

# Mobile Device Use Survey

The California Digital Library (CDL) creates tools and services that support students, researchers, and faculty from the University of California and beyond.

We want to know how you use mobile devices, so we can design services that will help you do your work. This survey has up to 15 questions and will take about 5-10 minutes to complete.

If you are interested in helping us further in a follow-up interview, please [sign up here](#). Interviewees will receive an Amazon.com gift certificate as a token of our appreciation.

Thank you for your participation. We appreciate your feedback!

The CDL User Experience Team

## 1) Please indicate the electronic equipment you currently own or plan to buy in the next three months. (Select all that apply)

- ☐ Netbook
- ☐ Desktop
- ☐ Laptop
- ☐ Mobile phone (NOT Internet-capable)
- ☐ Internet-enabled mobile device (e.g., smartphone, tablet, etc.)
- ☐ Dedicated e-book device (e.g., Kindle, Nook, Sony Reader, etc.)
- ☐ Digital Camera
- ☐ Printer
- ☐ MP3 Player
- ☐ None of the above
- ☐ Other (please specify)

If you selected other, please specify

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## 2) Which of the following Internet-enabled mobile devices do you currently use? (Select all that apply.)

- ☐ iPhone
- ☐ iPod Touch
- ☐ iPad
- ☐ Blackberry
- ☐ Palm Pre
- ☐ Droid
- ☐ Nexus One
- ☐ I don't have a mobile device with Internet capabilities.
- ☐ Other (please specify)

If you selected other, please specify

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**3) How many applications have you downloaded to your mobile device?**

- ☐ 0
- ☐ 1-3
- ☐ 4-6
- ☐ 7-9
- ☐ 10-12
- ☐ 13+

**4) To what degree do you use your Internet-enabled mobile device for the following activities?**

	Always	Frequently	Occasionally	Rarely	Never
Social networking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading content (e.g., e-books, articles, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting news alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching for information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uploading content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playing games	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening to music or watching videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing coursework or participating in lectures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5) Please name the program(s) or application(s) you use to do the following.**

Social networking	_____
Reading content (e.g., e-books, articles, etc.)	_____
Accessing email	_____
Searching for information	_____
Text messaging	_____
Getting directions	_____
Getting news alerts	_____
Uploading content	_____
Playing games	_____
Listening to music or watching videos	_____
Completing coursework or participating in lectures	_____

**6) When and where do you find yourself using your mobile device? (Please briefly describe the situations / environments in which you use it.)**

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**7) What library/academic information or resources have you tried to access using your mobile device? Please check all that apply.**

- ☐ View library hours
- ☐ Ask a librarian a question
- ☐ View library contact information
- ☐ Search library catalog
- ☐ Request an item through interlibrary loan
- ☐ Find out about library events
- ☐ Search library databases
- ☐ View locations of call numbers within the library
- ☐ View library floor maps
- ☐ Renew library items
- ☐ None of these
- ☐ Other (please specify)

If you selected other, please specify

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Additional comments

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**8) Do you encounter any barriers (e.g., authentication/password requests) when trying to access library items (e.g., articles) on your mobile device? If so, how would you describe your experience?**

- ☐ I am able to get to the items easily.
- ☐ I am able to get to the items, but it's a somewhat frustrating/annoying process.
- ☐ I am able to get to the items, but I avoid having to do this because the process is so painful.
- ☐ I have tried, but I have not been able to get to the items.
- ☐ I have not tried to access library items from my mobile device.
- ☐ I don't know./I don't remember.

Additional comments

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**9) What do you appreciate the most about using applications and/or the Internet on your mobile device?**

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**10) What is the most frustrating thing about using applications and/or the Internet on your mobile device?**

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**11) Are you taking this survey on a mobile device?**

- ☐ Yes
- ☐ No

**12) How did you hear about this survey?**

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**13) What is your occupation?**

- ☐ K-12 Educator
- ☐ Librarian or Library staff
- ☐ Faculty or Lecturer
- ☐ Researcher
- ☐ Staff member
- ☐ Graduate student. Please specify year in the comments section.
- ☐ Undergraduate student. Please specify year in the comments section.
- ☐ Other (please specify)

If you selected other, please specify

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Additional comments

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**14) Please tell us the name of your employer/academic institution and your department/area of study.**

Employer/Academic Institution:

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Department/Area of Study:

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**15) Any other comments about your mobile device use or this survey?**

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Thank you for taking to time to complete our survey!