never
- 9 Don't know/Refused

ASK IF USE INTERNET AT HOME (Q7a=1,2,3,4,5,6):

Q8 Thinking about your internet access at home... Does the computer you use at home connect to the Internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, or a T-1 or fiber optic connection? *{PIAL modified Trend}*

- 1 Dial-up telephone line
- 2 DSL-enabled phone line
- 3 Cable modem
- 4 Wireless connection (either "land-based" or "satellite")
- 5 T-1 or fiber optic connection
- 6 Other **(SPECIFY, MAKE SURE NOT ONE OF ABOVE)**
- 9 **(DO NOT READ)** Don't know/Refused

IF HAVE DIAL-UP AT HOME (Q8=1):

Q8b Would you LIKE to have a faster, "broadband" connection, or isn't that something you're interested in? *{PIAL Trend} {LowAccess}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL

Q9 Now I'd like to ask you about some decisions or situations you may have experienced recently. In the LAST TWO YEARS, have you..... **[INSERT. ROTATE.]?**

- a. Made a decision about schooling, paying for education, or getting training for yourself or for a child?
- b. Dealt with a serious illness or other health condition, either yourself or someone close to you
- c. Needed information about Medicare, Medicaid or food stamps?
- e. Changed jobs, retired, or started your own business
- e. Been involved in a criminal matter, a lawsuit, or other legal action
- f. Needed information about Social Security or military benefits
- g. Needed information about property taxes or income taxes
- i. Become a citizen or helped someone through the immigration process
- j. Looked for help from your local government with an issue like traffic or schools
- k. Wanted information about voter registration, or a government action, program or policy

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

**ASSIGN ITEM FOR INSERTION IN FOLLOWING QUESTIONS AS FOLLOWS:
IF RESPONDENT ANSWERS Yes (1) TO ONLY ONE ITEM Q9a-k, ASSIGN THAT
ITEM:**

IF RESPONDENT ANSWERS YES (1) TO NO ITEMS Q9a-k, SKIP TO Q35.

**IF RESPONDENT SAYS Yes(1) TO MORE THAN ONE ITEM Q9a-k, ASK Q10 AND
ASSIGN THAT ITEM:**

Q10 Which of these decisions or situations happened most recently? **(REREAD ALL
ITEMS FROM Q9a-k, THAT WERE ANSWERED Yes (1).**

**(INTERVIEWER NOTE: If several decisions/situations were
going on simultaneously, ASK: Which one was the most
important to you?)**

- 1 Made a decision about schooling, financing education, or getting training for yourself or a child?
- 2 Dealt with a serious illness or other health condition, either yourself or someone close to you
- 3 Needed information about Medicare, Medicaid or food stamps?
- 4 Changed jobs, retired, or started your own business
- 5 Been involved in a criminal matter, a lawsuit, or other legal action
- 6 Needed information about Social Security or military benefits
- 7 Needed information about property taxes or income taxes
- 8 Become a citizen or helped someone through the immigration process
- 9 Looked for help from your local government with an issue like traffic or schools
- 10 Wanted information about voter registration, a government action, program or policy
- 99 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10. OTHERWISE SKIP TO Q35.

(READ) For my next few questions, please think about the recent experience you had when you **[INSERT ASSIGNED ITEM]....**

Q11 When you needed information or assistance in this situation, where did you go? Did you **[INSERT ITEM. Always ask a. first. Randomize b-h. Always as i. last]** when you were looking for information or help in this situation? [Next, did you... **[INSERT] (IF NEEDED: ...when you were looking for information or help)?]**

- a. Ask friends and family members
- b. Ask professional advisors, such as doctors, lawyers or financial experts
- c. Use the internet
- d. Use newspapers, magazine and books
- e. Use television and radio
- f. Go to a public library
- g. Go to a local place where you can use a computer for free
- h. Contact a government office or agency
- i. Use another source not mentioned already (**Specify**)

CATEGORIES

- 1 Yes, I used that source
- 2 No, I did not use that source
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c<>1 and INTERNET USER (Q6a=1 or Q6b=1):

Q12 In addition to the sources you just mentioned, did you ever use the internet or email to look for information or help?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c<>1 and NOT INTERNET USER: (Q6a=2,9 and Q6b=2,9)

Q13 In addition to the sources you just mentioned, did you ask someone to look on the internet for you, or to send an email, looking for the information or assistance you needed? {LowAccess}

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't Know/Refused

Ask if Q11c=1, USED INTERNET FOR INFORMATION or Q12=1

Q14 When you used the internet to find information and help in this situation, where did you do that...at home, at work or some other place, such as at school or at a library? **(PROBE: Any other places?) (OPEN-END, PRECODED) (ACCEPT UP TO FIVE RESPONSES)** {New}

- 1 At home
- 2 At work
- 3 At a library
- 4 At a friend's or neighbor's house
- 5 At a local place where you can use a computer for free
- 6 At an Internet cafe
- 7 At school
- 8 At a church, temple, mosque or other house of worship or religious organization
- 9 From a hotel/While traveling
- 10 Using a cell phone/PDA/Blackberry/Palm/Pocket PC or other device
- 11 Other _____ **(SPECIFY)**
- 99 **(DO NOT READ)** Don't know/Refused

Ask if Q11h=1, CONTACTED Govt. OFFICE FOR INFORMATION

Q15 You mentioned that you contacted a government office or agency to find information and help in this situation. How did you contact the government office or agency? Did you... **(READ 1-6)** {PIAL trend answers eGov}

- 1 Call on the phone,
- 2 Visit an office or agency in person,
- 3 Visit a government web site,
- 4 Send email,
- 5 Write a letter, OR
- 6 Do a combination of the above?
- 7 **(DO NOT READ)** (VOL) Something else (SPECIFY)
- 8 **(DO NOT READ)** (VOL) Can't remember
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q11f=1, WENT TO LIBRARY FOR INFORMATION

Or Q14=3 and Q11f<>1 USED INTERNET AT LIBRARY FOR INFORMATION

Q16 You mentioned that you went to a library to find information and help in this situation. When you went to the library, did the library staff help you to try to find the information you were seeking? This might have included assistance in finding reference books, helping you use a computer or the internet, or assisting you in any other way.

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF LIBRARY STAFF PROVIDED ASSISTANCE (Q16=1):

Q17 What kind of assistance did the library staff provide? **PRECODED OPEN-END; ACCEPT MULTIPLE RESPONSES**

- 1 One-on-one instruction in using computer or accessing the Internet
- 2 Tutorials or classes taught by library/center personnel
- 3 Electronic/interactive help mechanism
- 4 Printed help materials
- 5 Reference services
- 8 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q11f=1, WENT TO LIBRARY FOR INFORMATION

Or Q14=3 and Q11f<>1 USED INTERNET AT LIBRARY FOR INFORMATION

Q18 At the library, what sources did you check to find the information you were looking for? Did you **[INSERT ITEM IN ORDER]** ?

- a. Consult reference books, such as an encyclopedia or directory
- b. Look through newspapers or magazines
- c. Use a computer to look at what the library had to offer

ASK Q18d ONLY IF Q11f=1

- d. Use a computer to look for the information on the Internet
- e. Use another source not mentioned already **(Specify)**

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF LIBRARY STAFF PROVIDED ASSISTANCE (Q16=1):

Q19 How satisfied were you with the service you received from the library staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat UNSatisfied
- 4 Very UNSatisfied
- 9 **(DO NOT READ)** Don't know/Refused

IF UNSATISFIED (Q19=3,4):

Q20 Why were you dissatisfied? **[OPEN-END. RECORDED VERBATIM.]**

- 1 Gave response
- 9 Don't know/Refused

IF LIBRARY STAFF DID NOT PROVIDE ASSISTANCE (Q16=2-9):

Q21 At the library, were you NOT provided with help in locating information because **[READ 1-4]...**

- 1 You did not require or seek assistance,
- 2 The library does not offer such assistance,
- 3 No one was available to help, or
- 4 Some other reason? **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q11f=2,9 DID NOT GO TO LIBRARY FOR INFORMATION AND Q14<>3 DID NOT USE INTERNET AT LIBRARY FOR INFORMATION

Q22 In looking for the information you needed in this situation, did you ever consider going to a local public library to look or isn't this something you considered? *{new}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Q22=1 ASK

Q22b In the end, why did you decide to not go to the library for the information you needed? **(OPEN-END)** *{new}*

- 1 Gave response
- 9 Don't know/Refused

**Ask if Q11g=1, WENT TO COMPUTER CENTER FOR INFORMATION
and Q11f<>1 DID NOT GO TO LIBRARY FOR INFORMATION**

Q23 You mentioned that you went to a local place where you can use a computer for free to find information and help in this situation. When you went there, did the staff help you to try to find the information you were seeking? This might have included helping you use a computer or the internet, or assisting you in any other way.

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Computer STAFF PROVIDED ASSISTANCE (Q23=1):

Q24 What kind of assistance did the library staff provide? **PRECODED OPEN-END; ACCEPT MULTIPLE RESPONSES**

- 1 One-on-one instruction in using computer or accessing the Internet
- 2 Tutorials or classes taught by center personnel
- 3 Electronic/interactive help mechanism
- 4 Printed help materials
- 6 Help Desk Assistance
- 8 Other **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

**Ask if Q11g=1, WENT TO COMPUTER CENTER FOR INFORMATION
and Q11f<>1 DID NOT GO TO LIBRARY FOR INFORMATION**

Q25 At the local computer center, what sources did you check to find the information you were looking for? Did you **[INSERT ITEM IN ORDER]** ?

- a. Used a computer to look for the information on the Internet
- b. Sent email
- c. Used special software
- d. Use another source not mentioned already **(Specify)**

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF Center STAFF PROVIDED ASSISTANCE (Q23=1):

Q26 How satisfied were you with the service you received from the center staff in helping you locate the information you wanted? Were you very satisfied, somewhat satisfied, somewhat unsatisfied or very unsatisfied?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat UNSatisfied
- 4 Very UNSatisfied
- 9 **(DO NOT READ)** Don't know/Refused

IF UNSATISFIED (Q26=3,4):

Q27 Why were you dissatisfied? **[OPEN-END. RECORDED VERBATIM.]**

- 1 Gave response
- 9 Don't know/Refused

IF Center STAFF DID NOT PROVIDE ASSISTANCE (Q23=2-9):

Q28 At the center, were you NOT provided with help in locating information because **[READ 1-4]...**

- 1 You did not require or seek assistance,
- 2 The center does not offer such assistance,
- 3 No one was available to help, or
- 4 Some other reason? **(SPECIFY)**
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM WAS ASSIGNED in Q9-Q10.

Q29 Taking everything into consideration -- all the source(s) you consulted and any help you received in this situation -- how successful were you in finding the information you wanted? Would you say ...very successful, somewhat successful, not too successful or not successful at all?

- 1 Very successful
- 2 Somewhat successful
- 3 **(VOLUNTEERED)** Successful in some ways, but not in others
- 4 Not too successful
- 5 Not successful at all
- 9 **(DO NOT READ)** Don't know/Refused

ASK when Q11c Q11f Q11g, Q11h=1

Q30 How much of the information you needed did you get from **[INSERT item]**?
Would you say a lot, some, only a little, or none at all?

Q31 **[ASK IF Q30=3 or 4]** Was this because **[INSERT item]** did not have the information, you were unable to find it, no help available to find it or some other reason?

Ask if Q11c=1

a. The internet

Ask if Q11f=1

b. The library

Ask if Q11g=1

c. The local place where you can use a computer for free

Ask if Q11h=1

d. The government office or agency

CATEGORIES Q30

- 1 A lot
- 2 Some
- 3 Only a little
- 4 None at all
- 9 **(DO NOT READ)** Don't know/Refused

CATEGORIES Q31

- 1 Did not have information
- 2 Could not find information
- 3 No help in finding information
- 4 Some other reason (SPECIFY)
- 9 **(DO NOT READ)** Don't know/Refused

ASK if Q11c Q11f Q11g Q11h=1

Q32 In [INSERT item] to get information, were you concerned that doing so might reveal private or sensitive information about yourself to others -- such as to someone you know, or a private company, a government agency or to someone else?

Ask if Q11c=1

a. Using the internet

Ask if Q11f=1

b. Going to the library

Ask if Q11g=1

c. Going to the local place where you can use a computer for free

Ask if Q11h=1

d. Contacting the government office or agency

CATEGORIES Q32

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10.

Q33 In choosing which source to use for information and help in this situation, was privacy or concern about possible disclosure of personal information a factor in your choice, or was this not really a factor?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ONLY IF ITEM ASSIGNED in Q9-Q10.

Q34 In the future, if you need information or assistance to deal with a situation similar to the one you just told me about, how likely is it that you will go to a public library or a local place where you can use a computer for free? Is it...**(READ1-4)**

- 1 Very Likely
- 2 Somewhat Likely
- 3 Somewhat UNlikely
- 4 Very UNlikely
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL

Q35 If you need information or assistance from a government agency, would you expect to be able to get the information or services from the agency's web site, or would you not expect to be able to do so? *{Modified PIAL Trend}*

- 1 Yes, would expect
- 2 No, would not expect
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL

Q36 Do you happen to know whether there is **[INSERT ITEM. IN ORDER]** within 2 miles of where you live? *{new}*

- a. A local public library
- b. A local place where you can use a computer for free

CATEGORIES

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF LOW ACCESS, DEFINED AS:**DIAL-UP AT HOME (Q8=1) OR NOT INTERNET USER (Q6a=2,9 and Q6b=2,9)**

Q37 Next...Please tell me if you ever get news or information from each of the following sources. (First/Next)... **(INSERT IN ORDER)**. Do you EVER get news or information from this source? *{LowAccess}*

- a. Newspapers
- b. Television
- c. Magazines
- d. The radio
- e. Friends and family

ASK INTERNET USERS (Q6a=1 or Q6b=1):

- f. The Internet

CATEGORIES

- 1 Yes
- 2 No
- 9 Don't know/Refused

ASK IF LOW ACCESS

Q38 Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people? *{Trend}* *{LowAccess}*

- 1 Most people can be trusted
- 2 You can't be too careful
- 3 **(VOL)** Depends
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF LOW ACCESS

Q39 How much of the time do you think you can trust the government in Washington to do what is right – just about always, most of the time, or only some of the time? *{Trend}* *{LowAccess}*

- 1 Just about always
- 2 Most of the time
- 3 Only some of the time
- 9 Don't know/Refused

ASK IF LOW ACCESS

Q41 Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and computer information services. Others say they like having so much information to choose from. How about you... do you feel overloaded, or do you like having so much information available? *{Trend}* *{LowAccess}*

- 1 Feel overloaded
- 2 Like having so much information available
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF LOW ACCESS

Q42 Overall, do you think that computers and technology give people MORE control over their lives, LESS control over their lives, or don't you think it makes any difference? *{Trend}* *{LowAccess}*

- 1 More
- 2 Less
- 3 No difference
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL

Q43 If you ever needed to contact the government about... **(INSERT ITEM)**, would you prefer to do it over the phone, on the Internet, or some other way? How about... **(INSERT NEXT ITEM; ROTATE)** – would you prefer to do this over the phone, on the Internet, or some other way? *{PIAL trend eGov 2003}*

(NOTE: IF R SAYS “I don’t use the internet/Don’t have Internet access,” ASK: Would you prefer to do this over the phone or some other way?)

ALWAYS ASK a FIRST:

- a. A personal tax issue
- b. Getting a license or permit for your car
- c. Exploring government benefits for yourself or someone else
- d. Doing research for school or work
- e. The kinds of programs different government agencies offer
- f. Community issues such as education, crime and traffic

CATEGORIES

- 1 Over the phone
- 2 On the Internet
- 3 Some other way
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL NON-INTERNET USERS: (Q6a=2,9 and Q6b=2,9)

Q44a Does **ANYONE** in your household use the internet from home or send and receive email from home? *{PIAL trend} {LowAccess}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

Ask if Q44a=1

Q44b And who is it in your household that uses the internet from home? **(PRECODED OPEN-END. ACCEPT UP TO THREE RESPONSES.)** *{LowAccess}*

- 1 Spouse/Partner
- 2 Child/Children
- 3 Grandchild/Grandchildren/Other Younger Relative
- 4 Parent/Grandparent/Aunt/Uncle/Older Relative
- 5 Other member of household not related to Respondent
- 6 Other (Specify)
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL NON-INTERNET USERS: (Q5=2,9) or (Q6a=2,9 and Q6b=2,9)

Q45a Did you **EVER** at some point use the Internet or email, but have since stopped for some reason? *{PIAL trend} {LowAccess}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS WHO HAVE USED INTERNET (Q45a=1)

Q45b Why did you stop using the Internet? **[OPEN-END]** *{PIAL Trend march/May Tracking} {LowAccess}*

- 1 No longer have access
- 2 It was too difficult/frustrating
- 3 I just lost interest
- 4 I was spending too much time online/Waste of time
- 5 Too expensive
- 6 Not safe/Had a bad experience
- 7 Other (SPECIFY)
- 9 Don't know/Refused

ASK NON-INTERNET USERS WHO HAVE NEVER USED INTERNET (Q45a=2,9)

Q45c Would you like to start using the Internet and email, or isn't that something you're interested in? *{PIAL trend} {LowAccess}*

- 1 Yes, interested
- 2 No, not interested
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS WHO HAVE USED INTERNET (Q45a=1)

Q45d Would you like to start using the Internet and email **AGAIN**, or isn't that something you're interested in? *{LowAccess}*

- 1 Yes, interested
- 2 No, not interested
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS WHO HAVE NEVER USED INTERNET (Q45a=2,9)

Q45e How likely do you think it is, if at all, that you will start using the Internet or email someday — definitely, probably, probably not, or definitely not? *{PIAL trend}*
{LowAccess}

- 1 Definitely
- 2 Probably
- 3 Probably not
- 4 Definitely not
- 9 **(DO NOT READ)** Don't know/Refused

ASK NON-INTERNET USERS WHO HAVE USED INTERNET (Q45a=1)

Q45f How likely do you think it is, if at all, that you will start using the Internet or email AGAIN someday — definitely, probably, probably not, or definitely not?
{LowAccess}

- 1 Definitely
- 2 Probably
- 3 Probably not
- 4 Definitely not
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL INTERNET USERS (Q6a=1 or Q6b=1):

WEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... **(ASK ACT02-ACT99 FIRST, Rotated; ROTATE ITEMS GA-GD) {PIAL trend}**

[IF YES, FOLLOW-UP WITH:] Have you done this in the past year, or not?

- ACT01 Send or read email **[ALWAYS ASK FIRST]**
- ACT02 Get news online
- ACT04 Research a product or service online
- ACT06 Do research for school or training
- ACT10 Do any type of research online for your job
- ACT15 BUY a product online, such as books, music, toys or clothing
- ACT19 Look for information about a job
- ACT20 Look for information about a place to live
- ACT27 Visit a local, state or federal government website
- ACT79 Look for 'how-to,' 'do-it-yourself' or repair information online...
- ACT99 Research a business plan or business opportunity {new}

- GA Get advice or information from a government agency about a health or safety issue
- GC Research official government documents or statistics
- GD Get information about, or apply for, government benefits

CATEGORIES

- 1 Yes, have done this in the past year
- 2 Yes, have done this but not in the past year
- 3 No, have never done this
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL

Q46 In the future, if you need a government document or publication, which way would you most like to obtain that document... **[READ LIST. ROTATE]**

- 1 Have a copy sent to you in the mail
- 2 Obtain it at a local government office
- 3 Obtain it at a public library
- 4 Get the document on the internet
- 9 **(DO NOT READ)** Don't know/Refused

IF NO CONTACT W/GOVERNMENT IN PAST YEAR

(Q2d=2,9 and Q3a-c=2,9)

AND (Q11h=2,9)

AND (WebA/ACT27=2-9 AND ALL ITEMS WebA/GA-GC-GD=2-9)

Q47 Are you aware that the government has set up 800 numbers and web sites to provide assistance to the general public? *{Trend}* *{Low ACCESS}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

DEMOGRAPHICS

(READ) A few last questions for statistical purposes only...

ASK ALL

AGE What is your age? *{Trend}*

_____ years (97=97 or older)

- 98 Don't know
- 99 Refused

D2 Are you the parent or guardian of any children under age 18 now living in your household? *{Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

IF PAR=1, ASK:

D2b How many of these children are age 11 or younger? *{Trend}*

_____ **[RECORD ___ NUMBER; RANGE=0-8. Enter 8 if 8 or more.]**

- 9 **(DO NOT READ)** Don't Know/Refused

IF PAR=1, ASK:

D2c How many of these children are between ages 12 and 17? *{Trend}*

[RECORD ___ NUMBER; RANGE=0-8. Enter 8 if 8 or more.]

9 (DO NOT READ) Don't Know/Refused

ASK ALL

D3 What is the last grade or class you completed in school? (DO NOT READ, BUT CAN PROBE FOR CLARITY IF NEEDED). *{Trend}*

- 1 None, or grades 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Technical, trade or vocational school AFTER high school
- 5 Some college, no 4-year degree (includes associate degree)
- 6 College graduate (B.S., B.A., or other 4-year degree)
- 7 Post-graduate training/professional school after college (toward a Masters/Ph.D., Law or Medical school)
- 9 (DO NOT READ) Don't know/Refused

D4 Are you now employed full-time, part-time, retired, or are you not employed for pay? *{Trend}*

- 1 Employed full-time
- 2 Employed part-time
- 3 Retired
- 4 Not employed for pay
- 5 (VOL) Disabled
- 6 (VOL) Student
- 7 (VOL) Other
- 9 (DO NOT READ) Don't know/Refused

ASK IF EMPL <> 6

D4b Are you also a full- or part-time student? *{Trend}*

- 1 Yes, full-time
- 2 Yes, part-time
- 3 No
- 9 (DO NOT READ) Don't know/Refused

ASK IF EMPL=1,2

D4c Are you employed by any branch of the federal, state or local government?
{Trend}

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

D5 Do you or does anyone in your household currently receive Social Security benefits or are covered by Medicare?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

D6 Do you or does anyone in your household receive any other local, state, or federal aid such as welfare, veteran benefits, Medicaid, and the like?

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

D7 Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not? {PIAL Trend March May}

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF DIS01=1 and INTERNET USER (Q6a=1 or Q6b=1):

D8a Does your disability or illness make it harder for you to use the Internet or doesn't that make any difference? {PIAL Trend March May}

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF DIS01=1 and NOT INTERNET USER (Q5=2,9) or (Q6a=2,9 and Q6b=2,9)

D8b Would your disability or illness make it hard or impossible for you to use the Internet? *{PIAL Trend March May}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

ASK ALL:

D9 Are you, yourself, of Hispanic or Latino origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background? *{Trend}*

- 1 Yes
- 2 No
- 9 **(DO NOT READ)** Don't know/Refused

D10 What is your race? Are you white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander? You may select more than one race. **[ACCEPT MULTIPLE RESPONSES]** *{Trend}*

- 1 White
- 2 African American/Black
- 3 Asian
- 4 American Indian or Alaska Native
- 5 Native Hawaiian or other Pacific Islander
- 7 Other **(SPECIFY)**
- 8 Don't know
- 9 Refused

ASK ALL:

D11 Last year, that is in 2006, what was your total household income from all sources before taxes? Was it under \$40,000 or \$40,000 or more? [IF NECESSARY: Your best guess is fine] *{Trend}*

- 1 Under \$40,000
- 2 \$40,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF INCOME UNDER \$40,000 (D14=1)

D11b Now, just stop me when I get to the right category. Was your income (READ CATEGORIES) [IF NECESSARY: Your best guess is fine] *{Trend}*

- 1 Less than \$10,000
- 2 \$10,000 to under \$20,000
- 3 \$20,000 to under \$25,000
- 4 \$25,000 to under \$30,000 or
- 5 \$30,000 to under \$40,000
- 9 **(DO NOT READ)** Don't know/Refused

ASK IF INCOME \$40,000 OR MORE (D14=2)

D11c Now, just stop me when I get to the right category. Was your income (READ CATEGORIES) [IF NECESSARY: Your best guess is fine] *{Trend}*

- 1 \$40,000 to under \$60,000
- 2 \$60,000 to under \$100,000
- 3 \$100,000 or more
- 9 **(DO NOT READ)** Don't know/Refused

THANK RESPONDENT: That concludes our interview. The results of this survey are going to be used by a non-profit research organization called the Pew Internet & American Life Project, which is looking at the impact of the Internet on people's lives. A report on this survey will be issued by the project in a few months and you can find the results at its web site, which is www.pewinternet.org [w-w-w dot pew internet dot org].

Any questions about this survey can be directed to Dr. Leigh Estabrook at 217-333-4209. You can also call the University of Illinois's Institutional Review Board about your rights in this research. They can be reached at 217-333-2670 and collect calls are welcome.

Thanks again for your time. Have a nice day/evening.