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APPENDIX A: HERO – NEW STUDY HUMAN ETHICS APPLICATION FORM

1.1 Study Identification – EEASJ Application

2.0 Study Title: ***A Proposal to Study User Perception Comparing Accessibility of Library Websites to their Mobile Web Counterparts***

5.0 Name of Principal Investigator (at the University of Alberta, Caritas, or Capital Health):
J. Nicole Mullings

6.0 Investigator's Supervisor (Required for graduate students, trainees, or researchers from Capital Health, Caritas who do not have an University of Alberta academic appointment):
Dr. Lisa Given

7.0 Type of study:
Graduate Student - In-class project, other projects (incl. CSL - Community Service-Learning)

1.3 Study Funding Information

1.0 Type of Funding:
Unfunded

1.4 Conflict of Interest

1.0 Are any of the investigators or their immediate family receiving any personal remuneration (including investigator payments and recruitment incentives but excluding trainee remuneration or graduate student stipends) from the funding of this study that is not accounted for in the study budget?
No

2.0 Do any of investigators or their immediate family have any proprietary interests in the product under study or the outcome of the research including patents, trademarks, copyrights, and licensing agreements?
No

7.0 Do you have any other relationship, financial or non-financial, that, if not disclosed, could be construed as a conflict of interest?
No

Important

If you answered YES to any of the questions above, you may be contacted by the REB for more information or asked to submit a Conflict of Interest Declaration.

1.5 Study Locations and Sites

1.0 Specify research locations: Enter all locations where the research will be conducted under this Research Ethics Approval (e.g. university site, hospital, community centre, school, classroom, participant's home, in the field, clinician's private office, internet website, etc. - provide details):

Specific locations participants can choose from include study rooms at the University of Alberta and branches of the Edmonton Public Library. University of Alberta Group

Study Rooms: Rutherford (Humanities and Social Sciences) Group Study Rooms (2-01A or 2-01B), Cameron Study Hall Group Study Rooms (B-05A -B-05J), or the Scott (Health Sciences) Group Study Rooms (Rooms 2K4.22 - 2K4.27). Edmonton Public Library branches include central location Stanley A. Milner, Sprucewood, Highlands, Londonderry, Jasper Place, Mill Woods, Castle Downs, Lois Hole or Capilano.

Participant recruitment posters will be posted on bulletin boards at the Edmonton Public Library branches and University of Alberta libraries listed above.

3.0 If the study involves researchers in other institution(s), will ethics approval be sought from other institutions/organizations (e.g. another university, Alberta Cancer Board, school district board, etc)?

Not Applicable

2.1 Study Objectives and Design

1.0 Proposed Start Date:

August 2, 2011

2.0 Proposed Start Date of working with human participants (can be the same as item 1.0):

September 12, 2011

3.0 Anticipated End Date of working with human participants:

October 17, 2011

3.1 Risk Assessment

1.0 After reviewing the Minimal Risk Criteria (inserted from User Help), provide your assessment of the risk classification for this study:

Per the Tri-council Policy Statement, the standard of minimal risk is commonly defined as follows: if potential participants can reasonably be expected to regard the probability and magnitude of possible harms implied by participation in the research to be no greater than those encountered by the subject in those aspects of his or her everyday life that relate to the research, then the research can be regarded as within the range of minimal risk. Above the threshold of minimal risk, the research warrants a higher degree of scrutiny and greater provision for the protection of the interests of prospective participants.

Minimal Risk

2.0 In a scale of 0 to 10 where 0 = No Likelihood, 5 = Moderate Likelihood and 10 = Extreme Likelihood, put a numerical rating in response to each of the following:

Rate Description of Potential Risks and Discomforts

- [0] 1 2 3 4 5 6 7 8 9 10 Psychological or emotional manipulations will cause participants to feel demeaned, embarrassed, worried or upset
- 0 1 [2] 3 4 5 6 7 8 9 10 Participants will feel fatigued or stressed
- 0 [1] 2 3 4 5 6 7 8 9 10 Questions will be upsetting to the respondents
- [0] 1 2 3 4 5 6 7 8 9 10 Participants will be harmed in any way
- [0] 1 2 3 4 5 6 7 8 9 10 There will be cultural or social risk – for example, possible loss of status, privacy, and/or reputation
- [0] 1 2 3 4 5 6 7 8 9 10 There will be physical risk or physiological manipulations, including injury, infection, and possible intervention side-effects or complications
- [0] 1 2 3 4 5 6 7 8 9 10 The risks will be greater than those encountered by the participants in everyday life

3.0 Provide details of short- and long-term risks and discomforts:

Questions regarding browsing activities on library websites and their mobile web versions may cause stress and discomfort.

4.0 Describe how you will manage and minimize risks and discomforts, as well as mitigate harm:

I will remind the participant periodically their right to opt out of participation at any point in time in the study.

5.0 If your study has the potential to identify individuals that are upset, distressed, or disturbed, or individuals warranting medical attention, describe the arrangements made to try to assist these individuals. Explain if no arrangements have been made:

Not Applicable

3.2 Benefits Analysis

1.0 Describe any benefits of the proposed research to the participants:

Participants benefit by gaining knowledge about functionality and usefulness of library websites and their mobile versions. Participants may gain more confidence in using library websites and mobile devices.

2.0 Describe the scientific and/or scholarly benefits of the proposed research:

With the increasing prevalence of mobile technology, the study compares preferences between library website features and mobile library website features.

3.0 Describe any benefits of the proposed research to society:

Benefits would include identifying strengths and weaknesses of traditional library websites in comparison with mobile library websites, such as task prioritization, most commonly used applications and most commonly accessed information, as well as insight into users opinions on customizable features. The University of Alberta Libraries and the Edmonton Public Library would be sent copies of the completed study.

4.0 Benefits/Risks Analysis - describe the relationship of benefits to risk of participation in the research:

Benefits include the opportunity for participants to become more comfortable with library websites. Risk of participation is slight, although the participant may experience stress from navigating library websites on mobile devices if they have not used mobile devices on a regular basis.

4.1 Participant Information

1.0 Describe and justify the inclusion criteria for participants:

Participants will be adults between the ages of 18 and 55, who have owned, used extensively or are very familiar with smartphones. Having prior experience with mobile devices is essential criteria for including participants, as participants should be comfortable navigating a library website application on the mobile device. Approximately half the participants will be academic library users and the other half will be public library users. Participants must also have accessed a library website (public or academic) on a desktop or laptop computer within the past six months, so they have some familiarity with navigating library websites.

2.0 Describe and justify the exclusion criteria for participants:

Participants will be over the age of 18 to simply the length of time for the ethics review process. Participants over the age of 55 will be excluded due to comfort level with technology and lack of knowledge of mobile devices. Participants will be residents of Edmonton, to reduce travel costs.

3.0 Are there any direct recruitment activities for this study?

Yes

4.0 Participants

Total number of participants you expect to enroll (if applicable): **20**

If this is a multi-site study, how many participants (including controls, if applicable) do you anticipate will be enrolled in the entire study? **0**

5.0 Justification for sample size:

The initial phase of the study would seek half the participant sample size as academic library users and the other half as public library users. The study should have equal sizes for each, as a basis for comparison between the two types. The participant size will allow for completion of the study in the time specified, with interviews of 2 to 3 hours in length. A second phase of the study would include an additional 20 participants to approach data saturation.

6.0 If possible, provide expected start and end date of the recruitment/enrollment period:

Expected Start Date: ***September 12, 2011***

Expected End Date: ***October 17, 2011***

4.2 Recruit Potential Participants

1.0 Recruitment

1.1 Will potential participants be recruited through pre-existing relationships with researchers (e.g. employees, students, or patients of research team, acquaintances, own children or family members, etc)?

No

2.0 Outline any other means by which participants could be identified (eg. response to advertising such as flyers, posters, ads in newspapers, websites, email, listservs; pre-existing records or existing registries; physician or community organization referrals; longitudinal study, etc):

Not Applicable

4.3 Recruitment Contact Methods

1.0 How will initial contact be made? Select all that apply:

Potential participants will contact researchers

2.0 If contact will be made through an intermediary (including snowball sampling), select one of the following:

Not Applicable

3.0 If contact will be made through an intermediary, explain why the intermediary is appropriate and describe what steps will be taken to ensure participation is voluntary:

Not Applicable

4.0 Provide the locations where participants will be recruited, (i.e. educational institutions, facilities in Capital Health or Caritas, etc):

Specific locations include University of Alberta libraries and branches of the Edmonton Public Library. University of Alberta Libraries includes Rutherford Humanities and Social Sciences, Cameron (Science & Technology), J.W. Scott Health Sciences and Herbert T. Coutts (Education & Physical Education). Edmonton Public Library branches include central location Stanley A. Milner, Sprucewood, Highlands, Londonderry, Jasper Place, Mill Woods, Castle Downs, Lois Hole and Capilano. Participant recruitment posters will be posted in high traffic or designated areas at the Edmonton Public Library branches and University of Alberta libraries listed above.

4.4 Informed Consent Determination

1.0 Describe who will provide informed consent for this study:

All participants will be competent to give informed consent

2.0 How is consent to be indicated and documented?

Signed consent form; Explicit oral consent

3.0 What assistance will be provided to participants, or those consenting on their behalf, who have special needs (e.g. non-English speakers, visually impaired, etc):

Participants chosen will be required to speak and understand the English language, as the websites studied likely will not be multilingual, and have no visual impairment, due to the graphics and text-based nature of websites. Physically impaired participants will be able to choose their location of choice for the interview.

4.0 If at any time a participant wishes to withdraw or not participate in certain aspects of the research, describe the procedures and the last point at which it can be done:

A participant can choose to opt out at any point in time in the study.

5.0 Describe the circumstances and limitations of data withdrawal from the study, including the last point at which it can be done:

Not Applicable

6.0 Will this study involve an entire group where non-participants are present?

No

7.0 Describe the incentives and/or reimbursements, if any, to participants and provide justification:

Not Applicable

4.5 Informed Consent Details

1.0 Provide justification for requesting a waiver of consent (if applicable): ***Not Applicable***

2.0 Oral consent: explain how oral consent will be documented (if applicable): ***Not Applicable***

3.0 Overt action: explain the overt action that will signify consent (if applicable): ***Not Applicable***

3.0 Inaction/non-objection: describe the procedures and justification for this type of consent (if applicable):

Not Applicable

4.6 Authorized Representative or Third Party Consent – if applicable

Not Applicable

4.7 Group Research Documentation – if applicable

Not Applicable

4.8 Study Population Categories

1.0 This study is designed to TARGET or specifically include the following (does not apply to co-incidental or random inclusion). Select all that apply:

Not Applicable (i.e., does not target any one group, specifically)

4.9 Aboriginal People – if applicable

Not Applicable

5.1 Research Methods and Procedures

1.0 This study will involve the following (select all that apply)

Interviews (e.g. in-person, telephone, email, chat rooms, etc)

4.0 Internet-based research

Not Applicable

5.5 Use of Deception or Partial Disclosure – if applicable

Not Applicable

5.6 Sound or Image (other than audio- or video-recorded interviews) or Material Created by Participants – if applicable

Not Applicable

5.7 Interviews, Focus Groups, Surveys and Questionnaires – if applicable

1.0 Are any of the questions potentially of a sensitive nature?

No

If YES, provide details:

Not Applicable

2.0 If any data were released, could it reasonably place participants at risk of criminal or civil law suits?

No

If YES, provide the justification for including such information in the study:

Not Applicable

3.0 Will you be using audio/video recording equipment and/or other capture of sound or images for the study?

Yes

If YES, provide details:

Either an audio recorder or a laptop with audio-recording software will be used to record participant interviews and aid in transcription of participant answers to interview questions and description of participant activity with computers and mobile devices. Software for screen recording of participant's browsing activity on desktop computers may be used. Screen shots may be taken of participant's browsing activity on mobile devices.

5.8 Internet-based Interaction with Human Participants – if applicable

Not Applicable

6.1 Data Collection

1.0 Will the study team know the participants' identity at any stage of the study?

Yes. On the signed consent form and during the interviews.

2.0 Primary/raw data collected will be (check all that apply):

All personal identifying information removed

3.0 If identifying information will be removed at some point, when and how will this be done?

A pseudonym (generic first name) will be assigned to the participant after the consent form is signed. The pseudonym will be used to identify the participant in transcribed data and in any results. If login details to library websites will be required, login information for the interviewer only will be used. No participant login credentials will be required.

4.0 If this study involves secondary use of data (i.e., data previously collected by another researcher for another study), list all sources:

Not Applicable

5.0 In research where total anonymity and confidentiality is sought but cannot be guaranteed (eg. where participants talk in a group) how will confidentiality be achieved?

Not Applicable

6.2 Data Identifiers

1.0 Personal Identifiers: will you be collecting any of the following (check all that apply):

Full Date of Birth

Age at time of data collection

Email Address

Name

If OTHER, please describe: ***Not Applicable***

3.0 If you are collecting any of the above, provide a comprehensive rationale to explain why it is necessary to collect this information:

Age at time of collection and date of birth will be used to compare results across age ranges, as age may be a variable influencing the ability of users to complete

browsing, navigating and searching activities, as well as specific tasks on library websites. Age range will be calculated in comparing participant populations between the University of Alberta and Edmonton Public Library.

Email address and name of participants will be collected in order to schedule interviews.

4.0 Specify information that will be RETAINED once data collection is complete, and explain why retention is necessary. Include the retention of master lists that link participant identifiers with de-identified data:

Age of participants linked to their pseudonyms will be retained to compare results for participant populations between the University of Alberta and Edmonton Public Library. Signed consent forms will be retained for five years as per GFC Policy.

6.3 Data Confidentiality and Privacy

1.0 How will confidentiality of the data be maintained? Explain the steps you propose to maintain data confidentiality and privacy. (For example, study documents must be kept in a locked filing cabinet and computer files encrypted, etc.)

Confidentiality will be maintained by keeping all participant records in a locked filing cabinet as per GFC Policy. Throughout the study any digitally recorded information will be kept in a password protected, encrypted folder. Once the study is completed and retired, all digital information will be kept on a password protected, encrypted USB key/external hard drive - the digitally recorded information stored in a password protected folder on a computer will be removed permanently.

2.0 Describe what will happen to the data once the study is completed. Indicate your plans for the destruction of the identifiers at the earliest opportunity consistent with the conduct of the research and/or clinical needs:

Signed consent letters will be kept for five years in a locked filing cabinet and shredded thereafter.

3.0 If you involve colleagues, assistants, transcribers, interpreters and/or other personnel to carry out specific research tasks in your study, how will you ensure that they properly understand and adhere to the University of Alberta standards of data privacy and confidentiality?

All assistants will be verbally informed of the ethical guidelines for confidentiality and privacy, as directed by the Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans and GFC Policy. All team members will be provided a hardcopy research study package, which would include detailed privacy and confidentiality requirements.

4.0 Data Access

4.1 Will the researcher make raw data that identify individuals available to persons or agencies outside of the research team?

No

4.2 If YES, describe in detail what identifiable information will be released, to whom, why they need access, and what safeguards will be used to protect the identity of subjects and the privacy of their data.

Not Applicable

4.3 Provide details if identifiable data will be leaving the institution, province, or country (eg. member of research team is located in another institution or country, etc.)

Not Applicable

6.4 Data Storage, Retention, and Disposal

1.0 Where will the research data be stored? Specify the physical location and how it will be secured to protect confidentiality.

During the study, the researcher will store all physical records, including signed consent forms, in a secured locker as per GFC Policy. Digital data will be saved in a password protected folder on the researcher's computer and on a password protected USB key, to ensure all data is not lost if one or the other device should fail. Digital audio recorders will be reformatted after all data has been transcribed.

2.0 Describe what will happen to the data once the study is completed. Indicate your plans for the destruction of the identifiers at the earliest opportunity consistent with the conduct of the research and/or clinical needs:

Signed consent letters will be kept for five years in a locked filing cabinet and shredded thereafter. At the completion of the study, the digitally recorded information stored in a password protected, encrypted folder on a computer will be transferred to a password protected, encrypted USB key/external hard drive, wiped from the computer and stored in a locked filing cabinet. After 5 years the digital data will be destroyed as per GFC Policy.

3.0 You must keep your data for a minimum of 5 years according to GFC Policy 92.2. How will you provide for data security during this time?

Signed consent letters and digital data will be stored in a locked filing cabinet until their destruction.

7.1 Documentation

Attach the following documents (as appropriate for your study) to this application, along with any other relevant documents pertaining to your project.

1.0 Recruitment Materials: ***Appendix G***

2.0 Letter of Initial Contact: ***Not Applicable***

3.0 Information Letter: ***Appendix C***

4.0 Consent Forms: ***Appendix D***

5.0 Assent Forms: ***Appendix E (University of Alberta) & Appendix F (Edmonton Public Library)***

6.0 Questionnaires, Cover Letters, Surveys, Tests, Interview Scripts, etc.: ***Appendix H***

10.0 Confidentiality Agreement (e.g., for hired transcriptionists): ***Not Applicable***

APPENDIX B: UNIVERSITY OF ALBERTA GENERAL FACULTIES COUNCIL (GFC) POLICY MANUAL SECTION 66

The University of Alberta's General Faculties Council Policy Manual Section 66 details the following standards for protecting human research participants.

Note from the University Secretariat: The Post-Secondary Learning Act gives General Faculties Council (GFC) responsibility, subject to the authority of the Board of Governors, over "academic affairs" (section 26(1)). The Act further provides that "[a] university may conduct pure research and applied research and may foster innovation" (section 104(1)).

The Act also provides that the Board "may require a student...to provide personal information to the [B]oard if the personal information relates directly to and is necessary for an operating program or activity" (section 65(a) of the Act). GFC has thus enacted a policy concerning Human Research, as set out below.

The complete wording of the section(s) of the Post-Secondary Learning Act, as referred to above, and any other related sections, should be checked in any instance where formal jurisdiction or delegation needs to be determined.

The complete GFC Policy Manual can be found at the below link:
<http://www.uofaweb.ualberta.ca/gfcpolicymanual/index.cfm>

APPENDIX C: INFORMATION LETTER

Letter of Information

A Proposal to Study User Perception Comparing Accessibility of Library Websites to their Mobile Web Counterparts

With the increasing popularity of mobile technology and the mobile web, libraries are integrating mobile versions of their websites as a point of access for users to the resources and services they deliver. The purpose of this study is to determine user preference in the mode of access of library websites, comparing web and mobile versions of library websites from the user perspective.

Participants will be between 18 and 55 years of age, have accessed an academic or public library website within the previous 6 months, have good familiarity with a smartphone mobile device and good knowledge of the English language. There will be 19 to 21 participants interviewed at ~2.5 hours each. Participants will have their choice of interview location in public areas at either the University of Alberta Libraries or Edmonton Public Library. Interviews will take place between September 12, 2011 and October 17, 2011.

There is minimal risk to the participants of the study. Participants will be required to sign a Letter of Consent, after which a pseudonym will be assigned to protect their privacy. Any additional personnel will be required to sign a confidentiality agreement. Participants may withdraw from the study or have their data removed at any point in time without consequence. Personal information and collected data will be kept in a locked filing cabinet for 5 years, after which time it will be destroyed.

Digital-audio recorders or audio-recording software, screen activity recording software, or screen capture will be used to collect data. The data collected may be published as research articles in scholarly journals in the researcher's field of study. The researcher may also present results of the study in condensed reports and conference presentations. The researcher seeks no commercial gain from results of the study.

The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension, Augustana and Campus Saint Jean Research Ethics Board (EEASJ REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEASJ REB c/o (780) 492-2614. The researcher will comply with University of Alberta standards for the protection of human research participants: <http://www.uofaweb.ualberta.ca/gfcpolicymanual/policymanualsection66.cfm>.

The researcher is a Masters student at the School of Library and Information Studies at the University of Alberta. This Letter of Information provided to participant candidates for interview is part of a course assignment instructed by Dr. Lisa B. Given, a Professor at the School of Library and Information Studies.

The participant may contact the individuals below at any point in time, for any reason, if they have any concerns or complaints, or wish to obtain a copy of the research findings.

J. Nicole Mullings (MLIS Candidate)
SLIS, University of Alberta
(403) 830-0634
jmulling@ualberta.ca

Dr. Lisa B. Given (Professor)
SLIS, University of Alberta
(780) 492-2033
lisa.given@ualberta.ca

APPENDIX D: LETTER OF CONSENT

Letter of Consent

A Proposal to Study User Perception Comparing Accessibility of Library Websites to their Mobile Web Counterparts

Date: _____

Participant's Name (Please Print): _____

As a participant in this interview, I verify I have read the Information Letter provided to me by the researcher, had any questions posed answered to my satisfaction and understand the following:

- I understand I have the right to decline participation at any point in time or at a specified time in the study, without penalty, prejudice or being required to provide a reason for opting out.
- I understand a pseudonym will be used in data collection to prevent identification of my participation in the research study.
- I understand I can request at any time for data collected about me to be removed from the study results and destroyed by removal from any devices used or shredded.
- I understand I may refuse to answer any of the questions asked during the interview.
- I understand that the interview may be captured using any of the following: a digital audio-recorder, audio-recording software, screen activity recording software or screen capture.
- I understand that any notes, interview transcripts and recordings will be used solely for educational and research purposes.
- I understand two copies of the Letter of Consent and the Letter of Information will be provided: one to be signed and returned to the researcher and one for the participant to keep for their own records.
- I understand the researcher will secure the signed copy of my consent letter in a locked filing cabinet and my identifying information will only be known by the researcher and the research assistant.
- I hereby give my permission to be interviewed.

Participant's Signature: _____

Researcher's Signature: _____

Ethics Approval Statement: "The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension, Augustana and Campus Saint Jean Research Ethics Board (EEASJ REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEASJ REB c/o (780) 492-2614."

APPENDIX E: LETTER TO REQUEST PERMISSION FOR ONSITE RESEARCH – UNIVERSITY OF ALBERTA

Request Permission for Onsite Research – University of Alberta Libraries

My name is J. Nicole Mullings and I am a Masters of Library and Information Studies Candidate at the University of Alberta's School of Library and Information Studies. I am contacting you to request permission to recruit participants for onsite research at University of Alberta Libraries locations Rutherford Humanities and Social Sciences, Cameron (Science & Technology), J.W. Scott Health Sciences and Herbert T. Coutts (Education & Physical Education).

User preference will be examined comparing the University of Alberta Libraries website with its mobile version, as well as the Edmonton Public Library website and its mobile application version. Comparison categories to be studied include browsing, navigating and searching for content, interface features and types, accessibility and functionality, as well as evaluating users' opinions about the information services and resources provided. This study will investigate a deeper interpretation of user preference between desktop computer and mobile interfaces of library website resources, benefiting the library and information studies field by examining the user perspective of mobile libraries.

Recruitment will be by posting flyers advertising the research study at the above-mentioned locations. The flyer will provide contact information to participate in the study. I will not be recruiting participants in any other format at the University of Alberta Libraries. Participants will be able to decline to participate at any point the project is in progress. The study will be of minimal risk to participants. Pseudonyms will be assigned after the Letter of Consent is signed to ensure participant confidentiality and privacy.

The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension, Augustana and Campus Saint Jean Research Ethics Board (EEASJ REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEASJ REB c/o (780) 492-2614.

I hope to start conducting interviews as of September 12, 2011, with an end date of October 17, 2011. Thank you for considering this request. For more information about the researcher or this study, please contact:

J. Nicole Mullings (MLIS Candidate)
SLIS, University of Alberta
(403) 830-0634
jmulling@ualberta.ca

Dr. Lisa B. Given (Professor)
SLIS, University of Alberta
(780) 492-2033
lisa.given@ualberta.ca

APPENDIX F: LETTER TO REQUEST PERMISSION FOR ONSITE RESEARCH – EDMONTON PUBLIC LIBRARY

Request Permission for Onsite Research – Edmonton Public Library

My name is J. Nicole Mullings and I am a Masters of Library and Information Studies Candidate at the University of Alberta's School of Library and Information Studies. I am contacting you to request permission to recruit participants for onsite research at Edmonton Public Library locations Stanley A. Milner, Sprucewood, Highlands, Londonderry, Jasper Place, Mill Woods, Castle Downs, Lois Hole and Capilano.

User preference will be examined comparing the University of Alberta Libraries website with its mobile version, as well as the Edmonton Public Library website and its mobile application version. Comparison categories to be studied include browsing, navigating and searching for content, interface features and types, accessibility and functionality, as well as evaluating users' opinions about the information services and resources provided. This study will investigate a deeper interpretation of user preference between desktop computer and mobile interfaces of library website resources, benefiting the library and information studies field by examining the user perspective of mobile libraries.

Recruitment will be by posting flyers advertising the research study at the above-mentioned locations. The flyer will provide contact information to participate in the study. I will not be recruiting participants in any other format at the Edmonton Public Library. Participants will be able to decline to participate at any point the project is in progress. The study will be of minimal risk to participants. Pseudonyms will be assigned after the Letter of Consent is signed to ensure participant confidentiality and privacy.

The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension, Augustana and Campus Saint Jean Research Ethics Board (EEASJ REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEASJ REB c/o (780) 492-2614.

I hope to start conducting interviews as of September 12, 2011, with an end date of October 17, 2011. Thank you for considering this request. For more information about the researcher or this study, please contact:

J. Nicole Mullings (MLIS Candidate)
SLIS, University of Alberta
(403) 830-0634
jmulling@ualberta.ca

Dr. Lisa B. Given (Professor)
SLIS, University of Alberta
(780) 492-2033
lisa.given@ualberta.ca

APPENDIX G: RECRUITMENT POSTER



Image credit: theOOBE, iPhone January 10, 2007
via Flickr, Creative Commons Attribution.

If you are between the ages
of 18 and 55 and have used an
academic or public library
website in the past six months,
we need you for our
exciting study comparing
library websites
on smartphones and desktops.

Participants should be members
of either the University of Alberta
Libraries or the
Edmonton Public Library.

Are You Smartphone Savvy?

If you wish to participate in this research study please contact:

J. Nicole Mullings
MLIS Candidate
School of Library and
Information Studies
University of Alberta
(403) 830-0634
jmulling@ualberta.ca

Dr. Lisa B. Given
Professor
School of Library and
Information Studies
University of Alberta
(790) 492-2033
lisa.given@ualberta.ca

The plan for this study has been reviewed for its adherence to ethical guidelines and approved by the Faculties of Education, Extension, Augustana and Campus Saint Jean Research Ethics Board (EEASJ REB) at the University of Alberta. For questions regarding participant rights and ethical conduct of research, contact the Chair of the EEASJ REB c/o (780) 492-2614.

APPENDIX H: INTERVIEW QUESTIONS

Participant Qualification

1. What is your age? Please provide your year of birth.
2. Have you used a library website in the previous six months?
3. Have you ever used the mobile websites for the University of Alberta or Edmonton Public Library?
4. Did you use an academic or public library website?
5. Have you ever accessed the mobile library website for the University of Alberta or the Edmonton Public Library mobile application?

Depending on the answer to question three, the interviewer will ask all the below questions either with respect to the University of Alberta Libraries website and its mobile version OR the Edmonton Public Library and its mobile application version.

Desktop Library Website Features

1. Can you show me the features of the academic/public library website you use the most often?
2. What features of the library website do you find the most useful? Are there any features you would never use?
3. Are there any features or tools of the library website missing that you wish were available?
4. Are there any aspects of the library website interface you like or dislike (such as colors, layout, menus)?

Desktop Library Websites - Accessibility, Functionality, Resources & Services

1. What kind of information resources do you look for most often on the library website?
2. Are there any library services you access through the library website (such as reference service, chat, appointment, social networking, My Account)?
3. Are there services/information resources you expect a library website to provide?
4. Can you show me the types of activities when browsing, searching or navigating the library website you find the most appealing? Confusing or unhelpful?

Mobile Library Website Features

1. Are there any aspects of the library website interface and navigation you like or dislike (such as colors, layout, menus)?
2. Are there application features of the mobile library website you like or dislike? Find the most useful or least useful?
3. What features of the mobile library website could you see yourself using the most often? The least often?
4. Are there mobile application features of the library website missing you wish were provided?
5. Are there any features of the mobile library website you identified as unique to the mobile device?

Mobile Library Websites - Accessibility, Functionality, Resources & Services

1. Are there services (such as text, social networking, reference services) in the mobile library website you would use? Which ones and why?
2. Are there any features/services/information resources of the mobile library website that you identify as unique to the device application?
3. Are there services and information resources you expect to see in the library mobile website that are missing?
4. Are there services/information resources you expect a mobile library website to provide?

User Perception

1. Now having viewed both types of library websites, is there a type you prefer depending on your activity? For what reasons do you prefer this type of website for that activity?
2. Are there similar features you would use on both types of platforms? Unique?
3. Are there any constraints you identified in accessibility and functionality (browsing, searching and navigating) for each type of library website?

APPENDIX J: PROJECT BUDGET

Project Budget					
Expense Item	Description/Notes	Source	Price	Quantity	Total
Supplies					
Sharpie Pen Set	Black, blue and red. Package of 4.	Grand & Toy	\$7.89	1	\$7.89
Uni-Ball Vision Rollerball Pen	Black, red and blue. Fine point. Package of 4.	Grand & Toy	\$9.75	1	\$9.75
Bic Mechanical Pencils	Set of 5.	Grand & Toy	\$4.46	1	\$4.46
Cambridge Office Pads	Wide-ruled. 3-hole punched.	Grand & Toy	\$3.54	2	\$7.08
Case File	A-Z and Home subject headings. Carrying handle and clasp lock for secure portability. 15 1/4"W x 5"D x 10"H.	Grand & Toy	\$11.56	2	\$23.12
				Subtotal	\$44.41
				5% GST	\$46.63
Printing & Posters					
Printing (Regular Format)	per sheet	University of Alberta	\$0.12	2000	\$240.00
Printing (Large Format)	large posters, banners, 42" Cardboard tubes with capped ends.	University of Alberta			\$400.00
Carrying Tube		University of Alberta	\$5.00	2	\$400.00
Banner Stand	32X72 Adjustable banner stand.	University of Alberta	\$25.00	2	\$400.00
				Subtotal (No GST)	\$1,440.00
Hardware & Software					
15-inch: 2.0 GHz MacBook Pro	Free shipping.	Apple Canada Online	\$1,849.00	1	\$1,849.00
IPad 2 with Wi-Fi	Connects to the Internet via Wi-Fi. 32 GB.	Apple Canada Online	\$619.00	1	\$619.00
iPhone 4	16 GB.	Apple Canada Online	\$659.00	1	\$659.00
Sanyo Digital Transcription Kit	Load audio files for transcription from most digital recorders. 2 GB built-in flash memory. Recording time of up to 566 hours (SLP). 1-touch, voice-activated recording. AAA Battery.	Grand & Toy	\$359.99	1	\$359.99
Philips Digital Voice Tracer Recorder		Grand & Toy	\$137.49	1	\$137.49
Energizer Advanced Alkaline Batteries	Package of 8.	Grand & Toy	\$22.19	1	\$22.19
				Subtotal	\$3,646.67
				5% GST	\$3,829.00
Personnel					
Research Assistant	Master's Hourly Rate. Part-time 7 hrs per week @ 19 weeks.	University of Alberta	\$17.73	133	\$2,358.09
				Subtotal	\$2,358.09
Travel					
2012 Emerging Technologies in Academic Libraries Conference	October 1-3, 2012. Conference Fees.	Norwegian University of Science and Technology	\$750.00	1	\$750.00
Round Trip Flights Calgary (YYC) to Trondheim (TRD)	Connect in Frankfurt am Main (Frankfurt), Oslo (Gardermoen)	Lufthansa.			\$3,612.16
Rica Nidelelven Hotel	Accommodation for 4 nights.				\$1,054.93
Food					\$150.00
Transportation					\$175.00
Miscellaneous					\$90.00
				Subtotal	\$5,832.09
				Grand Total	\$13,505.81