Introduction –

Good evening and welcome to our session tonight. Thank you for taking the time to join our discussion of the Langsdale Library mobile applications.

My name is xx and I am a Graduate Student in the UB Interaction Design and Information Architecture Research Methods class. Assisting me is xx, also from the IDIA Research Methods class. We are attempting to find out information about how mobile applications might assist UB students in achieving their academics goals. We have invited students from a variety of backgrounds to share their ideas.

Tonight we will be discussing how you use the Langsdale Library and its website. We'll also be discussing how you use your mobile devices. When we say mobile devices, we mean smartphones, tablets, iPod touches. Any sort of connected device that you can use to get online. We want to hear about the ways you currently use the library and what new tools might be useful for you. We're looking to gain new insight and create new tools that will help you achieve your academic goals. There are no right or wrong answers but rather differing points of view. Please feel free to share your point of view even if it differs from what others have said. We do ask that your answers be specific, with as much information as possible. Our goal tonight is to capture ideas, and we want to be sure to be as accurate as possible.

Before we begin, let me note that there are observers in the next room who will be taking notes and gathering information from our discussion tonight. As you can see by the presence of the cameras, we are also recording the session. Our transcriber **<gesture to transcriber>** will be writing down a couple of key ideas and phrases for everyone to take a look at as we go through our discussion tonight. Our session should take about one hour. We will be on a first name basis tonight, but in our later reports there will not be any names attached to comments. You may be assured of complete confidentiality. Is there anyone here who didn't sign a consent form when they arrived?

<assuming all answer no>

Thank you.

First, we want to go over some basic ground rules to guide our discussion.

Ground Rules –

- Only one person talks at a time.
- No sidebars (separate conversation).
- It is important for us to hear everyone's ideas and opinions. There are no right or wrong answers – all ideas, experiences and opinions are valuable.
- It is important for us to hear all sides of an issue – both the positive and the negative. Respect others' opinions, even if you do not share them
- Ask for clarification if questions or terms are not clear.
- Please turn cell phones off for the duration of the session.

Any questions about anything we've discussed so far?

Let's begin. We've placed name cards on the table in front of you to help us remember each other's names. On each card, please write your name and draw a picture of your favorite hobby.

<wait for cards to get filled out>

Let's find out some more about each other by going around the room one at a time. Tell us your name, what you are studying here, what year you are in and tell us a little about your hobby. For example, my name is xxx, I'm in my third semester here and this is a xxx because my hobby is xxx.

Question script –

Intro activity - Have all participants make name tents and draw a hobby on the tent. Go around the room and give name, year academic program and hobby. Good ice breaker.

1. Let's take a moment and discuss what services the Langsdale Library provides.
   < transcriber writes and post on wall>

2. Which services at the library do you use? Are there any obstacles that keep you from using library services?

3. How many of you use a smartphone or a tablet? In what ways do you use it for school-related tasks? Are there any specific apps that you like?

4. Thinking about both how you use the library and how you use of mobile devices, what are some of the library-related tasks you would expect to be able to do?

5. Are there library-related tasks that you might not expect to be able to do but would like to do on your device?

6. We have asked a couple other groups of students about similar topics, and they came up with a list of tasks they wanted to be able to do with their mobile devices. We are going to show you that list.
<transcriber shows list>

Ganestory Ideas –
- Library materials
  - Search the catalog
  - Barcode scan to look books up in the catalog while in a bookstore (*Buy or Borrow?*)
  - Renew books
  - Access to e-Reserves
- Library services
  - Print at the library from mobile phone
  - Text messages from the library when items are available/due
  - Reserve group study rooms
  - Manage your accounts to see what you've borrowed or requested
  - Check computer availability
- Library Help
  - "How do I…?" quick refresher tutorials on topics covered in IDIS 110
  - IM/Chat with a librarian
  - Maps of the library

7. Please tell us about in how and where you could see yourself using any of these tools.

8. So we have a ton of great ideas and suggestions about the kind of mobile apps we want to see in the library from both this groups and the previous discussions we showed you a minute ago. What we want now is to have everyone rank the 3 or 4 ideas most important to them. There is paper and pencils on the table for everyone to write down their favorites.

9. Which tool ranks at the top for you? **<transcriber writes down answers.>**

10. Our purpose this evening has been to gain insight from you on mobile tools that the library can provide to make your academic experiences more streamlined and productive. Have we missed anything?

Thank you very much for your time. The work you've done tonight has been invaluable to us and the Langsdale Library.