

California Digital Library Mobile Device Use Survey

The UC [California Digital Library](#) partners with libraries across the UC system in creating tools and services that support students, researchers, and faculty from the University of California.

We want to find out how UC students, researchers, and faculty – people like you - use mobile devices in the course of your research and study. Our goal is to discover how we can better design digital library services that will help you do your work.

Please consider participating in our survey on academic mobile device use. This survey has up to 24 questions and will take about 5-10 minutes to complete. We respect your privacy; we will not associate your name with reported results. If you would like to enter the drawing for a \$25 Amazon.com gift certificate, please provide your name and email below. The winners will be randomly selected and contacted by email.

Thank you for your participation. We appreciate your feedback!

The California Digital Library User Experience Team

University of California

1) Would you like to enter the drawing for a \$25 Amazon.com gift certificate?

- ☐ Yes
- ☐ No

2) What is your name?

3) What is your email address?

4) What is your occupation?

- ☐ Student
- ☐ Faculty or lecturer
- ☐ Librarian, library staff, or archivist
- ☐ Researcher
- ☐ Staff member
- ☐ K-12 educator
- ☐ Other (please specify)

If you selected other, please specify

5) What is your academic level?

- ☐ First-year undergraduate student
- ☐ Second-year undergraduate student
- ☐ Third-year undergraduate student
- ☐ Fourth-year undergraduate student
- ☐ Fifth-year undergraduate student
- ☐ Master's graduate student
- ☐ PhD graduate student
- ☐ Other graduate student
- ☐ Part-time student
- ☐ Other (please specify)

If you selected other, please specify

6) Please tell us the name of your employer/academic institution.

- ☐ UC Berkeley
- ☐ UC Davis
- ☐ UC Irvine
- ☐ UCLA
- ☐ UC Merced
- ☐ UC Riverside
- ☐ UC San Diego
- ☐ UCSF
- ☐ UC Santa Barbara
- ☐ UC Santa Cruz
- ☐ Other (please specify)

If you selected other, please specify

7) Please tell us the name of your department/area of study.

- ☐ Agriculture
- ☐ Anthropology
- ☐ Archaeology
- ☐ Architecture and design
- ☐ Biology
- ☐ Business
- ☐ Chemistry
- ☐ Computer sciences
- ☐ Cultural studies and ethnic studies
- ☐ Divinity

- ☐ Earth sciences
- ☐ Economics
- ☐ Education
- ☐ Engineering
- ☐ Environmental studies and Forestry
- ☐ Family and consumer science
- ☐ Gender and sexuality studies
- ☐ Geography
- ☐ Health sciences and medical studies
- ☐ History
- ☐ Human physical performance and recreation
- ☐ Journalism, mass media and communication
- ☐ Languages and linguistics
- ☐ Law
- ☐ Library and museum studies
- ☐ Life sciences
- ☐ Literature
- ☐ Logic
- ☐ Mathematics
- ☐ Military sciences
- ☐ Performing arts
- ☐ Performing arts
- ☐ Philosophy
- ☐ Physics
- ☐ Political science
- ☐ Psychology
- ☐ Public affairs
- ☐ Religion
- ☐ Social work
- ☐ Sociology
- ☐ Space sciences
- ☐ Statistics
- ☐ Systems science
- ☐ Transportation
- ☐ Visual arts
- ☐ Other (please specify)

If you selected other, please specify

8) Please indicate the electronic equipment you currently own, use frequently but don't own, or plan to buy in the next six months. (Select all that apply)

	Currently own	Plan to buy	Don't own but frequently use
Desktop computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptop/Netbook computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tablet (e.g., iPad, Lenovo ThinkPad x200)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dedicated e-book device (e.g., Kindle, Nook, Sony Reader)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mobile device with internet (e.g., iPhone, Blackberry, Droid, iPod Touch, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone without internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other. Please specify in comments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) Which of the following mobile devices with internet do you currently own or use frequently? (Select all that apply.)

- ☐ iPhone
- ☐ iPad
- ☐ Blackberry
- ☐ Palm Pre
- ☐ Droid
- ☐ Windows Mobile
- ☐ Nexus One
- ☐ iPod Touch
- ☐ Zune
- ☐ Other (please specify)

If you selected other, please specify

10) Does your mobile phone plan include internet/data service?

- ☐ Yes, I have unlimited internet/data service
- ☐ Yes, but I have a limited internet/data service
- ☐ No
- ☐ I don't know

11) Why don't you have an internet/data service plan? (Select all that apply.)

- ☐ Cost
- ☐ Poor service quality
- ☐ Cost of devices
- ☐ Don't need it
- ☐ Don't want it
- ☐ Not available on phone
- ☐ I only use WiFi
- ☐ Other (please specify)

If you selected other, please specify

12) Approximately how much time each week do you use the internet from your mobile device?

- ☐ Zero minutes
- ☐ Less than 15 minutes
- ☐ 15-60 minutes
- ☐ 1-5 hours

[illegible]

participating in lectures							
Using university's course management system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the university's library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the university's campus website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18) How do you normally read academic content (e.g., books, articles) on your mobile device? (Select all that apply.)

- ☐ Downloaded PDFs
- ☐ Dedicated e-book reader (e.g., Kindle, Reader, Nook, etc.)
- ☐ Reading app on mobile device (e.g., Kindle app, Amazon app, etc.)
- ☐ Websites (e.g., Google Books)
- ☐ Other (please specify)

If you selected other, please specify

19) Where do you find academic content to read on your mobile device? (Select all that apply.)

- ☐ Online databases (e.g., JSTOR, Proquest)
- ☐ Provided by class instructor
- ☐ Forwarded by a colleague
- ☐ Google Scholar
- ☐ Google Book Search
- ☐ Amazon
- ☐ Library catalog
- ☐ Safari Online
- ☐ Internet Archive
- ☐ HathiTrust
- ☐ Web search
- ☐ Mobile application (e.g., Kindle for iPhone, Stanza)
- ☐ Other (please specify)

If you selected other, please specify

20)

Approximately how much time each week do you use your mobile device for reading?

- ☐ Less than 15 minutes
- ☐ 15-60 minutes
- ☐ 1-5 hours
- ☐ 5-10 hours

☐ more than 10 hours

21) How do you generally like to receive information? (Select all that apply.)

	Email	Text message	Neither
Communication with friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notifications (e.g., appointment reminder, library book due, flight status change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22) How often have you done the following things?

	Frequently	Occasionally	Never
Sent yourself an email to access information on the go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sent yourself a text message to access information on the go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sent yourself a URL in a text message or email to open in your mobile device browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23) How do you find out about new tools or services that help you in your academic work or research (e.g. Zotero, Ask a Librarian, Dropbox)? (Select all that apply.)

- ☐ Colleagues
- ☐ Fellow students
- ☐ Internet searches
- ☐ Blogs
- ☐ Campus website
- ☐ Campus or department e-mail
- ☐ Instructor or professor (as part of coursework)
- ☐ Brochures or fliers on campus
- ☐ Social networking (e.g., Twitter, Facebook)
- ☐ Application store (e.g., iTunes App Store, Blackberry App Store, etc.)
- ☐ Library website
- ☐ Librarian
- ☐ Library Facebook page
- ☐ Don't use research tools and services
- ☐ Other (please specify)

If you selected other, please specify

24) How often do you use the following library/academic information or resources?

	Frequently	Occasionally	Never
View library hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask a librarian a question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View library contact information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renew library items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request an item through interlibrary loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place items on reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save citation information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search library databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View locations of call numbers within the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View online text-based content (e.g., books, articles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View special collections content (e.g., historical photos, letters, personal papers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download/ save online content (e.g., PDFs, e-reader file formats)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other. Please specify in comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25) How often would you like to use a mobile device to access the following library/academic information or resources?

	Frequently	Occasionally	Never
View library hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask a librarian a question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View library contact information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renew library items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request an item through interlibrary loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place items on reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save citation information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Search library databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View locations of call numbers within the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View online text-based content (e.g., books, articles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
View special collections content (e.g., historical photos, letters, personal papers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download/ save online content (e.g., PDFs, e-reader file formats)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other. Please specify in comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26) To what degree do you consider the following factors barriers to engaging in the online activities above using a mobile device?

	Not a barrier	Low barrier	Medium barrier	High barrier	N/A
Small screen size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web page formatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty with text entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulty with university authentication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No WiFi or wireless signal where needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No cellular signal where needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Difficulty reading content format (e.g., PDF not sized correctly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of a specialized mobile application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow load time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other. Please specify in comments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27) Are you taking this survey on a mobile device?

- ☐ Yes
- ☐ No

28) Please add any other comments about your mobile device use for this survey.

Thank you for taking to time to complete our survey!