

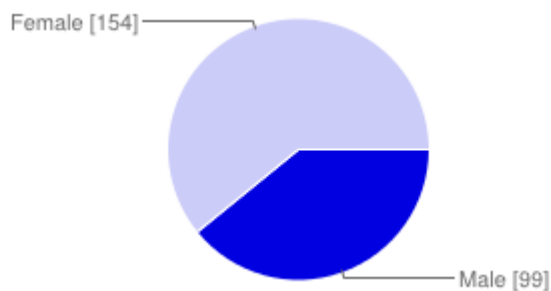
# Libraries for Development Project: Impact Assessment 2012 Result Summary

A total of 253 responses were analysed and summarised as follow:

## DEMOGRAPHIC DATA

### 1. What is your gender?

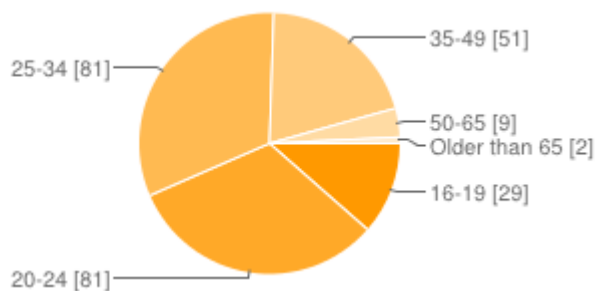
The majority of the respondents were female with 61% and 39% were male.



Male	99	39%
Female	154	61%

### 2. What is your age?

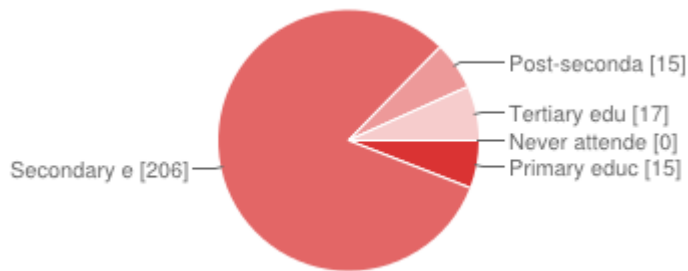
Different age groups were involved of which 20-24 and 25-34 accounted for 32% each, while 20% were 35-49. It showed that people older than 50 years only accounted for 5% of the respondents.



16-19	29	11%
20-24	81	32%
25-34	81	32%
35-49	51	20%
50-65	9	4%
Older than 65	2	1%

### 3. What is the level of formal education you have completed?

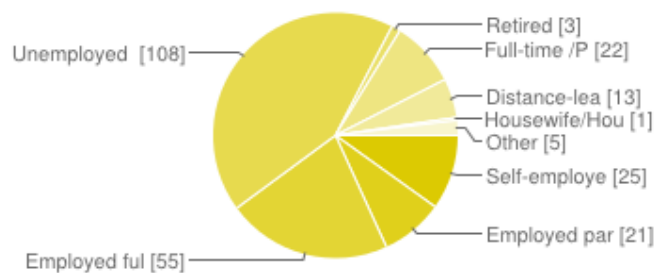
The level of formal education for those who were trained is mostly secondary education with 81% while 6% had a vocational education and 7% had tertiary education. Only 6% had primary education.



Never attended formal school	0	0%
Primary education/first stage of basic education	15	6%
Secondary education (high school or equivalent)	206	81%
Post-secondary non-tertiary education (vocational or trade school)	15	6%
Tertiary education (college/university degree) or higher	17	7%

### 4. What is your current occupational status?

The results indicated that 43% of the trained population were unemployed, 22% were employed full time while 8% were employed part-time. Full-time and Part-time student were 9% and only 5% were distance learning.

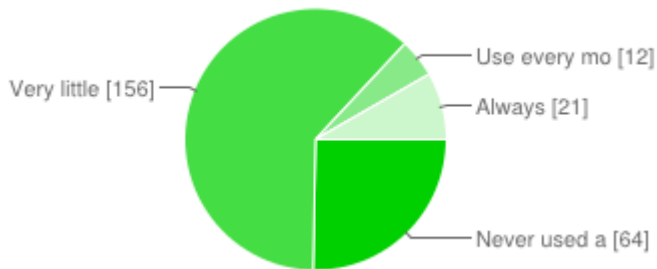


Self-employed	25	10%
Employed part time	21	8%
Employed full time	55	22%
Unemployed looking for a job	108	43%
Retired	3	1%
Full-time /Part-time Student	22	9%
Distance-learning Student	13	5%
Housewife/Househusband	1	0%
Other	5	2%

## COMPUTER USAGE BEFORE AND AFTER TRAINING

### 6. How did you use computers before taking this training?

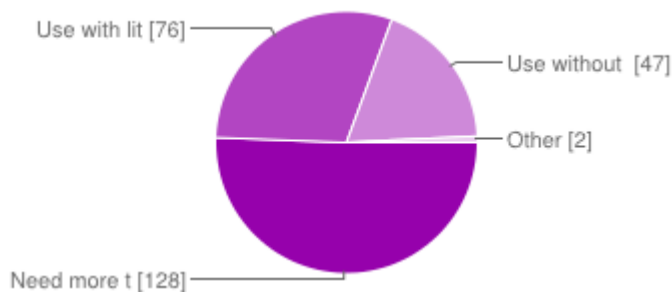
The majority (62%) of those who received the training had little use of computers before and 25% had never used computers before. Only 13% used computer every month or every day before the training.



Never used a computer before	64	25%
Very little use	156	62%
Use every month	12	5%
Always	21	8%

### 7. How do you feel now about using computers after the training?

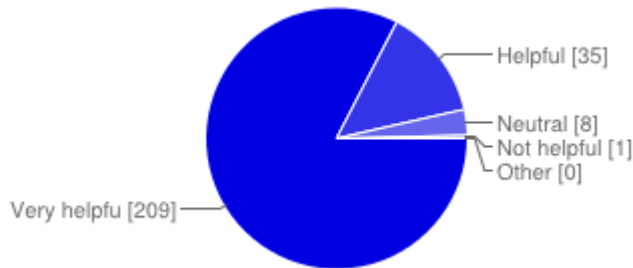
The feeling amongst participants after the training is that 51% need more training, 30% can use computer with little help and 19% can use it without help.



Need more training	128	51%
Use with little help	76	30%
Use without help	47	19%
Other	2	1%

## 8. Overall how helpful did you find this course?

Overall, 83% found the training very helpful, 14% found it just helpful while 3% were neutral; they didn't feel it made any difference.



Very helpful	209	83%
Helpful	35	14%
Neutral	8	3%
Not helpful	1	0%
Other	0	0%

## 9. What additional topics would you like to have seen covered in this course?

*The majority mentioned the following:*

Microsoft Excel and PowerPoint, Microsoft Publisher, Mail Merging, Google Drive, Burning CDs and troubleshooting

## 10. What did you like most about this course?

*The majority mentioned the following:*

Using internet and email, Social Networking, the manner in which training was provided, everybody understood. How to create new folder, copy and paste, Ms Word, MS PowerPoint, Google Search

## 11. What did you like least about this course?

*The majority mentioned the following:*

The course was too short, hardware and software, MS Excel, drag and drop, No food was provided

## 12. Additional comments or suggestions?

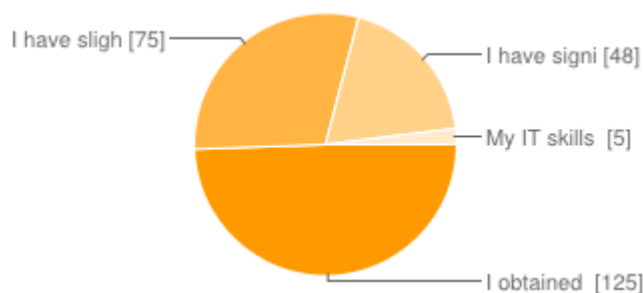
*The majority mentioned the following:*

We need more training in all communities; I thank the ministry and project for this training. Increase the training period. Training was helpful and everyone should get such an opportunity. It was helpful especial to some of us who could not afford to pay because it was free of charge. This is very vital and need to be introduced country wide. People of all ages should come to this training.

## ICT TRAINING – IMPACT ON YOUR LIFE

### 13. How do you feel the training you received has changed your IT skills?

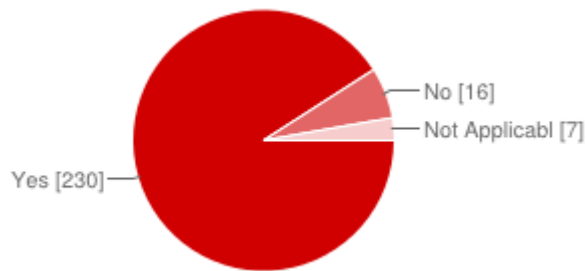
The training's impact on participants IT skills were measured and 49% said they obtained basics IT skills which they didn't have before and 30% have slightly improved their existing skills. 19% have significantly improved their skills and only 2% who feel their skills remained the same.



I obtained basic IT skills	125	49%
I have slightly improved my IT skills	75	30%
I have significantly improved my IT skills	48	19%
My IT skills remained the same	5	2%

#### 14. Do you feel what you learned in the training has improved your potential to be employed?

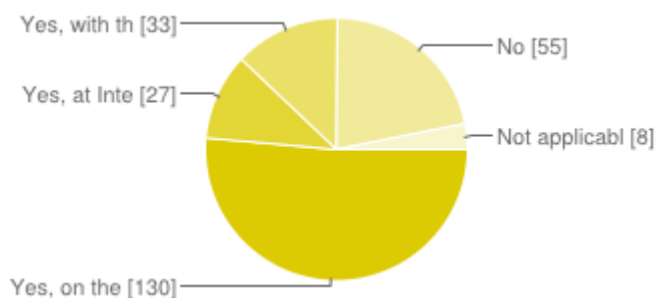
The majority of respondents feel that the training has improved their potential to be employed as they are now computer literate.



Yes	230	91%
No	16	6%
Not Applicable	7	3%

#### 15. Did you use the internet to look for income related information, such as job announcements, writing a CV, job training, etc.?

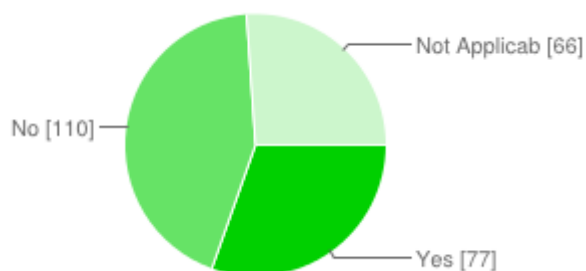
Since the training, 51% of the participants have used library computers to search the internet for jobs; type CV etc. 13% did so with the help of library personnel, while 11% used internet cafes.



Yes, on the Internet through computers available in the library	130	51%
Yes, at Internet cafe	27	11%
Yes, with the help of a library staff member	33	13%
No	55	22%
Not applicable	8	3%

**16. Did you successfully start or improve your small business as a result of this training?**

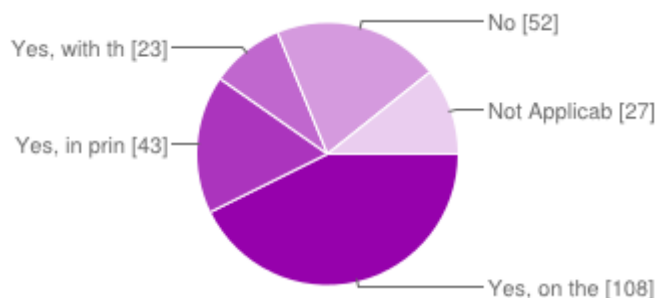
For those involved in SMEs, 30% have successfully start or improved theirs business as result of the training while 43% did not.



Yes	77	30%
No	110	43%
Not Applicable	66	26%

**17. Did you use the library to look for information for your current education or learning, such as doing assignments and preparing for exams?**

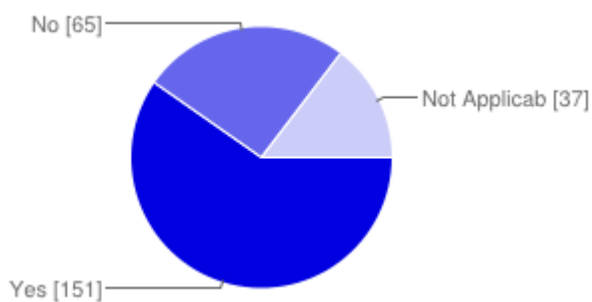
For students, 43% have since use the library computers to search information for assignments and prepare for exams and 17% have used printed material, while 9% did so with library personnel help.



Yes, on the Internet through computers available in the library	108	43%
Yes, in printed resources available in the library	43	17%
Yes, with the help of a library staff member	23	9%
No	52	21%
Not Applicable	27	11%

**18. Did you manage to improve your grades (school/college/university marks or results) through research in the library?**

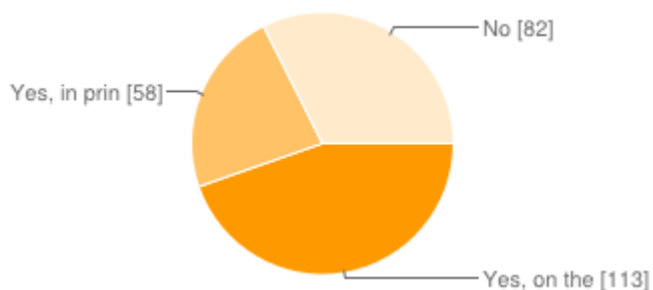
The majority of students (60%) have improved their grades as results of being able to use computers and search the internet and printed material for more information for assignments and exams. Only 26% who felt they did not.



Yes	151	60%
No	65	26%
Not Applicable	37	15%

**19. Did you use the library to seek information about further education, for example, getting into a school, a course, a polytechnic, a college or a university?**

The out of school youth, 45% have used the internet at the library to seek information about further education, for example, getting into a school, a course, a polytechnic, a college or a university and 23% used printed material.

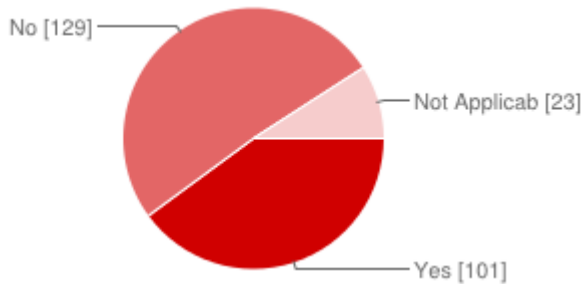


Yes, on the Internet through computers available in the library	113	45%
Yes, in printed resources available in the library	58	23%
No	82	32%



**20. Did you start the further education (get into a school, course, college, university) as a result of the information you found at the library?**

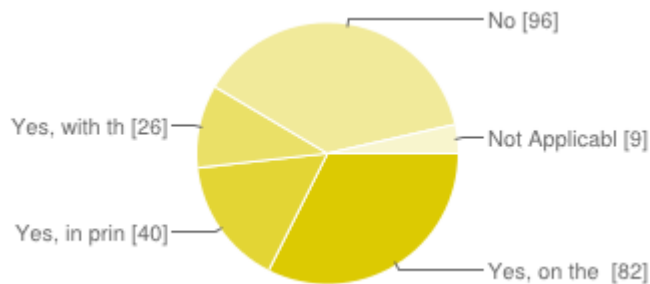
Those out of school youths who used the library to search information about further education opportunities, 40% have started a course as a result and 50% did not.



Yes	101	40%
No	129	51%
Not Applicable	23	9%

**21. Did you use the library to look for health information?**

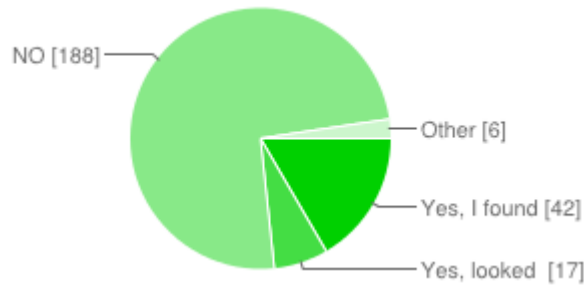
Some people (58%) has used the library to search for health related information on the internet and printed material, some with the help of a librarian. 38% did not search for such information at the library.



Yes, on the Internet through computers available in the library	82	32%
Yes, in printed resources available in the library	40	16%
Yes, with the help of a library staff member	26	10%
No	96	38%
Not Applicable	9	4%

**22. Did you look for information about civic rights and e-governance on the internet and apply it?**

The majority (74%) of people have never searched for civil rights and e-governance information the internet. Only 17% did and found it while 7% looked but did not find it. Those who did mainly searched for application forms and tax information.



Yes, I found it on the Internet	42	17%
Yes, looked but didn't find any	17	7%
NO	188	74%
Other	6	2%

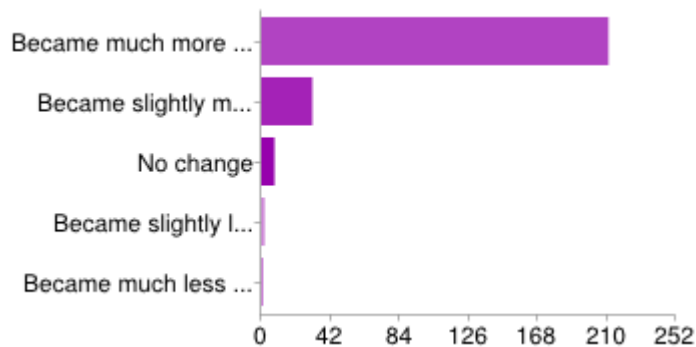
**23. Could you briefly describe for us the main positive change or changes in your life as a result of attending the training?**

- I am busy starting my own business: Rosina Fredericks Tel: 0812123959 email: rosinafredericks5@gmail.com
- Before this training, to search for information it was so difficult for me, but now it is easy. My life has changed because I can search for jobs, course etc. easily.
- As an entrepreneur, I can now use the computer myself to do my invoices, quotations, etc. Elton Khuwiseb, 081804735, basiekhuwiseb@gmail.com n\a
- From this training I have improved my IT skills and now capable of searching and reading news on the internet. Haufiku Festus, 0814562356, haufikufestus@live.co.uk
- I improved mostly in keyboard by using micro-soft office. Now I can say that it helped on typing CV, letter etc. Ricardo Hoab 0817726225 Rbhoab@gmail.com

**24. Could you tell how the importance of your public library to you personally and to the community has changed over the last 12 months?**

**a) For me personally:**

83% of people feel that their public library has become much more important over the last 12 months and 12% feel it has become slightly important personally.

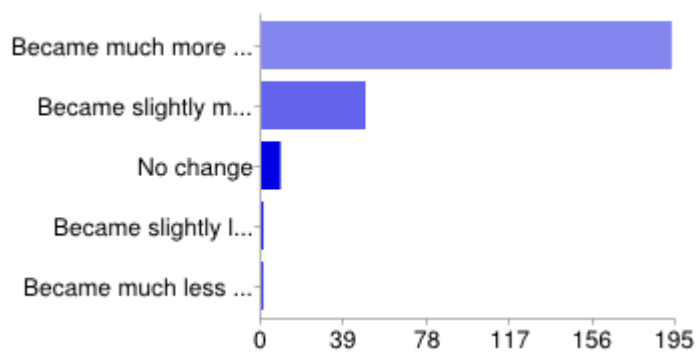


Became much more important	211	83%
Became slightly more important	31	12%
No change	8	3%
Became slightly less important	2	1%
Became much less important	1	0%

**Could you tell how the importance of your public library to you personally and to the community has changed over the last 12 months?**

**b) For the community:**

More (76%) respondents also feel that the library has become much more important for the community over the past 12 months as a result of these training sessions.

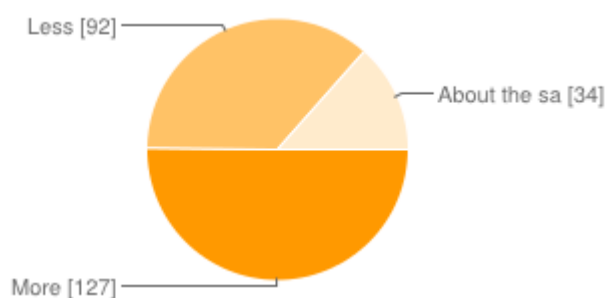


Became much more important	193	76%
Became slightly more important	49	19%
No change	9	4%
Became slightly less important	1	0%
Became much less important	1	0%

## ACCESS, SKILLS AND LIBRARY USE

### 25. Thinking back over the last 12 months, did you use the library more than you have in the past, less than you have in the past, or about the same amount?

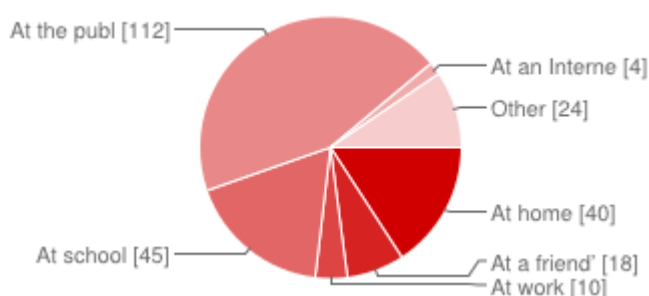
Half of the people (50%) have use the library more in the last 12 months, 36% have used it less while 13% is about the same.



More	127	50%
Less	92	36%
About the same	34	13%

### 26. Where did you first use Internet?

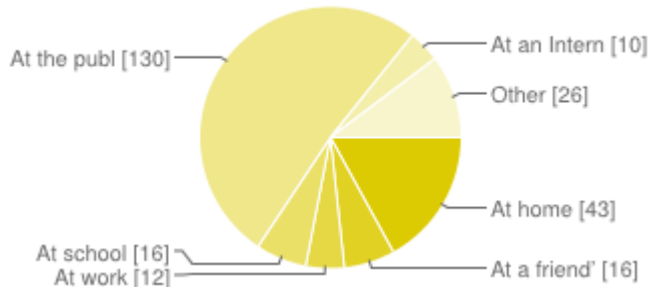
According to the survey, 44% people have use the internet for the first time at the public library, 18% at school, 16% at home mainly on mobile phones.



At home	40	16%
At a friend's/neighbor's house	18	7%
At work	10	4%
At school	45	18%
At the public/community library	112	44%
At an Internet café	4	2%
Other	24	9%

## 27. Where do you currently use the Internet?

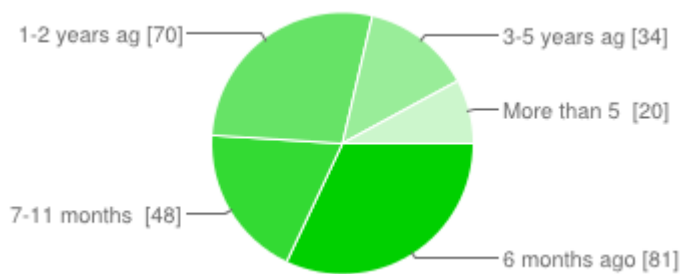
The public/community library is still where 51% of people use the internet while 17% use it at home mainly phones. The remaining percentages use it either at school, works or internet café.



At home	43	17%
At a friend's/neighbour's house	16	6%
At work	12	5%
At school	16	6%
At the public/community library	130	51%
At an Internet café	10	4%
Other	26	10%

## 28. When did you first use the Internet (the first time in your life)?

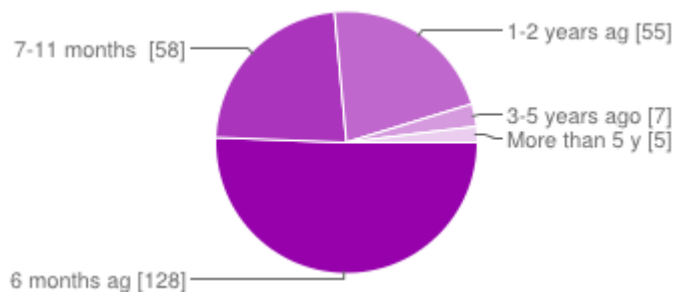
32% of participants have only started to use the internet 6 or less months ago when they joined the training. 28% has started 1-2 years ago while 13% 3-5 years ago.



6 months ago or less	81	32%
7-11 months ago	48	19%
1-2 years ago	70	28%
3-5 years ago	34	13%
More than 5 years ago	20	8%

### 29. When did you first use the Internet in the library?

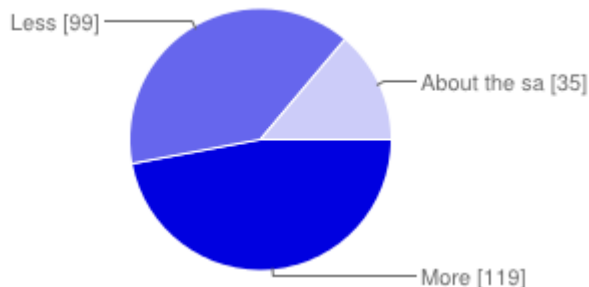
The majority of participants (51%) have only started to use the internet at the library 6 months ago or less, while the remaining percentage have started 1 or more years ago.



6 months ago or less	128	51%
7-11 months ago	58	23%
1-2 years ago	55	22%
3-5 years ago	7	3%
More than 5 years ago	5	2%

### 30. Thinking back over the last 12 months, did you use the Internet in the library more than you have in the past, less than you have in the past, or about the same amount?

Over the last 12 months, 47% have used the library internet more than they had in the past while 39% used it less than in the past. Only 14% have used it about the same.



More	119	47%
Less	99	39%
About the same	35	14%