

Mass-Observation Project

Summer Directive 1999

PART ONE

The Public Library



As usual, please remember to start your reply with a very brief mini-biography: your M-O number, (NOT name), sex, age, marital status, town or village where you live and your occupation or former occupation.

It has been difficult to word this part of the directive without making it look as though we assume that everyone uses public libraries. We know that you may not - for a variety of reasons - use a public library, but we are still interested in your views. We would be grateful if you would at least answer the first set of questions.

For everyone:

Please start by saying briefly whether you use public libraries either now or have done so in the past.

If you have ever been employed in one, please say so at the beginning (with dates and a rough description of where it was and what it was like. No need for *precise* details which might identify you).

Whether you are a current user or not, please describe *your* impressions of the public library. Do you think public libraries have changed over the years? One way of answering this question is to jot down ten words that you associate with public libraries.

What is your image of a librarian? Do you know any librarians personally and do they fit this image?

What sort of people do you think are *most likely* to use public libraries?

What kind of people do you think are *least likely* to use public libraries?

Do you think public libraries meet the needs of the kinds of people they serve? You might consider what they offer to men and women, to people with special needs because of age or disability, to people in different age groups, to people from different educational and social class backgrounds or people from diverse religious, ethnic and cultural groups.



If you are not a library user, or use the library only infrequently, is there anything your local library could do to get you to use it more?

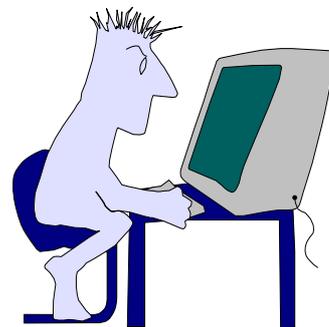
Do you think public libraries are a "good thing"? If you do, how would you like them to be in, say, ten years time?

For people who use public libraries:

Can you give us an impression of your public library - What does it look like? What does it smell like? Is it noisy or quiet? How does it feel to be there?

Now please describe your use of the public library - covering things like

- frequency and times of visits
- how you get there
- how long you like to spend there
- who goes with you usually
- what you (and your companions) do there
- which services you use and why
- which services you don't use



What sort of services do you pay for? How do you feel about the cost?

Do you use library services which are provided outside of the established library buildings eg mobile or house bound services, collections of books in day centres or residential homes. What is your experience of these services?

What sort of new technology does your library use? Is it helpful?

Has anything in your life (eg events, changes in circumstance, health and mobility) increased or decreased your use of the library or changed the way you use it? Has anything about changes in the library changed your use of it?

Have you ever seen the public library put to uses (either above board or illicit) which have surprised you?

How do you feel library staff treat you?



Personal experiences: stories please

Can you describe

- (1) One good experience you have had connected to a public library
- (2) and one bad one!

PART TWO

Body piercing and tattooing



Please remember to start your answer on a new page with your M-O number and a brief autobiography: your sex, age, town, occupation, and whether you are retired or currently employed.

Have you, or has anyone close to you, thought of having any part of your body pierced or tattooed? We would be interested in hearing what you think about these forms of body decorations whatever your personal experience.

If you do have personal experience of either form, please tell us about it in detail - when you had it done, why you wanted it done, where it was carried out, which part of your body, what other people thought about it. If you had it done years ago, what do you feel about it now? What do you feel in general about body piercing and tattoos?

Stories please... and drawings or photos if that's possible. Please take care about confidentiality. Don't use real names.

PART THREE

Current events

Please remember to start your answer to this section on a new page with your M-O number and a brief autobiography: your sex, age, town, occupation, and whether you are retired or currently employed.

Thank you for all that you have sent us already on the current political situation, especially on the war in Kosovo.

Please continue to send in reports and comment (dated) on the news and your own feelings and opinions. These are most valuable.

If anyone is involved with the reception and welfare of Kosovan refugees into this country, we would be especially pleased to receive first-hand accounts from you.

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