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**Information behaviour of law students; the
impact of mobile devices on information
seeking behaviour and provision in the 21st
century: Volume 2**

Zaki Abbas

**Thesis submitted in partial fulfilment of the
requirements for the degree of Doctor of
Philosophy**

City, University of London

School of Mathematics, Computer Science & Engineering

May 2018

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Appendices

Appendix A Research Parts Raw Data

A.1 Research Part I – Law Librarian Interview Questionnaire

Existing Situation

1. What type of non-electronic resources do law students use in the Library for retrieving information for their studies/legal research (i.e. paper/book/journal based activities)? [RQ4]/[RO4]
2. What e-resources (non-mobile) are available for students' use in the Library for the same activities? [RQ1]/[RO1]/[RO3]/RO4]
3. Which of these electronic resources in particular are most popular amongst students? [RQ1]/[RQ4]/[RO1]
4. Do you find that one type of search method (non-electronic vs. electronic) is more popular with the students than the other? If so, please state which one in particular and why? [RQ1]/[RO2]
5. Do you use a third-party e-resource (E.g. Westlaw) for the delivery of information to law students and if so, please provide a brief description of what this system(s) is and how it works? [RQ1]/[RO1]
6. What changes have you seen on the non-technical resources, technical resources and third-party service providers resources over the years? [RQ1]/[RO2]/[RO6]

Mobile Information Retrieval

1. What is your understanding of mobile information retrieval and in what context have you used it? [RQ2]/[RO2]
2. Have you used a Smartphone to retrieve work related information in the Library/Law Library? If so, what was the experience and outcome? [RQ3]/[RQ4]
<By "work" we mean legal information that may be deemed fit for students' information retrieval needs>
3. Are you aware of law students using Smartphones in the Library/Law Library to retrieve information related to their studies? [RQ2]/[RO2]
4. Have you/your department encouraged students to use their Smartphones for legal informational seeking? [RQ2]/[RQ3]/[RO2]
5. How do you think the take up of Smartphones by students has impacted your department? (Particularly in relation to the way your department provides information services to the students) [RQ4]

Proposed/Future Situation

1. Are you aware of any departmental/organisational strategic plan or initiative that encourages students to use Smartphones for academic information searches?
[RQ4/RQ5]
2. If there are any strategies as such, do they involve third-party organisations such as legal information service providers? [RQ4/RQ5/RQ6]
3. What kind of support do you feel would encourage students to use their Smartphones to retrieve academic information as opposed to using a fixed desktop e-resource or even paper-based/non-electronic resources? [RQ5/RQ6]
4. What benefits do you think Smartphone use by students for academic information search would bring to the Library? [RQ5/RQ6]
5. What do you think are the disadvantages of Smartphone use by students for academic information retrieval? [RQ5/RQ6]
6. What challenges do you think active use of Smartphones for information searches would bring to;
 - a) The students [RQ3/RQ4]
 - b) The department in general (Library/Law Library) [RQ4/RQ5/RQ6]
7. What do you think the Library/Law Library of the future will look like in relation to Smartphones? [RQ6]

A.2(a) Research Part II – Law Student Smartphone Questionnaire
Information Seeking Behaviours of Law Students Using Smartphones

LAW STUDENTS' SMARTPHONE CHOICE

How important are the following reasons for choosing your Smartphone?

Convenient Size of Handset *(Please Tick one box per question)*

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

Quality & Size of Display Screen

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

Quality of Camera

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

Quality of Sound

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

Available Tools/Games (Apps)

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

General Usability

Very Important [] Important [] Slightly Important []

Not at all Important [] Not Applicable []

LAW STUDENTS' INFORMATION SEARCH BEHAVIOUR

When searching for study-related information, which method(s) do you use and how often? *(Please Tick one box per question)*

Visit the Library/Law Library

Daily Weekly Monthly Seldom Never

Seek help from lecturers/academic staff

Daily Weekly Monthly Seldom Never

Seek help from other students

Daily Weekly Monthly Seldom Never

Seek help from the subject librarian

Daily Weekly Monthly Seldom Never

Search for information on my Smartphone

Daily Weekly Monthly Seldom Never

Search for information on a laptop/PC

Daily Weekly Monthly Seldom Never

On an average day how long do you spend browsing for information on your Smartphone when searching for: *(Please Tick one box per question)*

Non-study related information?

Less than 10 min 10-20 min 21-30 min 31-40 min 41-50 min

51-60 min More than 1 hour but less than 2 More than 2 hours but less than 3

Study related information?

Less than 10 min 10-20 min 21-30 min 31-40 41-50 min

51 – 60 min More than 1 hour but less than 2 More than 2 hours but less than 3

LAW STUDENTS' SMARTPHONE USE

How do you feel about the following statements on using your Smartphone on campus? *(Please Tick one box per question)*

I can communicate with my peers for study purposes

Strongly Agree Agree Somewhat Agree

Disagree [] Strongly Disagree [] Not Applicable []

I can communicate with my friends for social needs

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I use it more often on campus for study related information seeking

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I use it more often on campus for social information seeking

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I use it more when I am on the move around campus

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I use it in tutorials or discussion groups etc. to retrieve study related information

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I use more often in the Library/Law Library to quickly browse for social information needs

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

Where do you use your Smartphone most whilst on Campus? (Please Tick one box per question)

Voice Calls

In lecture theatre [] In Library/Law Library [] In open meeting/cafe spaces []

Outside/around campus [] Not Applicable []

SMS/Text

In lecture theatre [] In Library/Law Library [] In open meeting/cafe spaces []

Outside/around campus [] Not Applicable []

Internet Browser

In lecture theatre [] In Library/Law Library [] In open meeting/cafe spaces []

Outside/around campus [] Not Applicable []

Social Media

In lecture theatre [] In Library/Law Library [] In open meeting/cafe spaces []

Outside/around campus [] Not Applicable []

Using Apps/Games/Utilities

In lecture theatre [] In Library/Law Library [] In open meeting/cafe spaces []

Outside/around campus [] Not Applicable []

LAW STUDENTS' USE OF THE LIBRARY/LAW LIBRARY

What is your main reason for visiting the Library/Law Library?

(Please Tick one box per question)

To Study [] To Use Books/Journals or Other Paper Based Resources []

To Borrow Material [] To use e-Resources []

To Use My Smartphone for Study Related Information Retrieval []

If you used your Smartphone for your studies in the Library/Law Library, which of the following tools would you/do you use? *(Please Tick more than one box if required)*

Internet search [] Email [] SMS/Text [] Social Media []

I do not use my Smartphone here []

Bespoke App(s)/Functions (Please Specify); _____]

How do you feel about the following statements? *(Please Tick one box per question)*

My University Library/Law Library provides enough Smartphone compatible resources for me to use:

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

My University Library/Law Library provides enough support for Smartphone use for my study related information needs:

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

I would use my Smartphone more for my studies if there were more resources in the Library/Law Library that were compatible with it:

Strongly Agree [] Agree [] Somewhat Agree []
Disagree [] Strongly Disagree [] Not Applicable []

More user/technical support would increase my use of my Smartphone for my studies:

Strongly Agree [] Agree [] Somewhat Agree []
Disagree [] Strongly Disagree [] Not Applicable []

STUDENT DEMOGRAPHICS

Please state the course you are currently on:

Undergraduate/LLB [] Postgraduate/LLM [] Postgraduate/GDL [] Postgraduate/Graduate Entry LLB []
Postgraduate/MSc/MA []
Postgraduate/Research MPhil/PhD [] Other/Please State [_____]

Please state your current academic year:

1st Year [] 2nd Year [] 3rd Year [] 4th Year [] 5th Year []
Other/Please State [_____]

Please state your gender:

Male [] Female [] Prefer not to say []

LAW STUDENTS' PREFERRED SMARTPHONE RESOURCE

What functions would you deem USEFUL for a study-related app to have for your Smartphone? *(Please Tick one box per question)*

Quick at processing results of a search

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Ability to copy/paste into a revision notes section for future reference

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Remembers your search history

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Informative brief of search results

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Easy User Interface

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Links to other applications such as social media (for sharing)

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Better Graphical Display

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

Ability to print wirelessly

Very Useful [] Useful [] Somewhat Useful [] Not Very Useful [] Not Useful At All []

What would prevent you from using an app/Smartphone website for your study related information needs? (Please Tick one box per question)

App/Site Crashes Too Often

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

App/Site Has Adverts/Pop-Ups

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

Lack of functionality in App/Site

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

App/Site Takes Too Long To Load/Retrieve Data

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

App/Site Not Fully Compatible With My Smartphone

Strongly Agree [] Agree [] Somewhat Agree []

Disagree [] Strongly Disagree [] Not Applicable []

What are the three most important functions/abilities a Smartphone compatible app/site should have in order for you to use it for your studies?

1. _____

2. _____

3. _____

Thank you for completing this questionnaire. If you would like to participate in further research on the subject of information seeking behaviour using Smartphones, please provide your email address so you can be contacted in future: [_____]

A.2(b) Research Part II – Law Student Mobile Device Questionnaire

Dear Participant,

Thank you for taking part in this survey; which should not take more than 5 minutes of your time.

The aim of this questionnaire is to understand how you (The Law Student!) uses your mobile device(s) and whether you use it/them to aid your studies or not in comparison to other resources that are available to you in your Library/Law Library. It is also geared to understand what kind of mobile device(s) based resource would appeal to you for you to consider using it for your studies.

Finally, the questionnaire would like to get an understanding of your personal mobile device(s) use, preferences and recommendations for future mobile device based apps for your study-related information needs.

Please Note: Your participation in this study is anonymous. That means that your answers to all questions are private. No one else can know if you participated in this study and no one else can find out what your answers were. Research reports will be based on group data and will not identify you or any individual as being in this project.

LAW STUDENTS' SMARTPHONE CHOICE

How important are the following reasons for choosing your Smartphone?

	Very Important	Fairly Important	Important	Slightly Important	Not at all important	Not Applicable
Convenient Size of Handset	<input type="radio"/>					
Quality & Size of Display Screen	<input type="radio"/>					
Quality of Camera	<input type="radio"/>					
Quality of Sound	<input type="radio"/>					
Available Tools/Games (Apps)	<input type="radio"/>					

General Usability	<input type="radio"/>					
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LAW STUDENTS' TABLET DEVICE CHOICE

How important are the following reasons for choosing your Tablet Device?

	Very Important	Fairly Important	Important	Slightly Important	Not at all important	Not Applicable
Convenient Size of Device	<input type="radio"/>					
Quality & Size of Display Screen	<input type="radio"/>					
Quality of Camera	<input type="radio"/>					
Quality of Sound	<input type="radio"/>					
Available Tools/Games (Apps)	<input type="radio"/>					
General Usability	<input type="radio"/>					

LAW STUDENTS' INFORMATION SEARCH BEHAVIOUR

When searching for study-related information, which method(s) do you use and how often?

	Daily	Weekly	Monthly	Seldom	Never
Visit the Library/Law Library	<input type="checkbox"/>				
Seek help from lecturers/academic staff	<input type="checkbox"/>				
Seek help from other students	<input type="checkbox"/>				
Seek help from the subject librarian	<input type="checkbox"/>				
Search for information on my Smartphone	<input type="checkbox"/>				
Search for information on a laptop/PC	<input type="checkbox"/>				
Search for information on my Tablet Device	<input type="checkbox"/>				

On an average day how long do you spend browsing for information on your Smartphone when searching for:

	Less than 10 min	10-20 min	21 – 30 Min	31 – 40 Min	41 – 50 Min	51 - 60 Min	More than 1 hour but less than 2	More than 2 hours but less than 3
Non-study related information?	<input type="checkbox"/>	<input type="checkbox"/>						

Study related information?	<input type="checkbox"/>							
----------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

On an average day how long do you spend browsing for information on your Tablet Device when searching for:

	Less than 10 min	10-20 min	21 – 30 Min	31 – 40 Min	41 – 50 Min	51 - 60 Min	More than 1 hour but less than 2	More than 2 hours but less than 3
Non-study related information?	<input type="checkbox"/>	<input type="checkbox"/>						
Study related information?	<input type="checkbox"/>	<input type="checkbox"/>						

On an average day how long do you spend browsing for information on a/your Laptop when searching for:

	Less than 10 min	10-20 min	21 – 30 Min	31 – 40 Min	41 – 50 Min	51 - 60 Min	More than 1 hour but less than 2	More than 2 hours but less than 3
Non-study related information?	<input type="checkbox"/>	<input type="checkbox"/>						
Study related information?	<input type="checkbox"/>	<input type="checkbox"/>						

On an average day how long do you spend browsing for information on a/your desktop PC when searching for:

	Less than 10 min	10-20 min	21 – 30 Min	31 – 40 Min	41 – 50 Min	51 - 60 Min	More than 1 hour but less than 2	More than 2 hours but less than 3
	<input type="checkbox"/>	<input type="checkbox"/>						

Non-study related information?	<input type="checkbox"/>							
Study related information?	<input type="checkbox"/>							

LAW STUDENTS' SMARTPHONE USE

How do you feel about the following statements on using your Smartphone on campus?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
I use it more when I am on the move around campus	<input type="checkbox"/>					
I use it more often on campus for study related information seeking	<input type="checkbox"/>					
I use it more often on campus for social information seeking	<input type="checkbox"/>					
I use it more often in the Library/Law Library to quickly browse for social	<input type="checkbox"/>					

information needs						
I use it in tutorials or discussion groups etc. to retrieve study related information	<input type="checkbox"/>					
I can communicate with my peers for study purposes	<input type="checkbox"/>					
I can communicate with my friends for social needs	<input type="checkbox"/>					

LAW STUDENTS' Tablet Device USE

How do you feel about the following statements on using your Tablet Device on campus?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
I use it more when I am on the move around campus	<input type="checkbox"/>					
I use it more often on campus for study related	<input type="checkbox"/>					

information seeking						
I use it more often on campus for social information seeking	<input type="checkbox"/>					
I use it more often in the Library/Law Library to quickly browse for social information needs	<input type="checkbox"/>					
I use it in tutorials or discussion groups etc. to retrieve study related information	<input type="checkbox"/>					
I can communicate with my peers for study purposes	<input type="checkbox"/>					
I can communicate with my friends for social needs	<input type="checkbox"/>					

LAW STUDENTS' Laptop USE

How do you feel about the following statements on using a/your Laptop on campus?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
I use it more when I am on the move around campus	<input type="radio"/>					
I use it more often on campus for study related information seeking	<input type="radio"/>					
I use it more often on campus for social information seeking	<input type="radio"/>					
I use it more often in the Library/Law Library to quickly browse for social information needs	<input type="radio"/>					
I use it in tutorials or discussion groups etc. to retrieve study related information	<input type="radio"/>					
I can communicate with my	<input type="radio"/>					

peers for study purposes						
I can communicate with my friends for social needs	<input type="checkbox"/>					

Where do you use your Smartphone whilst on Campus?

Please tick all that apply

	In the lecture theatre	In the Library/Law Library	In the open meeting/cafe spaces	Outside/around campus	Not Applicable
Voice Calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS/Text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet Browser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media (e.g. Twitter, Facebook, mySpace etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Apps/Games/Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Where do you use your Tablet Device whilst on Campus?

Please tick all that apply

	In the lecture theatre	In the Library/Law Library	In the open meeting/cafe spaces	Outside/around campus	Not Applicable

Video Calls (e.g. Skype, Facetime etc)	<input type="checkbox"/>				
Email	<input type="checkbox"/>				
Internet Browser	<input type="checkbox"/>				
Social Media (e.g. Twitter, Facebook, mySpace etc)	<input type="checkbox"/>				
Using Apps/Games/Utilities	<input type="checkbox"/>				

Where do you use a/your Laptop whilst on Campus?

Please tick all that apply

	In the lecture theatre	In the Library/Law Library	In the open meeting/cafe spaces	Outside/around campus	Not Applicable
Video Calls (e.g. Skype, Facetime etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet Browser	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media (e.g. Twitter, Facebook, mySpace etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Games/Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LAW STUDENTS' USE OF THE LIBRARY/LAW LIBRARY

What is your main reason for visiting the Library/Law Library?

	To Find a Quiet Place to Study « Choose answer
	To Use Books/Journals or Other Paper Based Resources « Choose answer
	To Borrow Material « Choose answer
	To Use e-Resources via a library desktop PC « Choose answer
	To Use My Smartphone for Study Related Information Retrieval « Choose answer
	To Use My Tablet Device for Study Related Information Retrieval « Choose answer
	To Use a/my laptop for Study Related Information Retrieval « Choose answer

If you used your Smartphone for your studies in the Library/Law Library, which of the following tools would you/do you use?

Please tick more than one box if required

	Internet search « Choose answer
	Email « Choose answer
	SMS/Text « Choose answer
	Social Media (e.g. Twitter, Facebook, mySpace etc) « Choose answer

	I would not use my Smartphone in the Library/Law Library <input type="text" value="« Choose answer »"/>
	Bespoke App(s)/Functions (Please Specify): <input type="text" value="« Choose answer »"/>

If you used your Tablet Device for your studies in the Library/Law Library, which of the following tools would you/do you use?

Please tick more than one box if required

	Internet search <input type="text" value="« Choose answer »"/>
	Email <input type="text" value="« Choose answer »"/>
	SMS/Text <input type="text" value="« Choose answer »"/>
	Social Media (e.g. Twitter, Facebook, mySpace etc) <input type="text" value="« Choose answer »"/>
	I would not use my Tablet Device in the Library/Law Library <input type="text" value="« Choose answer »"/>
	Bespoke App(s)/Functions (Please Specify): <input type="text" value="« Choose answer »"/>
	Creating/Editing Documents <input type="text" value="« Choose answer »"/>

If you used a/your Laptop for your studies in the Library/Law Library, which of the following tools would you/do you use?

Please tick more than one box if required

	Internet search <input type="text" value="« Choose answer"/>
	Email <input type="text" value="« Choose answer"/>
	Social Media (e.g. Twitter, Facebook, mySpace etc) <input type="text" value="« Choose answer"/>
	I would not use a/my Laptop in the Library/Law Library <input type="text" value="« Choose answer"/>
	Bespoke App(s)/Functions (Please Specify): <input type="text" value="« Choose answer"/>
	Creating/Editing Documents <input type="text" value="« Choose answer"/>

How do you feel about the following statements?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
My University Library/Law Library provides enough Smartphone compatible resources for me to use	<input type="text" value="«"/>					
My University Library/Law Library provides enough support for Smartphone use for my study related information needs	<input type="text" value="«"/>					
I would use my Smartphone more for my studies if there were more resources in the Library/Law Library that were compatible with it	<input type="text" value="«"/>					

More user/technical support would increase my use of my Smartphone for my studies	<input type="radio"/>					
More user/technical support would increase my use of my Tablet Device for my studies	<input type="radio"/>					
My University Library/Law Library provides enough Tablet Device compatible resources for me to use	<input type="radio"/>					
My University Library/Law Library provides enough support for Tablet Device use for my study related information needs	<input type="radio"/>					
More user/technical support would increase my use of a/my Laptop for my studies	<input type="radio"/>					
My University Library/Law Library provides enough Laptop compatible resources for me to use	<input type="radio"/>					
My University Library/Law Library provides enough support for a/my Laptop use for my study related information needs	<input type="radio"/>					

STUDENT DEMOGRAPHICS

Please state the course you are currently on

Undergraduate/LLB	<input type="text" value="« Choose answer"/>
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	Postgraduate/LLM <input type="text" value="« Choose answer"/>
	Postgraduate/GDL <input type="text" value="« Choose answer"/>
	Postgraduate/Graduate Entry LLB <input type="text" value="« Choose answer"/>
	Postgraduate/MSc/MA <input type="text" value="« Choose answer"/>
	Postgraduate/Research Mphil/PhD <input type="text" value="« Choose answer"/>
	Other/Please State

Please state your current academic year

	1st Year <input type="text" value="« Choose answer"/>
	2nd Year <input type="text" value="« Choose answer"/>
	3rd Year <input type="text" value="« Choose answer"/>
	4th Year <input type="text" value="« Choose answer"/>
	5th Year <input type="text" value="« Choose answer"/>
	Other/Please State

Please state your gender

	Male <input type="text" value="« Choose answer"/>
--	---

	Female <input type="text" value="« Choose answer »"/>
	Prefer not to say

LAW STUDENTS' PREFERRED SMARTPHONE RESOURCE

What functions would you deem USEFUL for a study-related app to have for your Smartphone?

	Very Useful	Useful	Somewhat Useful	Not Very Useful	Not Useful At All
Quick At Processing Results Of A Search	<input type="text" value="« »"/>				
Ability To Copy/Paste Into A Revision Notes Section For Future Reference	<input type="text" value="« »"/>				
Better Graphical Display	<input type="text" value="« »"/>				
Ability to Print Wirelessly	<input type="text" value="« »"/>				
Links To Other Applications Such As Social Media (For Sharing)	<input type="text" value="« »"/>				
Remembers Your	<input type="text" value="« »"/>				

Search History					
Informative brief of search results	<input type="checkbox"/>				
Easy User Interface	<input type="checkbox"/>				

What would prevent you from using an app/Smartphone website for your study related information needs?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
App/Site Crashes Too Often	<input type="checkbox"/>					
App/Site Has Adverts/Pop-Ups	<input type="checkbox"/>					
Lack of functionality in App/Site	<input type="checkbox"/>					
App/Site Takes Too Long To Load/Retrieve Data	<input type="checkbox"/>					
App/Site Not Fully Compatible With My Smartphone	<input type="checkbox"/>					

What are the three most important functions/abilities a Smartphone compatible app/site should have in order for you to use it for your studies?

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>

LAW STUDENTS' PREFERRED TABLET DEVICE RESOURCE

What functions would you deem USEFUL for a study-related app to have for your Tablet Device?

	Very Useful	Useful	Somewhat Useful	Not Very Useful	Not Useful At All
Quick At Processing Results Of A Search	<input type="text"/>				
Ability To Copy/Paste Into A Revision Notes Section For Future Reference	<input type="text"/>				
Better Graphical Display	<input type="text"/>				
Ability to Print Wirelessly	<input type="text"/>				
Links To Other Applications Such As	<input type="text"/>				

Social Media (For Sharing)					
Remembers Your Search History	<input type="checkbox"/>				
Informative brief of search results	<input type="checkbox"/>				
Easy User Interface	<input type="checkbox"/>				

What would prevent you from using an app/Tablet Device compatible website for your study related information needs?

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Not Applicable
App/Site Crashes Too Often	<input type="checkbox"/>					
App/Site Has Adverts/Pop-Ups	<input type="checkbox"/>					
Lack of functionality in App/Site	<input type="checkbox"/>					
App/Site Takes Too Long To Load/Retrieve Data	<input type="checkbox"/>					
App/Site Not Fully Compatible	<input type="checkbox"/>					

With My Tablet Device						
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What are the three most important functions/abilities a Tablet Device compatible app/site should have in order for you to use it for your studies?

1.	
2.	
3.	

PARTICIPATION IN FUTURE RESEARCH

Thank you for completing this questionnaire. If you would like to participate in further research on the subject of information seeking behaviour using Smartphones, please provide your email address so you can be contacted in future:

A.3 Research Part III – Law Student Search Study Questionnaire

Information Seeking Behaviours of Law Students – Using Resources

You recently undertook an assignment, and this required you to search for information to provide you with background/detail for your said task. This questionnaire is designed to understand which resource(s) you used, why and what your views are on the resource(s) itself.

LOCATIONAL

Where did you go to look for this information for your task?

Why did you go to this location?

RESOURCE FOCUS

What resource(s) did you use to find this information?

Why did you consult these resource(s)?

How long did it take you to find the information on this resource?

Less than 15 Min [] 15-30 Min [] 30-45 Min [] 45 Min-1 Hour []

1 – 2 Hours [] 2 – 3 Hours [] 3 – 4 Hours [] Greater than 4 Hours []

RESULT FOCUS

Were you happy with the results?

Yes [] No []

Please explain why/why not?

Did you consult any other resources?

Yes [] No []

If so, please explain why/why not?

RESOURCE FEEDBACK

What did you like most about your most preferred resource for this information (3 reasons)?

1.

2.

3.

What did you like least about your most preferred resource for this information (3 reasons)?

1.

2.

3.

COLLABORATION & TOOLS

Did you collaborate/work with anyone else to search for this information?

Yes [] No []

Please explain why/why not?

If you haven't already, would you consider using your Smartphone for the information search?

Yes [] No [] I already used my Smartphone for this search []

Please explain why/why not?

DEMOGRAPHICS

Please state the course you are currently on:

Undergraduate/LLB [] Postgraduate/LLM [] Postgraduate/GDL []

Postgraduate/Graduate Entry LLB [] Postgraduate/MSc/MA []

Postgraduate/Research MPhil/PhD []

Other/Please State [_____]

Please state your current academic year:

1st Year [] 2nd Year [] 3rd Year [] 4th Year [] 5th Year []

Other/Please State [_____]

Please state your gender:

Male [] Female [] Prefer not to say []

If you would like to view the results of this survey in general, please indicate and if so kindly provide your email address so these can be sent to you:

Yes [] No []

Email [_____]

A.4 Research Part IV – Law Librarian Thematic Questionnaire

Ownership vs. Access [Law Librarians]

1. Do you feel that there are differences between collections of physical and electronic resources? Please give specific examples to illustrate your answer wherever possible.
2. What do you consider to be the overheads for managing physical resources?
3. What do you think are the overheads for managing electronic resources? How do they differ from those needed to manage physical resources?
4. Do you think that there are any limitations to either physical or electronic resources?
5. As a Law Librarian, what do feel is most important to you when choosing a resource?

Design of Resources [Law Librarians]

1. Which electronic legal resources do you feel are the most popular? Please list them below.
2. Please can you explain what you think each of the resources named above is used for?
3. For each named resource, please can you explain why you think you/Law Students prefer them?
4. Can you identify any factors that may encourage the use of these particular resources?
5. Can you provide examples of how the usability of these electronic resources could be enhanced?

A.5 Research Part V – Law Student Thematic Questionnaire

Use of Legal Information Resources & Technologies

Welcome & Instructions

Dear Law Student

I am currently working for my PhD in the use of mobile technologies by Law Students. Part of this exercise is to find out more details on how you use the electronic legal resources that are available to you for your studies. It would be much appreciated if you could take the time to complete the following questionnaire.

For your time, you will be compensated with a £5 Amazon Gift Voucher. Please remember to leave your full email address at the end of the questionnaire in the appropriate box so that the voucher code can be sent to you. Please also note that you will need to complete both of the questionnaires in-full to qualify for the voucher.

Many thanks

Zaki Abbas

Zaki is a 4th year PhD student at the Department of Information Sciences at City University, London. His research focuses on the area of information seeking behaviours of Law students using Mobile Technologies.

For further information please contact: [REDACTED]

Design of Electronic Resources for Law Students

Which electronic legal resources do you feel are the most popular? [You can list up to 5 of your top choices]

This can include any of the electronic legal information resources that are available to you that you may use for your studies.

Name of Resource

Resource 1	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>

In the same corresponding order, please can you explain what you think each of the resources you have listed above is used for?

Please answer as freely and openly as possible. What I am trying to find out from you is what do electronic legal information resources have in order for you r

What are these resources used for?

Resource 1	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>

For the same corresponding resources that you have listed, please can you explain why you prefer to use them?

Please answer as freely as possible, there is no right and wrong answer here. What I am trying to find out is what would lead you to use a particular technology for your legal studies and what would prevent you (or discourage you) from using it. What would be more helpful or what would be best avoided, etc.

Reasons why you prefer to use these resources

Resource 1	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>

Can you identify any factors that may encourage further use of these particular resources?

Please answer as freely as possible, there is no right and wrong answer here. What I am trying to find out is what would lead you to use a particular technology for your legal studies and what would prevent you (or discourage you) from using it. What would be more helpful or what would be best avoided, etc.

Factors that may encourage the use of these resources

Resource 1	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>

Can you please provide examples of how the usability of these electronic resources could be enhanced?

Please answer as freely as possible, there is no right and wrong answer here. What I am trying to find out is what would lead you to use a particular technology for your legal studies and what would prevent you (or discourage you) from using it. What would be more helpful or what would be best avoided, etc.

Examples

Resource 1	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>

Please ensure that you have answered all questions and enter your email address so that your £5 Amazon voucher can be sent to you. Please remember that in order to qualify for this voucher you need to have completed both of the questionnaires. *

Email Address	<input type="text"/>
---------------	----------------------

[> Redirection to final page of eSurvey Creator \(change\)](#)

Law Students' Use of Technology

Welcome & Instructions

Dear Law Student

I am currently working for my PhD in the use of mobile technologies by Law Students. Part of this exercise is to find out more details on how you use technology as well as the electronic legal resources that are available to you for your studies. It would be much appreciated if you could take the time to complete the following questionnaire.

For your time, you will be compensated with a £5 Amazon Gift Voucher. Please remember to leave your full email address at the end of the questionnaire in the appropriate box so that the voucher code can be sent to you. Please also note that you will need to complete both of the questionnaires in-full to qualify for the voucher.

Many thanks

Zaki Abbas

Zaki is a 4th year PhD student at the Department of Information Sciences at City University, London. His research focuses on the area of information seeking behaviours of Law students using Mobile Technologies.

For further information please contact: [REDACTED]

Law Students' Use of Technology

Do you use any mobile technology (e.g. Smartphone, Tablet, etc.) to access legal information for your studies?

[NOTE: If your answer is "yes" then please proceed to complete only questions 1, 2, 3, and 4.]

[NOTE: If your answer is "no" then please complete only questions 5 and 6.] * ⓘ

yes

no

1. What kinds of mobile technologies do you use for your legal studies? (e.g. Smartphone, Tablet, etc.)

2. Why do you use mobile technologies to access legal information for your studies?

3. What are the benefits, if any, of using mobile technology for your studies?

4. Does your use of mobile technology change from time to time (i.e. do you use different types of mobile technologies to access legal information resources in different situations?) Please can you provide examples of your use of mobile technologies to access legal information for your studies if this is the case.

5. If you do not currently use mobile technologies to access legal information resources for your studies, please can you explain why this is the case?

6. Please could you explain what would persuade you to use mobile technologies for this purpose?

Please ensure that you have answered all questions and enter your email address so that your £5 Amazon voucher can be sent to you. Please remember that in order to qualify for this voucher you need to have completed both of the questionnaires. *

Email Address

[» Redirection to final page of eSurvey Creator](#) (change)

A.6 Research Part VI – Law Student Focus Group Questionnaire

Introduction & Settling In <20 Minutes>14:00 – 14:20

Name	Participant	Course	Gender	Study Mode
FGP1	1	Research	F	PhD
FGP2	2	Undergraduate	M	1 st Year
FGP3	3	Undergraduate	F	2 nd Year
FGP4	4	Undergraduate	M	3 rd Year
FGP5	5	Postgraduate	F	1 st Year
FGP6	6	Undergraduate	F	3 rd Year

What do you hope to learn from this focus group? 14:20 – 14:25

Participant	Response <5 Minutes Total><Participant Writes Here>

Question 1.

What electronic resources do you use for your studies? <14:30 – 14:35>

Participant	Response <5 Minutes Total><Participant Writes Here>

Question 1.

What electronic resources do you use for your studies? <Round Robin><14:35 – 14:45>

Participant	Response <10 Minutes Total><Zaki & FGP6 Write Here>
1	
2	
3	
4	
5	

Question 2.

What technologies make it easier to use electronic resources? What technologies make it harder to use electronic resources? <14:45 – 14:50>

Participant	Response <5 Minutes Total><Participant Writes Here>
	Easier
	Harder

Question 2.

What technologies make it easier to use electronic resources? What technologies make it harder to use electronic resources? <Round Robin><14:50 – 15:00>

Participant	Response <10 Minutes><Zaki & Elda Write Here>
1	Easier
	Harder

2	Easier Harder
3	Easier Harder
4	Easier Barrier
5	Easier Harder

10 MINUTES BREAK

Question 3.

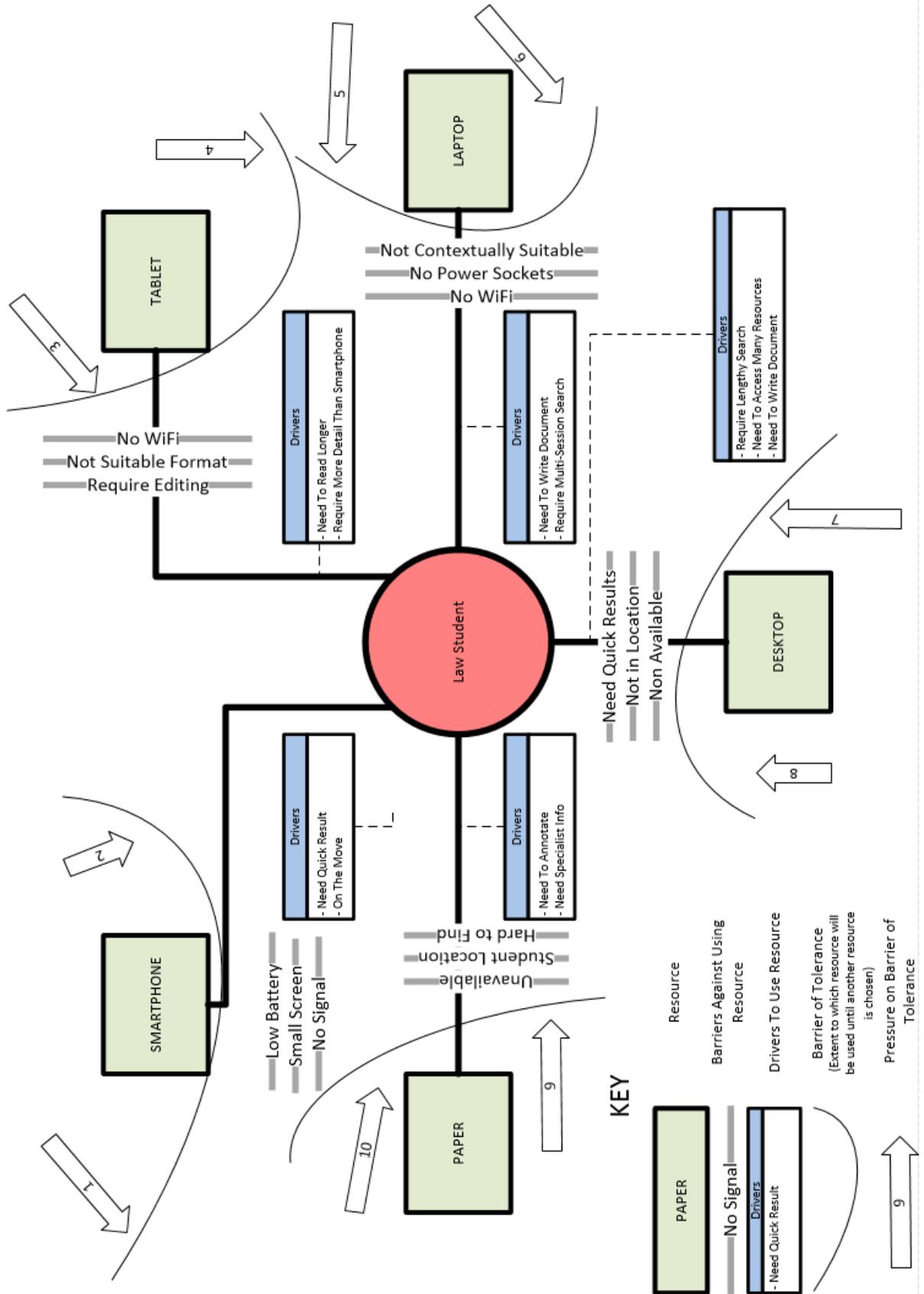
If you could design an ideal information support/service, what would it look like? <15:10 – 15:15>

Participant	Response <5 Minutes Total><Participant Writes Here>

Question 3.

If you could design an ideal information support/service, what would it look like? <Round Robin><15:15 – 15:25>

Participant	Response <10 Minutes><Zaki & Elda Write Here>
1	
2	
3	
4	
5	



1	Need to view information on a larger screen
2	Need to take notes of information found on Smartphone
3	Require further information but opening another information source means closing existing one
4	Need a larger screen to read the information obtained on this device
5	Low battery power and lack of charging power sockets in vicinity
6	Lack of space to use device
7	Too many others wanting to use this resource
8	Resource is not going to be available after a certain time due to maintenance or system updates
9	Resource does not contain all the information in the same physical item or book shelf, making it easier to search electronically
10	Require taking notes and need to copy & paste content electronically for later referral

Question 4. <15:30 – 15:40>

On the previous sheet is a proposed model for Law Students’ Information Seeking Behaviours, it shows, from a Law Students perspective, the resources they can use for their academic studies and the various drivers, barriers and pressures (both to and from) using them. Please have a look at the model in detail as well as the table on the next page which illustrates the driver arrows.

Now for each scenario (Smartphone, Paper, etc.) please do the following;

- Have a look at each of the resources that may be used to access legal information, each resource has drivers **pushing you away** from using it, drivers **pushing you towards** using it and **barriers preventing** you from using it. For each part, please circle whether you agree or disagree with the driver/barrier. Also in the lines below each section, please add any more drivers (pushing away)/(pushing towards) and barriers that you feel may not be listed.

Smartphone <15:40 – 15:45>

Drivers pushing you away from using the technology, thus making you consider using another technology;

- Need to view information on a larger screen [Agree] [Disagree]
- Need to take notes of information found on Smartphone [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____
- _____

Drivers pushing you towards using the technology;

- Need quick results [Agree] [Disagree]
- I am on the move [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Barriers preventing you from using the technology;

- Low Battery [Agree] [Disagree]
- Small Screen [Agree] [Disagree]
- No Signal (WiFi and/or Cellular) [Agree] [Disagree]
- <Please list any other barriers preventing you from using the technology>
- _____
- _____
- _____

Tablet <15:45 – 15:50>

Drivers pushing you away from using the device, thus making you consider using another technology;

- Require further information but opening another information source means closing existing one
<cannot multi-task> [Agree] [Disagree]
- Need a larger screen to read the information obtained on this device [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Drivers pushing you towards using the technology;

- Need to read for longer periods of time, larger tablet screen helps [Agree] [Disagree]
- Require more detailed reading than on a Smartphone [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Barriers preventing you from using the technology;

- No Wi-Fi [Agree] [Disagree]
- Not Suitable Screen Format [Agree] [Disagree]
- Require Editing Documents [Agree] [Disagree]
- <Please list any other barriers preventing you from using the technology>
- _____
- _____
- _____

Laptop <15:50 – 15:55>

Drivers pushing you away from using the device, thus making you consider using another technology;

- Low battery power and lack of charging power sockets in vicinity [Agree] [Disagree]
- Lack of space to use device appropriately [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Drivers pushing you towards using the technology;

- Need to write a document/take notes electronically [Agree] [Disagree]
- Require multiple search sessions using different software's <multi-tasking> [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Barriers preventing you from using the technology;

- Not contextually suitable [Agree] [Disagree]
- No power sockets [Agree] [Disagree]
- No Wi-Fi and/or wired network available [Agree] [Disagree]
- <Please list any other barriers preventing you from using the technology>
- _____
- _____
- _____

Desktop <15:55 – 16:00>

Drivers pushing you away from using the device, thus making you consider using another technology;

- Too many others wanting to use this resource [Agree] [Disagree]
- Resource is not going to be available after a certain time due to maintenance or system updates [Agree] [Disagree]

- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Drivers pushing you towards using the technology;

- Required to search for a lengthy time [Agree] [Disagree]
- Need to access many resources, often simultaneously [Agree] [Disagree]
- Need to write documents [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Barriers preventing you from using the technology;

- Need quick results [Agree] [Disagree]
- Desktop not available in location [Agree] [Disagree]
- No desktops available [Agree] [Disagree]
- <Please list any other barriers preventing you from using the technology>
- _____
- _____
- _____

Paper <16:00 – 16:05>

Drivers pushing you away from using the device, thus making you consider using another technology;

- Resource does not contain all the information in the same physical item or book shelf, making it easier to search electronically [Agree] [Disagree]
- Require taking notes and need to copy & paste content electronically for later referral [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Drivers pushing you towards using the technology;

- Need to make annotations [Agree] [Disagree]
- Need specialist legal information that is not available in electronic format [Agree] [Disagree]
- <Please list any other drivers pushing you away>
- _____
- _____
- _____

Barriers preventing you from using the technology;

- Paper resource unavailable [Agree] [Disagree]
- Students physical location not near the paper resource [Agree] [Disagree]
- Resource is hard to locate [Agree] [Disagree]
- <Please list any other barriers preventing you from using the technology>
- _____
- _____
- _____

What have you learnt from this focus group? <16:05 – 16:10>

Participant	Response <5 Minutes Total><Participant Writes Here>

Appendix B Communications & Ethics

B.1(a) Email to Law Librarians

Dear XXX

I apologise for the direct approach, I did not know who specifically to contact at Edinburgh Napier University, so I hope that you will be able to help.

I am a part-time PhD student at the same institutions Department of Computer Science, being supervised by Dr Andy Macfarlane and Dr Lyn Robinson. I would like to request your participation in some research I am doing in information behaviours of law students using Smartphone's.

There are two main aspects of this research with the first being;

1. A 30-40-minute 1-2-1 interview with yourself (the Law Librarian) to find out about the study resources/e-resources available to law students in the (law) library and also to explore your perspective on the possible use of Smartphone's by students to access library resources and any corresponding impacts this may have on the library itself.

The second aspect consists of two paper-based questionnaires for (undergraduate, postgraduate, research or CPD law students);

2.
 - i) A multiple choice questionnaire to be distributed amongst law students aimed to get an understanding of the students' use of library resources, e-resources and their Smartphone's in relation to their academic information seeking needs. This questionnaire should take no more than 5-10 minutes to complete.
 - ii) A small set of open questions for law students designed to be distributed after an assignment involving students' use of library/information searches for study related legal information. The goal here is to capture feedback on what resource was consulted, why and whether any Smartphone's based technology was used at any point. The corresponding feedback will provide an understanding on the information seeking behaviours of said students. This questionnaire should take no more than 10 minutes to completed.

Ideally the two questionnaires for the second aspect should be distributed via your respective institutions Law School/Department academic/teaching staff, however I would be open to your suggestions on this and recommended approach.

The questionnaires and 1-2-1 interview protocol are available for you to check beforehand and I will be happy to share the results of my findings with you, should you require. Additionally, all participation will be anonymised. I am currently in the process of having my research approved by the City University Ethics committee and I will be happy to provide the approval to yourselves once I receive it.

Please note that my longitudinal research spans 3 years so there is no immediate rush for participation, however I would like to use this opportunity to introduce myself and possibly have a telephone conversation with yourself to discuss further.

I thank you in advance for your time and I look forward to hearing from you.

Yours Sincerely

Zaki Abbas
Part-Time Mphil/PhD Student
Department of Computer Science
City University, London

B.1(b) Email to Law Librarians

Dear XXX

Thank you for your time earlier, it was a pleasure to speak to you.

As discussed, I attach the law librarian questionnaire for your viewing, this is based on a telephone interview which I would like to hold with you in the coming weeks.

For the student questionnaires, I attach the links to two online sets below for your attention, these are only in test phase so the actual versions for the University of Edinburgh (should you approve student participation) will be created separately nearer to the research time.

1. Information Seeking Behaviours of Law Students Using Smartphone's – Questionnaire
2. Online version: <https://www.esurveycreeator.com/s/73cfd3d> [**Not for distribution - only for viewing purposes**]
3. Information Seeking Behaviours of Law Students Using Resources
4. Online version: <https://www.esurveycreeator.com/s/f4c3cb5> [**Not for distribution - only for viewing purposes**]

I am looking to have my first student questionnaire participation start in October – December 2014 so there is no immediate rush, also the questionnaires are open to undergraduate, post-graduate, research and CPD students. The study spans 3 years.

I can also confirm that participation is on a pure voluntary basis and you are under no obligation to proceed or take part in any specific aspect should you decide. Also, I will only use the output from the research once it is checked and approved by yourselves.

Furthermore, all results will be anonymised and in doing so not only will I share my findings with you and your department but also the collective results from the other 11 participating institutions throughout the UK (anonymised); which I do hope will provide some value insight.

I hope you get well soon from your cold, I will be in touch in the coming week or so to setup the interview via telephone.

Kind regards and thank you again

Zaki Abbas

B.2(a) Email to Law Students

Dear XXX

I hope you are well. It has been a while since I last contact you. You may recall I came to HEIXX early last year to interview HEIXX – my PhD research was on Law Students' use of mobile devices. My research involved interviewing Law Librarians (HEIXX being the person) and also to ask Law Students to complete some electronic questionnaires on their own experiences. The latter is what I wanted to run past you.

I have been interviewing another Law Librarian and what they did to get their students to take part in the questionnaire is place a notice up on their VLE board (or similar) and have the students email me directly if they would like to participate. This ensured that there was no possible bias on the side of the librarian selecting the student(s).

The text used on the notice board was;

Dear Students

I have been contacted by a research student from City University, London who is working on a study that looks at how mobile devices are used by Law students. This research is investigating how students use these technologies to aid their studies and he would like to hear your thoughts on this topic.

The research student is seeking a limited number of participants across a range of undergraduate and postgraduate programmes, including master's and PhD students.

Your participation would involve the completion of two electronic questionnaires which should take no more than 10 minutes to complete.

If you are selected for participation by the student, once you have completed the questionnaire, you will be eligible for an Amazon voucher to compensate you for your time.

If you are interested in participating, please contact [REDACTED] providing details of your programme of study.

Many thanks

<Law Librarian Name>

I still would like for Queen Mary University to participate, especially as I was once a student there, but thought I could run this past you if you feel appropriate approach for your institution. I'm happy with whichever method you find best.

Kind regards

Zaki

B.2(b)Email to Law Students

Dear XXX

Thank you very much for contacting me. I hope your studies are going well.

For my research, what I need is if you could kindly complete the below **two** questionnaires. Once you have completed **both**, please let me know. I will then send you a £5 Amazon Gift Voucher to compensate you for your time.

<https://www.esurveycreeator.com/s/f534eca>

<https://www.esurveycreeator.com/s/2424d32>

Many thanks in advance for your participation.

Kind regards

Zaki

Hi Zaki,

As XXX has now left HEIXX, YYY is happy for his name to be used in the message you provided. I have therefore posted the following message on the VLE, which will reach all undergraduate and postgraduate law students:

Dear Students

I have been contacted by a research student from City University, London who is working on a study that looks at how mobile devices are used by Law students. This research is investigating how students use these technologies to aid their studies and he would like to hear your thoughts on this topic.

The research student is seeking a limited number of participants across a range of undergraduate and postgraduate programmes, including Masters and PhD students.

Your participation would involve the completion of two electronic questionnaires which should take no more than 10 minutes to complete.

If you are selected for participation by the student, once you have completed the questionnaire, you will be eligible for an Amazon voucher to compensate you for your time.

If you are interested in participating, please contact [REDACTED] providing details of your programme of study.

Many thanks

YYY

Library Teaching and Learning Support Manager

B.3 Research Ethics Approval



Tue 01/04/2014 15:38

Wilson, Stephanie <[REDACTED]>

Ethics application - approval

To Abbas, Z (Zaki)

Cc Macfarlane, Andrew

You replied to this message on 02/04/2014 07:39.

Dear Zaki,

Thank-you for your ethics application titled "Information seeking behaviour of law students using Smartphones". The School of Informatics Research Ethics Panel has reviewed your application and I am happy to confirm that you have approval for this study.

Please note that you should submit an amendment if your study changes and that you should notify the Panel if there are any adverse events during the course of the study.

Best wishes and I hope the study goes well,

Stephanie Wilson

--

Stephanie Wilson
Chair, School of Informatics Research Ethics Panel
City University London

[REDACTED]

B.4 Law Librarian Consent Form



INFORMED CONSENT FORM

Title of Study: *Information Seeking Behaviour of Law Students using Smartphones*

Please initial box

1.	<p>I agree to take part in the above City University London research project. I have had the project explained to me, and I have read the participant information sheet, which I may keep for my records.</p> <p>I understand this will involve:</p> <ul style="list-style-type: none"> • being interviewed by the researcher, • allowing the interview to be audio recorded via Smartphone application on the researcher's device, 	
2.	<p>This information will be held and processed for the following purpose(s):</p> <p>I understand that any information I provide is confidential, and that no information that could lead to the identification of any individual will be disclosed in any reports on the project, or to any other party. No identifiable personal data will be published. The identifiable data will not be shared with any other organisation.</p>	
3.	<p>I understand that my participation is voluntary, that I can choose not to participate in part or all of the project, and that I can withdraw at any stage of the project without being penalised or disadvantaged in any way.</p>	
4.	<p>I agree to City University London recording and processing this information about me. I understand that this information will be used only for the purpose(s) set out in this statement and my consent is conditional on the University complying with its duties and obligations under the Data Protection Act 1998.</p>	
5.	<p>I agree to take part in the above study.</p>	

Name of Participant Signature Date

Name of Researcher Signature Date

B.5(a) Law Student Consent Form



INFORMED CONSENT FORM

Title of Study: *Information Seeking Behaviour of Law Students using Smartphones* [a working title]

Please initial box

1.	<p>I agree to take part in the above City University London research project. I have had the project explained to me, and I have read the participant information sheet, which I may keep for my records.</p> <p>I understand this will involve:</p> <ul style="list-style-type: none"> • Taking part in a paper-based/electronic-based questionnaire • Asking me to provide my gender (optional), course I am studying and the year of my study. • Allowing my responses to the questionnaire to be viewed by the researcher and his academic supervisors • Allowing the researcher to contact me to provide me with the results to the responses of the questionnaire should I wish (optional) 	
2.	<p>This information will be held and processed for the following purpose(s):</p> <p>I understand that any information I provide is confidential, and that no information that could lead to the identification of any individual will be disclosed in any reports on the project, or to any other party. No identifiable personal data will be published. The identifiable data will not be shared with any other organisation.</p>	
3.	<p>I understand that my participation is voluntary, that I can choose not to participate in part or all of the project, and that I can withdraw at any stage of the project without being penalised or disadvantaged in any way.</p>	
4.	<p>I agree to City University London recording and processing this information about me. I understand that this information will be used only for the purpose(s) set out in this statement and my consent is conditional on the University complying with its duties and obligations under the Data Protection Act 1998.</p>	
5.	<p>I agree to take part in the above study.</p>	

Name of Participant

Signature

Date

Name of Researcher

Signature

Date

B.5(b) Law Student Consent Form – Focus Group



INFORMED CONSENT FORM

Title of Study: *Information Seeking Behaviour of Law Students using Smartphones* [a working title]

Please initial box

1.	<p>I agree to take part in the above City University London research project. I have had the project explained to me, and I have read the participant information sheet, which I may keep for my records.</p> <p>I understand this will involve:</p> <ul style="list-style-type: none"> • Taking part in a focus group with 5 other students at the same institution. The focus group will last for 2 hours and 30 minutes with a 10-minute rest-break in between. • Asking me to provide my gender (optional), course I am studying, the mode (full-time/Part-time, Distance) and the year of my study. • The focus group session will be audio-recorded using the researchers iPhone device. This is to capture all the feedback from the participants in the focus group. • Allowing my responses to the focus group to be viewed by the researcher and his academic supervisors. • All responses will be anonymised, and participating students will not be named or identified in any way. • Allowing the researcher to contact me to provide me with the results to the responses of the focus group should I wish (optional), these results (anonymised) will be sent to me in electronic format. 	
2.	<p>This information will be held and processed for the following purpose(s):</p> <p>I understand that any information I provide is confidential, and that no information that could lead to the identification of any individual will be disclosed in any reports on the project, or to any other party.</p>	

	No identifiable personal data will be published. The identifiable data will not be shared with any other organisation. My feedback in the focus group will be anonymised.	
3.	I understand that my participation is voluntary, that I can choose not to participate in part or all of the project, and that I can withdraw at any stage of the project without being penalised or disadvantaged in any way. If I do withdraw before or during the focus group, then I waive the right to receiving the £20 cash payment for participation.	
4.	I agree to City University London recording and processing this information about me. My responses will be anonymised as will those of the other participants in the focus group study. I understand that this information will be used only for the purpose(s) set out in this statement and my consent is conditional on the University complying with its duties and obligations under the Data Protection Act 1998.	
5.	I agree to take part in the above study.	

Name of Participant Signature Date

Name of Researcher Signature Date



PARTICIPANT INFORMATION SHEET

Dear Participant,

My name is Zaki Abbas and I am a part-time PhD student at City University London (School of Informatics at the Department of Computer Science).

I am looking for Law Librarians to take part in some research I am conducting based around the information seeking behaviour of Law students using Smartphones. Particularly I would like to gauge your perspective on the impact Smartphone use by Law students is making on your respective department. For this I would like to conduct a 1-hour long 1-2-1 interview with yourself.

Before you decide whether you would like to take part in this research, it is important that you understand why it is being done and what will be expected from you. Please take time to read the following information carefully, and feel free to discuss it with others if you wish. Please do not hesitate to contact me if there is anything that is unclear or if you would like more information.

Title of study *Information Seeking Behaviours of Law Students using Smartphones*

1. What is the purpose of the study?

The aim of my study is to investigate the information seeking behavior of law students within the Law Library/Library with particular focus on Smartphone use and possible incorporation of Smartphone use to seek information for their studies.

During the past two years I have found limited literature on this particular subject area, with most work relating to the use of mobile devices in a particular student-focused context. So far feedback from potential participants to this study has been very positive due to the potential high benefit the use of smartphone devices by students for their studies brings to institutions.

2. Why have I been invited?

As you are a professional within your field of Law Librarianship, I'd like to invite you to participate in my research. I am aiming to recruit up to 10 participants from different academic institutions throughout the UK whose profession is within the said field.

Below you will find more information on what you should expect as a participant.

3. Do I have to take part?

It is up to you to decide whether or not to take part. If you do decide to take part, you will be asked to sign a consent form. If you decide to take part, you are still free to withdraw at any time and without giving a reason.

Participation in the project is voluntary, and you can choose to participate in part or the entire project. You can withdraw at any stage of the project without being penalised or disadvantaged in any way.

You may choose not to answer questions which you feel are too personal or intrusive. Although extra vetting measures have been put into place to ensure that no intrusive questions are included.

The interview questions will be sent to you electronically before the actual interview.

4. Incentives

Your participation in the research will be much appreciated and the results of your input will be made available to you as soon as they are summarised, additionally the feedback from other institutions (also anonymised) will be made available to you thus giving you the potential insight into a broad geographical perspective of the subject area from professionals in your field.

5. What do I have to do, and what will happen if I take part?

First, you will be asked to sign a consent form sent to you via email.

You will then be invited to take part in a face-to-face meeting or one over the telephone if suitable - ideally in your work place – but this can be discussed individually.

During this meeting you will be asked a number of questions based on the questionnaire which will be sent to you in advance for your perusal. You may elect to not answer particular questions if you feel the need not to conversely you are welcome to provide additional feedback or comments on the subject should you like.

The session may be recorded via an audio recording device; this is so to capture any content that may have been missed out during the discussion. Although you are welcome to decline from me recording the conversation should you wish.

This part will take about 60 minutes.

Upon completion of the interview, I will type up your responses and send you the draft via email in electronic format for your review and approval; if any changes are required by yourself I will do so and re-send the updated document to yourself.

Once this is completed I will delete the audio recording from our conversation, I will also provide you with the final write up of the interview in electronic format.

6. What are the possible disadvantages and risks of taking part?

Participating in the research should not be a negative experience for you. If for any reason you feel you do not want to answer a question or participate in an activity, please speak directly to the researcher (Zaki Abbas).

7. What are the possible benefits of taking part?

If you wish, I will keep you informed about the findings from my study. In particular, you may find it useful to learn how Smartphones are impacting not only your institution but others like yours across the UK as well as input and feedback from like-minded professionals who share the same occupation as yourself (These of course will be

anonymised) but nonetheless provide rich informative feedback and insight into perspectives on a cutting edge technology that has fast become a significant information retrieval device for many in society.

8. What will happen when the research study stops?

During the study the data will be de-identified and kept safe in a locked filing cabinet at the City University's premises, and on a password protected PC, and individual files. When the research study stops, all the raw data will be destroyed.

9. Will my taking part in the study be kept confidential?

During the research I will be collecting data about you and your work via a questionnaire, note-taking and audio recording. All these data will be de-identified from the beginning. You will be referred to as Participant no. A in my data collection tools (e.g. a spread sheet with raw data), and in any publication/ summary, and the final thesis.

Only I and my supervisors will have access to the raw data and the recordings. All the raw data will be kept safe in a locked filing cabinet, and electronic data will be password-protected. At the end of the study the data will be destroyed and/or deleted.

10. What will happen to result of the research study?

The findings from this research will be published and included in the final PhD thesis. All personal or identifiable data collected will be de-identified.

If you are interested in the findings, please tick the box below and I will make sure that you will receive a copy of any publication/summary of the results.

Yes, I'd like to receive a copy of any publication/ summary of the results.

11. What will happen if I don't want to carry on with the study?

You can withdraw from the study at any time during the research without giving a reason.

12. What if there is a problem?

If you would like to complain about any aspect of the study, City University London has established a complaints procedure via the Secretary to the University's Senate Research Ethics Committee. To complain about the study, you need to phone 020 7040 3040. You can then ask to speak to the Secretary to Senate Research Ethics Committee and inform them that the name of the project is:

Information Seeking Behaviours of Law Students using Smartphones

You could also write to the Secretary at:

Anna Ramberg
Secretary to Senate Research Ethics Committee
Research Office, E214
City University London
Northampton Square

London
EC1V 0HB

Email: [REDACTED]

13. Who has reviewed the study?

This study has been approved by City University London, School of Informatics Research Ethics Committee

Further information and contact details

First Supervisor:

Dr Andy MacFarlane

Centre for Information Science

Room A304

City University London

Northampton Square

London

EC1V 0HB

Email:

Thank you for taking the time to read this information sheet.

B.7 Law Student Participation Information Sheet



PARTICIPANT INFORMATION SHEET

Dear Participant,

My name is Zaki Abbas and I am a part-time PhD student at City University London (Department of Computer Science).

I am looking for Law students to take part in some research I am conducting based around the information seeking behaviour of Law students using Smartphones. Particularly I would like to understand their preferences for Smartphone device, what functions they prefer and why, what resources they use and why as well as more focus on their information seeking behaviour's when searching for study-related information and whether they use their Smartphones for this purpose and to what extent. This information will be collected via two questionnaires;

1. A multiple-choice questionnaire that should not take more than 5 minutes to complete, designed to gain an understanding of students Smartphone choice, habits, preferences and geospatial behaviour's in the context of Smartphone use.
2. An open-question questionnaire that will take approximately 10-15 minutes to complete, this will focus on students' information seeking behaviour's when searching for information relating to a particular academic task

Before you decide whether you would like to take part in this research, it is important that you understand why it is being done and what will be expected from you. Please take time to read the following information carefully, and feel free to discuss it with others if you wish. Please do not hesitate to contact me if there is anything that is unclear or if you would like more information.

Title of study *Information Seeking Behaviours of Law Students using Smartphones*

14. What is the purpose of the study?

The aim of my study is to investigate the information seeking behavior of law students within the Law Library/Library with particular focus on Smartphone use and possible incorporation of Smartphone use to seek information for their studies.

During the past two years I have found limited literature on this particular subject area, with most work relating to the use of mobile devices in a particular student-focused context. So far feedback from potential participants to this study has been very positive due to the potential high benefit the use of smartphone devices by students for their studies brings to institutions.

15. Why have I been invited?

Due to the nature of the subject a lot of consultation with written resources is required as part of a law students' academic program. This study seeks to investigate, summaries and evaluate information seeking behaviours of law students using the various informational resources at their disposal.

There is no minimum or maximum number of respondents to my questionnaires although I would be happy with between 10-15 responses per institution out of a total of 10 distinct academic institutions throughout the UK; this will provide potential results of up to 100-150.

Below you will find more information on what you should expect as a participant.

16. Do I have to take part?

It is up to the students or your respective department to decide whether or not to consent the students taking part. If you do decide to take part, you will be asked to sign a consent form. If you decide to take part, you are still free to withdraw at any time and without giving a reason.

Participation in the project is voluntary, and you can choose to participate in part or the entire project. You can withdraw at any stage of the project without being penalized or disadvantaged in any way.

You may choose not to answer questions which you feel are too personal or intrusive. Although extra vetting measures have been put into place to ensure that no intrusive questions are included.

The questionnaires are available in three formats;

1. Paper-based
2. Electronic-based via eSurveyCreator **[This method has been selected for this study]**
3. Electronic-based via Qualtrics (City Universities Social Sciences tool for surveys, although this study is not connected to the School of Social Sciences in any way nor will any data be passed onto them)

It is up to your respective department to opt which format is best for your students, please note that once you opt for the particular choice you cannot chose another format as this may risk duplicate responses.

17. Incentives

Your participation in the research will be much appreciated and the results of your students' input will be made available to you as soon as they are summarised, additionally the feedback from other institutions (also anonymised) will be made available to you thus giving you the potential insight into a broad geographical perspective of the subject area from professionals in your field.

18. What do I have to do, and what will happen if I take part?

First, you will be asked to sign a consent form sent to you via email.

You will then be sent the questionnaires in the three formats and invited to make a choice on this, once this is done the questionnaires will be activated for you to distribute to your student body.

For paper-based questionnaires, I will await for you to return them to me once they have been distributed and returned to you by your students.

For the electronic-based questionnaires, I will notify you as and when I get responses to them as these results are live.

Upon your satisfaction that your students (those who have wished to participate) have completed their run then I will await your notification to close/disable the online surveys so to prevent further responses.

Upon complete of the results I will summarize and sent the outcome to you electronically for your viewing. These results will be in raw format and my summaries will also be made available to you should you wish to see it.

19. What are the possible disadvantages and risks of taking part?

Participating in the research should not be a negative experience for you. If for any reason you feel you do not want to answer a question or participate in an activity, please speak directly to the researcher (Zaki Abbas).

20. What are the possible benefits of taking part?

If you wish, I will keep you informed about the findings from my study. In particular, you may find it useful to learn how Smartphones are impacting not only your institution but others like yours across the UK as well as input and feedback from like-minded professionals who share the same occupation as yourself (These of course will be anonymized) but nonetheless provide rich informative feedback and insight into perspectives on a cutting edge technology that has fast become a significant information retrieval device for many in society.

21. What will happen when the research study stops?

During the study the data will be de-identified and kept safe in a locked filing cabinet at the City University's premises, and on a password protected PC, and individual files. For electronic questionnaires these are securely password protected also. When the research study stops, all the raw data will be destroyed.

22. Will my taking part in the study be kept confidential?

All these data will be de-identified from the beginning. Students will not be asked for their personal details in any way.

Only I and my supervisors will have access to the raw data. All the raw data will be kept safe in a locked filing cabinet, and electronic data will be password-protected. At the end of the study the data will be destroyed and/or deleted.

23. What will happen to result of the research study?

The findings from this research will be published and included in the final PhD thesis. All personal or identifiable data collected will be de-identified.

If you are interested in the findings, please tick the box below and I will make sure that you will receive a copy of any publication/summary of the results.

Yes, I'd like to receive a copy of any publication/ summary of the results.

24. What will happen if I don't want to carry on with the study?

You can withdraw from the study at any time during the research without giving a reason.

25. What if there is a problem?

If you would like to complain about any aspect of the study, City University London has established a complaints procedure via the Secretary to the University's Senate Research Ethics Committee. To complain about the study, you need to phone 020 7040 3040. You can then ask to speak to the Secretary to Senate Research Ethics Committee and inform them that the name of the project is:

Information Seeking Behaviours of Law Students using Smartphones

You could also write to the Secretary at:

Anna Ramberg
Secretary to Senate Research Ethics Committee
Research Office, E214
City University London
Northampton Square
London
EC1V 0HB
Email: [REDACTED]

26. Who has reviewed the study?

This study has been approved by City University London, Department of Computer Science Research Ethics Committee

Further information and contact details

First Supervisor:

Dr Andy MacFarlane
Centre for Information Science
Room A304
City University London
Northampton Square
London
EC1V 0HB
Email:

Thank you for taking the time to read this information sheet.



Senate Research Ethics Committee

Project Amendments/Modifications

Request for Extension

For use in the case of all research previously approved by City University London Senate Research Ethics Committee.

Completed forms should be returned to the Secretary to Senate Research Ethics Committee, Anna Ramberg, Research Office, Drysdale E214 (one hard copy with signatures plus one sent as an email attachment: please also enter the names of those signing the hard copy on the electronic version).

Note that you only have to respond to the sections relevant to you.

Details of Principal Investigator and Study

Name	Zaki Abbas
Address	[REDACTED] [REDACTED]
Telephone	[REDACTED]
Email	[REDACTED]
Title of study	Information Behaviour of Law Students
SREC reference number	

Study Duration

Start Date	October 2012
End Date	July 2019

Project Amendments / Modifications**Type of modification/s** (tick as appropriate)

Research procedure/protocol (including research instruments)	
Participation group	
Information Sheet/s	
Consent form/s	
Other recruitment documents	
Sponsorship/collaborations	
Principal investigator/supervisor	
Extension to approval needed (extensions are given for one year)	
Other	X

Details of modification (give details of each of the amendments requested, state where the changes have been made and attach all amended and new documentation)

Initially Law Students were to be contacted by the Law Librarian at the said institution, however this was not possible due to varying constraints within the respective participating Law Libraries in the study. Law Librarians posted the following text on their VLE and asked any interested students to contact me directly and upon doing so, I would send them the links to my two electronic questionnaires.

To compensate Law Students for taking part in the study and as an incentive, they were paid £5 Amazon Gift Voucher (I self-funded this). NO further contact with the Law Students was made.

Justify why the amendment/extension is needed (including the period of extension being requested)

Law Students simply did not want to participate in the study without any incentive. This has been proven last year when no responses were received to requests for participation.

Period of extension requested

n/a

Other information (provide any other information which you believe should be taken into account during ethical review of the proposed changes)

The text used on the notice board was;

Dear Students

I have been contacted by a research student from City University, London who is working on a study that looks at how mobile devices are used by Law students. This research is investigating how students use these technologies to aid their studies and he would like to hear your thoughts on this topic. The research student is seeking a limited number of participants across a range of undergraduate and postgraduate programmes, including Masters and PhD students.

Your participation would involve the completion of two electronic questionnaires which should take no more than 10 minutes to complete. If you are selected for participation by the student, once you have completed the questionnaire, you will be eligible for an Amazon voucher to compensate you for your time. If you are interested in participating, please contact [REDACTED] providing details of your programme of study.

Many thanks

<Law Librarian Name>

Change in the study team (if there is a new PI, please include a CV for the new PI)

Staff member

<i>Title, Name & Staff Number</i>	<i>Post</i>	<i>Dept & School</i>	<i>Phone</i>	<i>Email</i>	<i>Date and type of CRB disclosure*</i>

Student

<i>Name & Student Number</i>	<i>Course / Year</i>	<i>Dept & School</i>	<i>Date and type of CRB disclosure*</i>

External co-investigator/s

<i>Title & Name</i>	<i>Post</i>	<i>Institution</i>	<i>Phone</i>	<i>Email</i>	<i>Date and type of CRB disclosure*</i>

Declaration (to be signed by the Principal Investigator)

- I certify that to the best of my knowledge the information given above, together with any accompanying information, is complete and correct and I take full responsibility for it.

	Who is responsible	Who is responsible
Principal Investigator(s) (student and supervisor if student project)		
Date		

Appendix C UK & Overseas HEI Law Librarian Interviews

- C.1 U.S. Law Librarians Responses – USB Drive Folder C1
- C.2 Dutch Law Librarians Responses – USB Drive Folder C2
- C.3 Danish Law Librarians Responses – USB Drive Folder C3
- C.4 UK Law Librarians Responses – USB Drive Folder C4

Appendix D Law Student Responses

- D.1 Research Part II Raw Data – USB Drive Folder D1
- D.2 Research Part III Raw Data – USB Drive Folder D2
- D.3 Other Raw Data – USB Drive Folder D3