



SURVEY ON NON-FORMAL AND INFORMAL LEARNING ACTIVITIES IN PUBLIC LIBRARIES ACROSS EUROPE

INTRODUCTION

Welcome to the survey on non-formal and informal learning activities in public libraries across Europe! With your library performance statistics to hand, this survey should take about 30-45 minutes to complete. We know your time is limited and we greatly value your participation in our survey. The survey will be open to complete until 17 June.

There are 65,000 public libraries in the EU. Many of them offer non-formal and informal learning services and tend to have developed expertise in these matters, though the topic has not yet been studied in depth. As part of the Library Advocacy for EU Project, together with the Latvian Library Association (LLA), we (EBLIDA) are now surveying public libraries to collect data on non-formal and informal learning activities in libraries. We will use the results when advocating on the role of public libraries in non-formal education and the contribution of libraries to the EU Education and Training Strategy 2020.

This survey consists of questions to collect data and evidence on:

- Numbers of trained library visitors and numbers of non-formal & informal learning events;
- Main target groups in non-formal and informal learning activities;
- Scope of partnerships with third parties in training delivery;
- Certification of non-formal learning outcomes;
- Most successful non-formal learning events delivered by public libraries;
- Impact of non-formal and informal learning activities on citizens and communities.

In case of questions, concerns or technical difficulties related to this survey please contact us by e-mail - liba4eusurvey@gmail.com.

We thank you in advance for your participation in this survey!

A. NON-FORMAL LEARNING ACTIVITIES AT YOUR LIBRARY

Please read these definitions before answering survey questions!

*From library's point of view, **non-formal training** is an organised, pre-planned lesson, held face-to-face or online and hosted by library staff or external experts, regardless of the length of time of the training. Non-formal training can be provided to a group of people (2 or more) or to a single individual. A non-formal training event is an occurrence of non-formal training at the library, regardless of the length of time of the training and regardless of whether this is a recurrence of the same training program or an occurrence of a unique training project executed just once.*

*From the learner's point of view, **non-formal learning** is intentional; it takes place in a structured/organised context with specific learning objectives and some form of learning support (e.g. a computer class in a library). However, non-formal learning may also be embedded in planned activities at the library that are not explicitly designed as learning (in terms of learning objectives, learning time or learning support). Non-formal learning outcomes may be validated and may lead to certification.*

A0. Does your library provide non-formal learning activities?

- Yes [GO TO A1]
- No [SKIP TO B0]

A1. How many trainees did your library train through non-formal training in 2015? Please provide an exact number of trained trainees. If you don't count trained trainees or you for any other reason are unable to provide an exact number, please, provide an estimated number of trained trainees per month. Please fill in the corresponding option (only one).

- Number of trained trainees in 2015 |____|
- Estimated number of trained trainees per month |____|

A2. Thinking about your library's main target groups in non-formal training, which of the following age groups were your library's priorities in 2015? Please rank in order of 1-4 where 1 is the age group for which your library organised most of your non-formal training events and 4 the least.

- Children (under 15 years old)
- Youth (15 to 24 years old)
- Adults (25 to 64 years old)
- Elderly (64 years and older)

A3. From this list of social groups - what were your library's main target groups in non-formal training in 2015? Please mark where applicable.

- Students
- Employed
- Entrepreneurs
- Disabled people
- Unemployed
- Immigrants
- Other (please specify)

A4. How many non-formal training events did your library provide in 2015? Please provide an exact number of non-formal training events that were provided to a group of people and/or individually. If you didn't have events in one of the first two options please insert "0". Total number of events is the sum of first two options.

- Number of non-formal training events provided to a group of people |____|
- Number of non-formal training events provided to an individual |____|
- Total number of non-formal training events |____|

A5. How many non-formal training events did your library provide in partnerships in 2015? Please provide an exact number of training events. If you didn't have events in one of the first three options please insert "0". Total number of events is the sum of first three options.

- Number of non-formal training events initiated and carried out by library staff |____|
- Number of non-formal training events initiated by library staff but carried out by the third party |____|
- Number of non-formal training events initiated and carried out by the third party |____|
- TOTAL number of non-formal training events |____|

A6. Who were your library's main partners in non-formal training in 2015? Please mark where applicable!

- Other library (regardless of type of the library)
- Other cultural institution (e.g. archive or museum)
- School
- Other educational establishment (e.g. music or art school)
- Kindergarten
- Cultural centre
- Youth centre
- Family centre
- Municipal social service
- Other municipal agency
- Medical establishment

- Social care establishment
- Employment agency
- Other government agency
- NGO
- Religious organisation
- Business organisation
- Bank or other financial institution
- Volunteers
- None. Library didn't have partners in non-formal training during the last 12 months.
- o Other (*please specify*)

A7. Does your library or partner organisation issue certificates, diplomas or titles attesting that individuals acquired a set of learning outcomes (knowledge, know-how, skills and/or competences) at the end of non-formal training programs that your library provided in 2015?

- o Yes [GO TO A8]
- o No [SKIP TO A9]

A8. Please provide information about certificates, diplomas or titles and/or the certification process at your library.

Open-ended

A9. Please provide a short description of the most important non-formal training event that your library delivered and that was a success in 2015.

Open-ended

A10. Does your library have separate staff for planning and delivery of non-formal training activities at your library? Please provide information in full time equivalents.

- o Yes. We have a separate staff whose workload in full-time equivalents is |____|
- o No. We have library staff spending part of their work time in training activities. Time spent for training activities in full-time equivalents is |____|

A11. What was your library's actual budget spending to plan and deliver non-formal training activities in 2015? Please provide budget spending information in EUR. Please fill in information for all budget sources; if you didn't have funding from some of the listed sources, please, input "0".

- o Municipality budget |____|
- o Funding from national or regional projects |____|
- o Funding from EU projects |____|
- o Private funding |____|
- o Other |____|

A12. Thinking of specific learning objectives of your library's non-formal training projects and/or programs, which of the following categories of educational offer are applicable to what your library provided in 2015? Please mark where applicable.

- o Digital literacy (e.g. basic computer skills, software skills, Internet search etc.)
- o Communication (e.g. skills to use communication technologies like Skype, e-mail, social networking, blogging etc.)
- o Employment (e.g. skills to find and use jobs databases and job opportunity resources, creating CVs and other employment materials, completing job applications, financial literacy etc.)
- o E-services (e.g. skills to use e-government services, e-banking etc.)
- o Education (e.g. skills to use education related software, how to search full text databases, how to use library's e-catalogues, how to write a research paper etc.)
- o Culture and entertainment (e.g. skills to use digital culture heritage collections, improving hobby skills etc.)
- o Creativity and innovation (e.g. digital design skills like picture and video editing, 3D modelling, coding, traditional arts and crafts etc.)

- Health (e.g. skills to search health-related information, consulting a doctor electronically etc.)
- Environment and agriculture (e.g. searching for environment/agriculture related information, green living, applying for agriculture related projects etc.)
- Social inclusion (e.g. any training for social risk groups, disabled etc.)
- Reading promotion (e.g. teaching parents who to read with children, teaching children to read etc.)
- Other (*please specify*)

B. INFORMAL LEARNING ACTIVITIES AT YOUR LIBRARY

Please read these definitions before answering survey questions!

*From the learner's point of view, **informal learning** takes place in an unplanned or ad-hoc manner, potentially in any arena (work, home, leisure activity etc.). This would cover activities like on-off assistance from librarian in relation to an enquiry and potentially contributes to enhancing knowledge and by extension skills.*

*From the library's point of view, **informal assistance or consultation** is an unplanned assistance provided by library staff in response to a need that arises for a library visitor (e.g. providing assistance to use the printer, showing a library visitor how to do a web search, helping with online banking). Informal assistance or consultation can be provided to a single individual or to a group of people (2 or more). Each time when a librarian provides an informal assistance or consultation is considered as a separate informal learning event regardless of the length of time of the assistance or consultation.*

B0. Does your library provide informal learning activities?

- Yes [GO TO B1]
- No [SKIP TO B6]

B1. How many library visitors (registered and/or not registered users) did your library assist or consult through informal learning events in 2015? *Please provide an exact number of assisted/consulted library visitors. If you don't count assisted/consulted library visitors or you for any other reason are unable to provide an exact number, please, provide an estimated number of assisted/consulted library visitors per month. Please fill in the corresponding option (only one)!*

- Number of assisted/consulted library visitors in 2015 |____|
- Estimated number of assisted/consulted library visitors per month |____|

B2. Thinking of the main groups of people that were assisted or consulted at your library through informal learning events in 2015, which of the following age groups were assisted/consulted the most? *Please rank the options below from 1-4 where the 1 is the age group that was assisted/consulted the most and 4 the least.*

- Children (less than 15 years old)
- Youth (15 to 24 years old)
- Adults (25 to 64 years old)
- Elderly (64 years and older)

B3. From this list of social groups – which were the main groups of people that were assisted or consulted at your library through informal learning events in 2015? *Please mark where applicable.*

- Students
- Employed
- Entrepreneurs
- Disabled people
- Unemployed
- Immigrants
- Other (*please specify*)

B4. How many informal learning events did your library provide in 2015? *Please provide an exact number of informal learning events? If you didn't have events in one of the first two options please insert "0". Total number of total events is the sum of first two options.*

- Number of informal learning events provided to a group of people |____|
- Number of informal learning events provided to an individual |____|
- Total number of informal learning events |____|

B5. Thinking about the topics covered by your library staff during informal learning events at your library, which of the following categories were covered by your library in 2015? *Please mark all applicable categories.*

- Digital literacy
- Communication
- Employment
- E-services
- Education
- Culture and entertainment
- Creativity and innovation
- Health
- Environment and agriculture
- Social inclusion
- Reading promotion
- Other *(please specify)*

B6. How many other events were held in 2015 in your library (that were not explicitly designed as training events) at which individuals could learn?

Please provide an exact number of events.

- Number of events that were not explicitly designed as training events |____|

B7. How many participants attended events (that were not explicitly designed as training events) in 2015? *Please provide an exact number of participants. If you are unable to provide an exact number of participants, please, provide an estimated number of participants per month. Please fill in the corresponding option (only one).*

Number of individuals attended events during 2015 |____|

Estimated number of individuals attended events per month |____|

C. IMPACT OF NON-FORMAL AND INFORMAL LEARNING ACTIVITIES

C1. Please describe what you think are the main benefits for your library users and local community from non-formal and informal learning activities at your library. What is an impact of your library's non-formal and informal learning activities on users' lives?

Open-ended

C2. Please indicate what impact your library's non-formal and informal learning activities have on your local community in the listed areas. Please mark one answer in each line using a scale of 1 to 5, where 1 means "Very low impact" and 5 means "Very high impact".

Area	1 very low impact	2 low impact	3 neutral	4 high impact	5 very high impact	Hard to say
Digital literacy						
Communication						
Employment						
E-services						
Education						
Culture and entertainment						
Creativity and innovation						
Health						

Environment and agriculture						
Social inclusion						
Reading promotion						

C3. What is the level of access to non-formal and informal learning activities in your community? *Please mark one answer in each line.*

Group	Library is the only place to have access to non-formal and informal training	Besides the library there is one other place to have access to non-formal and informal training	Besides the library there is more than one other place to have access to non-formal and informal training	Hard to say
Children (less than 15 years old)				
Youth (15 to 24 years old)				
Adults (25 to 64 years old)				
Elderly (64 years and older)				
Students				
Employed				
Entrepreneurs				
Disabled people				
Unemployed				
Immigrants				

D. DEMOGRAPHICS

D1. Country

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Italy
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- United Kingdom

D2. Administrative region in your country

Open ended

D3. Library is located in...

- Urban area
- Rural area

D4. What is the number of staff in your library (in full-time equivalents)? |____|

D5. What is the number of inhabitants in community that your library serves? |____|

D6. What is the number of registered users in 2015? |____|

D7. What is the number of library visits in 2015? |____|

D8. We may use examples of non-formal and informal learning activities that you provided in our advocacy work. If you agree to that and would be willing to provide us with more detailed information, if your example is selected, please provide the name of your library and e-mail address:

Name of library	
E-mail address	

D9. If you have any other comments, questions or suggestions related to this research, please, write them here!

Open ended