CHILD RIGHTS INFORMATION NETWORK (CRIN)
MEMBER'S USER SURVEY
December 1998

Dear CRIN Member,

Please find below the second member's user survey for the Child Rights
Information Network. This survey is the major means by which the
coordinating unit can find out what you want from the network, now and
in
the future. We have designed the survey to make it easy to follow and
fill
in. It should only take about 20 minutes to complete and a few moments
to
return.

The results will feed into our programme of activities in 1999/2000
and all
members will receive a copy of the report. Over the past three years
we
have been striving to develop CRIN as one of the major information
resources for children's rights organisations and activists. Your
feedback,
comments and ideas are key to this development.

We want to analyse the results of the survey in February 1999, so we
need
your response as soon as possible. The final deadline will be
mid-January
1999.

Name of Organisation

Person Completing Form

Date

A. Using CRIN

1. How did you learn about CRIN? (Please indicate with yes by the correct
option)

        Newsletter
        Web site
        from another member
        at a meeting or conference
        Other

2. What CRIN Services do you use? (Please indicate with yes by the correct
option or options)

        Web site
        Membership Directory
        CRINMAIL
        Web Directory
        Newsletter
        Coordinating Unit for Enquiries

3. What do you use CRIN for? (Please indicate with yes by the correct
option or options)

        Contact with other organisations
        Finding out about new publications
        Finding out about children's rights events
        Finding out about research & activities of others
        To support research
        To exchange ideas and experience
        To inform policy discussions
        To request information
        To support lobbying
        To disseminate information about my work
        Other

4. How do you find CRIN as an information service? (Please indicate with
yes by the correct option)

Very useful
Moderately useful
Occasionally useful
Not useful
Don't know

B. About Your Organisation

1. Do you have access to the following services and if so how often do you
use them? (Please indicate with yes by the correct option or options, and
indicate the frequency of use eg daily, weekly, monthly)

the Internet
email
world wide web
electronic mailing lists other than CRINMAIL

If you use other electronic mailing lists, which ones?

2. Do you have your own web site?
If so, are you linked to CRIN's web site?

3.   If your organisation doesn't have access to the Internet, does your
organisation:
have plans to do so?

if yes, (Please indicate with yes by the correct option)

within 6 months
1 year

4.   If no, why doesn't your organisation have access to the
Internet?
(Please indicate with yes by the correct option or options)

Not relevant to our work
Too expensive
Inaccessible telecommunications
No technicalresources
Other

C. CRIN's Web Site

1. How often do you visit CRIN's web site? (Please indicate with yes

by the
correct option)

        Weekly
        Monthly
        Infrequently
        Never

Which three sections do you find most useful (sections include: what's
new,
theme desks, the CRC, membership information, publications, website
links
and calender of events)?

        1.
        2.
        3.

2. If you use CRIN's website infrequently or never, why?

3. How does CRIN's website compare with others? (Please indicate with
yes
by the correct option)

        Content
                Better
                Same
                Worse
        Relevance
                Better
                Same
                Worse
        Ease of use
                Better
                Same
                Worse
        Updating
                Better
                Same
                Worse
        Design
                Better
                Same
                Worse

4. Are there other resources you would like to find on CRIN's website
and
what are they?

5. What other themes would you like CRIN to cover?

6. Would you like to have access to regional information on CRIN's website?
If yes, what information would you find useful?

7. Have you sent documents to CRIN to be published on CRIN's website?

8. Would you be interested in contributing to CRIN's website in the future?

D. CRINMAIL

1. Are you receiving messages from the CRINMAIL?

Which two types of messages do you find most useful (types include new
publications, new web sites, conference information, news from other organisations)?

     1.
     2.

2. Have you posted/sent messages to the CRINMAIL?

3. If not, why?

4. Have you sent requests for information to the CRINMAIL?

5. Have other CRIN members responded to your request?

6. Have you responded to other CRIN members' requests?

E. Membership Directory

1. Have you received edition 2 of the Membership Directory?

Do you find the information useful? (Please indicate with yes
by the
correct   option)

       Very useful
       Moderately useful
       Occasionally useful
       Not useful
       Don't know

Do you find the indexes useful? (Please indicate with yes by
the correct
option or   options)

       Alphabetical
       Country
       Subject

2. How would you like us to improve the membership Directory?

F. CRIN Newsletter

1. Do you receive CRIN's newsletter?   (The latest one is Issue 8.)

2. Which 3 sections do you find most useful (sections include editorial,
news, tips ,web sites, publications, calender, articles) ?
      1.
      2.
      3.

3. Which sections do you find the least useful?
      1.
      2.
      3.

4. What other information would you like to be included in CRIN's
newsletter?

5. How would you like us to improve CRIN's newsletter?

6. Have you contributed to any of the issues?

7. Would you be willing to contribute to future issues?

G. CRIN's Website Directory

1. If you have access to the Internet, have you received edition 1, and
updates 1 and 2 of CRIN's website directory?

2. Do you find CRIN's website directory useful? (Please indicate with yes
by the correct option)

        Very useful
        Moderately useful
        Occasionally useful
        Not useful
        Don't know

3. Do you use the electronic version of the directory on CRIN's website?

4. How would you like us to improve CRIN's website directory?

H. Coordinating Unit

1. Do you contact the Coordinating Unit for enquiries?

        Are your enquiries answered satisfactorily?

2. How would you like us to improve our service? (Please indicate with yes
by the correct options)

        More full text documents on the website
        Thematic electronic mailing lists
        Specialised reading lists and references
        Analyses of conferences
        Information about other international treaties
        Networking on individual children's rights violations

        Other, please specify

I. Languages

1. How difficult is it to use CRIN or contribute to CRIN when most of the
information is only available in English?

> very difficult
> quite difficult
> not a problem

2. How differently would you use CRIN if information was available in other
languages?

J. Other Comments

1. What activities and services would you like CRIN to provide in the future?

2. What additional comments do you have about the current activities of CRIN?

Thank you for completing this survey. Your views are extremely important to
the further development of CRIN's services and the activities of all our
members. Please return to the CRIN Coordinating Unit,
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Kind regards

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