

Appendix B: Interview Script

Interview Protocol and Data Input Form

Project Information Literacy | Personalized Information Spaces Study

University of Washington Human Subjects Approval: Certificate of Exemption (#40317 on February 28, 2011)

Question 1.

Introductory comments to participant:

We find there are many reasons student might be using the library on any given day. They may be looking for materials, using the computers to check messages, studying, or they may be relaxing and visiting with friends in between classes.

**** IMPT. QUOTE AREA:** Researcher: If the student says a memorable quote, or has a short anecdote, about how and why he or she uses the library—the real purpose(s) for coming to the library—jot it down so it can be input into open-ended Question #24 about notes from the field.

I'm going to read you some categories. Can you tell me what have been up to in the last hour? (i.e., check ALL that apply)

- Finding materials; carrying out library research
- Preparing an assignment(s) for submission (e.g., writing a paper, problem sets)
- Studying/reading (e.g., reviewing, reading for courses)
- Checking for new messages/posts (e.g., email, IM, Facebook)
- Using a computer to satisfy a personal curiosity (e.g., sports score, news, gossip)
- Meeting with friends/other students
- "Killing time" between classes, relaxing, hanging out
- Other:

Question 2 and 3 (combined for easier administration in the field during the interview)

Q2. What information technology devices are you using right now? (check all that apply)

Researcher: If a student is using more than one of the same kind of device, e.g., two laptops), make a note in the other category below.

Q3. What is the main type of activity you are doing with each device right now?

Researcher tip: Please initial the ONE kind of activity for each device, only one per device: CW for coursework, CO for communication, EN for entertainment, PR for personal research, S for scheduling, NBU for not being used. For example: LaptopCW

Cell phone, includes smart phone
eBook Reader (e.g., Kindle, Nook)
Library desktop computer
Laptop
Library-owned laptop
Netbook/Mini computer
Tablets, e.g., iPad
MP3 players, e.g., iPod
Mini tablets e.g., iPod Touch
Scientific calculator
Other:

Matrix Question Responses for Q3 on the WebQ form will look like this:

Coursework (CW)
Communication (CO)
Entertainment (e.g., gaming, videos) (EN)
Personal research (e.g. checking a sports score) (PR)
Scheduling (e.g., keeping track of time, calendar dates) (S)
Not being used at all (NBU)

Question 4.

Which one of these devices is the essential, primary device for what you are doing right now?

Cell phone, includes smart phone
eBook Reader (e.g., Kindle, Nook)
Library desktop computer
Laptop
Library-owned laptop
Netbook/Mini computer
Tablets, e.g., iPad
MP3 players, e.g., iPod
Mini tablets, e.g., iPod Touch
Scientific calculator
Other:

Question 5.

Is the essential device owned by student or shared (campus workstation)?

Owned by student
Shared (campus workstation/laptop owned by the library)
Other:

Question 6 and 7 (combined for easier administration in the field during the interview)

Q6. What applications do you have open on your primary device right now (includes tabs)?

Q7. What is the main kind of activity you are doing with each of these programs or applications?

Researcher: These are applications that may or may not be downloadable from the Web (e.g., Gmail yet also MS Outlook would both qualify—but a Web site does not, that's the next question #8).

** IMPT. QUOTE AREA: Researcher: If the student says a memorable quote, or has a short anecdote, about his or her person and school-related email use, jot it down so it can be input into open-ended Question #24 about notes from the field.

Researcher tip: Please initial the ONE kind of activity for each device, only one per device: CW for coursework, CO for communication, EN for entertainment, PR for personal research, S for scheduling, NBU for not being used. For example: GamingEN

Email (i.e., Gmail, MS Outlook)
 Gaming application (e.g., World of Warcraft)
 Media/audio playing applications (e.g., iTunes, Real Player)
 Multimedia production application (e.g., iMovie)
 PDF readers (e.g., Acrobat)
 Presentation software (PowerPoint)
 Spreadsheet (e.g., Excel)
 VOIP (e.g., Skype)
 Web browser (i.e., Internet Explorer, Chrome, Firefox)
 Word processing (e.g., MS Word)
 Other:

Matrix Question Responses on the WebQ form will look like this:

Coursework (CW)
 Communication (CO)
 Entertainment (e.g., gaming, videos) (EN)
 Personal research (e.g. checking a sports score) (PR)
 Scheduling (e.g., keeping track of time, calendar dates) (S)
 Not being used at all (NBU)

Question 8.

What Web sites, by name, do you have open now on your primary device and what kind of activity are you doing with the site?

Researcher tip: Write in the name of the site followed by an initial for the kind of activity being done: CW for coursework, CO for communication, EN for entertainment (includes gaming), PR for personal research (e.g., checking a sports score), and S for scheduling. For example: WikipediaCW
If no sites are being used write in NBU (none being used)

Site by name (e.g., Wikipedia)	Type of activity (e.g., CW)
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_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Question 9.

Specifically, what online library databases are you using right now, if any?

ABI Inform (ProQuest)
 Academic OneFile (Gale/Cengage InfoTrac)
 Academic Search Complete (EBSCO)
 Academic Search Premier (EBSCO)
 Academic Universe (Lexis Nexis)
 EI Compendex (Elsevier)
 ERIC
 Factiva (Dow Jones)
 GreenFile (EBSCO)
 JSTOR
 MLA
 Newsstand (ProQuest)
 PsycInfo (CSA/ProQuest)
 Science Direct (Elsevier)
 World Cat (OCLC)
 None; using no library databases
 Other(s):

Question 10.

Are any print materials being used right now?

Notebook (e.g., binder, pad of paper, drafts of papers)
 Course syllabus/assignment sheet
 Library books for coursework
 Reserve readings
 Library journals
 Personally owned books, includes textbooks
 Charts/maps
 Photos
 Magazines/newspapers for coursework
 Magazines/newspaper for pleasure/everyday life research
 Books for pleasure/everyday life research
 None, using no print sources
 Other:

Question 11.

What is your age?

18-20 years old
 21-22 years old
 23-25 years old
 26-30 years old
 Over 30 years old

Question 12. (For use at community colleges)

What is your course level/year in college (i.e., specifically, how many years you have been on campus, not counting APA credits from high school)

Overall, I have taken FEWER than 12 units during the time I have attended this school
 Overall, I have taken MORE than 12 units during the time I have attended this school
 Does not apply to me

(For use at four-year institutions)

Freshman
 Sophomore
 Junior
 Senior

Question 13.

What is your major area of study?

(Researcher: Please put individual majors into one of these categories)

>>> _____ (Write in major during the interview)

Architecture and Engineering
 Arts and Humanities
 Business Administration
 Double Majors (e.g., Arts and Humanities + Social Sciences)
 General Education (includes AA, breadth requirements, undeclared majors)
 Occupational Training (includes Nursing, 2 yr. and/or 4 yr. programs)
 Social Sciences
 Sciences (includes computer and physical sciences)

Question 14.

What is your GPA?

- Below 1.7
- 1.7-2.0
- 2.1-2.3
- 2.4-2.6
- 2.7-3.0
- 3.1-3.3
- 3.4-3.7
- 3.8-4.0+
- Declined to state

Question 15.

In the last hour, any of these library services or resources used?

- Library book(s)
- Library catalog (i.e., OPAC)
- Library databases
- Library equipment (e.g., computers, printers)
- Library journals/magazines (on-site print copies)
- Library portal/Web pages
- Librarian (i.e., face-to-face exchange)
- Online reference ("Ask a Librarian" chat/email/IM)
- Snack area/cafe
- None
- Other:

Question 16.

How often do you use social media (i.e., Facebook, Twitter, texting) when working on assignments?

** IMPT Quote Area—Researcher: If the student says a memorable quote, or has a short anecdote, about their Facebook use, in general, for personal use and for school use, jot it down so it can be input into open-ended Question #24 about notes from the field. We will use the quote in the final report, if it fits—we need this data, too.

- Almost always
- Often
- Sometimes
- Rarely
- Never

Question 17.

Interested in voluntary, follow-up interview?

First name (only): _____

Cell phone number: _____

>> END OF INTERVIEW

Thank the participant for his or her time and debrief, probing for Q24 approaches, experiences, and direct quotes.

DATA INPUT BY RESEARCHER AFTER THE INTERVIEW CONCLUDES

Question 18. ** Researcher ONLY: not asked of participant during the interview **

When inputting the data into WebQ enter the participant code:

(Institution initials + participant # + researcher initials + date, e.g., UW40AH4.7)

Question 19. ** Researcher ONLY: not asked of participant during the interview **

When inputting the data into WebQ enter the name of the institution where the data was collected (note all researcher only responses are flush right).

Cal State Maritime
Columbus State Community College
Northern Kentucky University
Ohio State University
 > Engineering & Science Library
 > Thompson Library
Saint Mary's College of California
San Francisco City College
Santa Rosa Junior College
Tufts University
University of Puget Sound
University of Washington

Question 20. ** Researcher ONLY: not asked of participant during the interview **

Note the type of institution

Community college (i.e., two-year institution)
Four-year public college or university
Four-year private college or university

Question 21. ** Researcher ONLY: not asked of participant during the interview **

Gender of participant

Female
Male

Question 22. ** Researcher ONLY: not asked of participant during the interview **

When inputting the data into WebQ provide the total number of DEVICES reported doing in Question #2. If a student happened to be using two of the same devices (e.g., two laptops), count each laptop so the sum is "two" when figuring out the total number of devices used.

1 device
2 devices
3 devices
4 devices
5 devices
6 devices
7 devices
8 devices
9 or more devices

Question 23. ** Researcher ONLY; not asked of participant during the interview **

When inputting the data into WebQ provide the TOTAL number of different kinds of activities the participant reported doing in both #7 and 8 **

(i.e., total number of different kinds of activities, coursework (CW) , communication (CO), entertainment (EN) , personal research (PR), and scheduling (S)

1 kind of activity (e.g., CW)

2 different kinds of activities (e.g., CW + CO)

3 different kinds of activities (e.g., CW + CO + EN)

4 different kinds of activities (e.g., CW + CO + EN + PR)

5 different kinds of activities (e.g., CW + CO + EN + PR + S)

** Question 24: Researcher notes taken in the field

Additional notes from Researcher, quotes for telling the students' stories from the field:

1. Quotes/anecdotes from Question #1 about library use and the reason(s) for using the campus library.

2. Quotes/anecdotes from Question #6 about email usage for personal use and/or for coursework.

3. Quotes/anecdotes from Question #16 about Facebook usage for personal use and/or coursework.

4. Any new types of research behaviors be used (e.g., using an iPhone to take a snapshot of pages, instead of using a photocopier)?

- END OF SCRIPT -