

Appendix: Everyday information needs and seeking of massage therapists with visual impairment (coding sheet)

Case No	Information type	Behavioural characteristics	Information value or function	Information sources
1-10 (100%)	News and current affairs (international; national; local events; sports; economics; military; political; social development; traffic accident; robbery)	Passively exposed and received daily; interest	Monitor outside world and life events; interests; leisure; (not important, just for passing time*)	TV; radio; radio on computer; radio on mobile phone; (mobile) Internet (Tencent news network)
2-10 (90%)	Personal interests (music; military; health care and regimen; psychology; medical; micro-blog; storytelling; law; social; political; history; 'a good night interactive radio programme'; novels)	Concerned daily; interest driven; active seeking (someone helps to download from Internet to mobile phone)	Interests; leisure; emotional support; hobby	Computer; mobile phone; books; (mobile) Internet (through computer or mobile phone)
1-6, 9, 10 (80%)	Work-related information (massage parlour advertising*; Chinese medical massage technique; medical service; common diseases; entrepreneurial incentive policy for the disabled; employment)	Active seeking (not met*); download from computer to mobile phone to learn; concerned daily; sharing	Problem solving; daily task; situation relevant; work-related	Mobile phone; online forum for the blind (by mobile phone); TV; computer; (mobile) Internet; Interpersonal communication (co-worker, other blind peers)
5, 6, 9 (30%)	Health and social care information (new vision technology and method; vision-aids, e.g. amplification devices; computer assistive technology, screen-reader software; health information, e.g. food, diet and nutrition balance)	Active seeking; received; concerned	Situation relevant; interest; work-related	Computer, Internet; mobile phone; online forum for the blind; customer or doctor
2, 4, 6, 10 (40%)	Social rights, welfare and security for disable people (policy; Web accessibility)	Concerned; active seeking	Problem-solving; situation-relevant; monitor; interests; (not helpful*)	Friends; radio; (mobile) Internet (through computer or mobile phone); TV

2, 9 (20%)	Self-development and learning (English; mathematics; inspirational stories; software Website or forum; other new things or new knowledge)	Concerned; interest-driven	Emotional support; self-development; interests	Internet; computer; mobile phone
3, 6, 7 (30%)	Educational information (general trends and policy; children or school; professional course; law)	Concerned	Situation relevant; interest	TV; family member; (mobile) Internet (through computer, mobile phone)

Note: *means that it is opinions or sense-making by participants not researchers; for example, participant no.2 thinks watching TV for news is not important at all, it's just for passing time.