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)

<table>
<thead>
<tr>
<th></th>
<th>Currently own</th>
<th>Plan to buy</th>
<th>Don't own but frequently use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop computer</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Laptop/Netbook computer</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Tablet (e.g., iPad, Lenovo ThinkPad x200)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Dedicated e-book device (e.g., Kindle, Nook, Sony Reader)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
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
5-10 hours
More than 10 hours

13) How often do you use the internet from your mobile device even when a computer with internet access is easily available?

- Never
- Rarely
- Occasionally
- Often
- Very often

14) When you use the internet on your mobile device, which type of network do you use?

<table>
<thead>
<tr>
<th>Network Type</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Never</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular network (e.g., 3g, Edge)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WiFi network</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15) Does your mobile phone plan include text messaging?

- Yes, I have unlimited text messaging
- Yes, but I pay per text/have a limited number of texts per month
- No
- I don’t have a mobile phone
- I don’t know

16) Which devices do you use regularly to engage in the following online activities? (Select all that apply.)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Desktop</th>
<th>Laptop (e.g., iPad)</th>
<th>Tablet (e.g., Kindle, Sony Reader)</th>
<th>eBook Reader (e.g., Kindle, Sony Reader)</th>
<th>Mobile phone without internet</th>
<th>Mobile device with internet (e.g., iPhone, Blackberry, Droid, iPod Touch)</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social networking (e.g., Facebook, Twitter)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading academic content (e.g., books, articles)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading other content (e.g., news articles, blogs)</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting news alerts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessing email</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity</td>
<td>Several times a day</td>
<td>Daily</td>
<td>Several times a week</td>
<td>Weekly</td>
<td>Monthly</td>
<td>Once a year</td>
<td>Never</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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<td>---------</td>
<td>-------------</td>
<td>-------</td>
</tr>
<tr>
<td>Text messaging</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Searching for information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Getting directions</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Uploading content (e.g., Flickr, Youtube, Dropbox)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Playing games</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening to music or watching videos</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Completing coursework or participating in lectures</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using university’s course management system</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Using the university’s library website</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the university’s campus website</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

17) How often do you use your mobile device for the following activities? (Select all that apply.)
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
21) How do you generally like to receive information? (Select all that apply.)

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>Text message</th>
<th>Neither</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication with friends</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Notifications (e.g., appointment reminder, library book due, flight status change)</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
</tbody>
</table>

22) How often have you done the following things?

<table>
<thead>
<tr>
<th></th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent yourself an email to access information on the go</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Sent yourself a text message to access information on the go</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Sent yourself a URL in a text message or email to open in your mobile device browser</td>
<td>☐</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th></th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>View library hours</td>
<td>☑</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>
25) How often would you like to use a mobile device to access the following library/academic information or resources?

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

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

<table>
<thead>
<tr>
<th>Factor</th>
<th>Not a barrier</th>
<th>Low barrier</th>
<th>Medium barrier</th>
<th>High barrier</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small screen size</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web page formatting</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Difficulty with text entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Difficulty with university authentication</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No WiFi or wireless signal where needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No cellular signal where needed</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
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 time to complete our survey!