

Digital Visitors and Residents Semi-Structured Interview, Follow-up Interview, and Diary Codebook

n1=Sources/Transcripts / n2=Unique References

N=192 Unique Source/Transcripts and 73 Unique Individuals

Revised and Expanded by Lynn Silipigni Connaway, Erin M. Hood, and Carrie Vass January 21, 2015

<i>Theme</i>	<i>Sub-theme</i>	<i>Sub-theme</i>	<i>Sub-theme</i>	<i>Sub-theme</i>	<i>Definition</i>	<i>Example</i>	<i>n1=</i>	<i>n2=</i>
Place (I)							5	5
	Internet (I.A)				Online, unspecified	"I will go online for the subject because I know the what's online will be of better quality and more relevant to the specification than what's in the book" (2UKU2).	148	869
		Search Engine (I.A.1)			Unspecified or unlisted search engine (i.e., Bing)	"Or I'll go back to the search engine and start again and look at all the other options that I'm able to look at" (UKS4).	35	91
			Google (I.A.1.a)			"I would start by Googling definitely" (2UKS2).	152	712
			Yahoo (I.A.1.b)			"Um I'd — I would use news websites like yah—yahoo.com is what I generally go to for the news. And they do a pretty good job with the coverage and stuff" (USG2).	29	41
		Social Media (I.A.2)			Unspecified or unlisted social media (i.e., LinkedIn)	"Well, I like social media, but I don't know if anything would change anything about my academics ... um, the only thing that I can think of that I'll probably ever be able to think of, is the detrimental effect it has on my academics because it distracts me" (USG2).	62	160
			Facebook (I.A.2.a)			"When I'm doing homework or coursework or something, I'll always have Facebook and Twitter open, for example, as well" (2UKS2).	138	819
			Twitter (I.A.2.b)			"Twitter, I don't use it educationally at all" (2UKS2).	57	215
			YouTube (I.A.2.c)			"I need to learn how to tie a tie really quick. YouTube, how to tie a tie. First tip, 14 million views, seven minutes long, read it, tie a tie, done" (USG2).	54	115

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			Flickr/Image Sharing (I.A.2.d)		Flickr or other image sharing social media outlet	"Oh, okay, with Instagram, it's like, I take... I just take pictures of like scenery and stuff" (2USU1).	6	43
			Blogging (I.A.2.e)		Blogging themselves or other use of a blog as social media place	"Um, some of the teachers, especially in the ICT department, tend to use it, um, for everything so they'll have the work that we're doing on there, they would want our homework on these blogs that they've opened, and especially the blogs, I don't think it's necessarily worth it" (2USU1).	53	151
	Library (I.B)				Unspecified library	"I think first of all I would search on Google Scholar to see whether there is an e-version. Because I'm pretty comfortable reading online. And if there is not, then I will go to the library. Yes. When I have to" (UKG1).	38	92
		Academic (I.B.1)				"The majority of the journal articles that we would read are online although frequently books are still not converted into e-books yet, so they're frequently found in the education library" (UKG2).	71	178
		Public (I.B.2)				"I also encouraged him to go to our local library with a friend to find a suitable reference book" (UKU2).	9	14
		School (K-12) (I.B.3)				"And then I also went to the library at my school to see what they had. And got some sources on the internet" (USS4).	7	13
	Home (I.C)					"... but it just depends on um where — where I am. I'm going be doing it more at home now — maybe just because I'm just writing and I don't have to come to the lab as often" (USG2).	54	96

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	School/ Classroom/ Computer Lab (I.D)					"We don't have computers in every classroom. Sometimes the teachers will rent the laptops because we have like a mobile laptop carrier and sometimes we will use this. But most of the computers in there are broken so like only six kids can use them" (USS6).	69	175
	Other (I.E)					"At work I am organising an under 18s club night to raise money. I firstly used the computer to create" (UKS2).	40	63
Sources (II)					Unspecified source	"I spent a few weeks struggling to find a part time job for the Christmas holidays. I mainly searched the internet but also search for help from my university, asked friends, walked the streets handing out my CV etc." (UKG303).	7	7
	Human (II.A)				Unspecified human source	"So the ideal way is to ask and receive an answer, just like in human to human interaction" (UKF401).	29	69
		Mother (II.A.1)			[If "parents" stated, code for Mother and Father]	"...had a chat with my mother on the phone" (UKG320).	52	120
		Father (II.A.2)			[If "parents" stated, code for Mother and Father]	"Parents...they know me the best so I know that they would have my best interests at heart..." (UKS125).	47	100
		Extended Family (II.A.3)			Siblings, cousins, relatives, children, spouses. [If "family" stated, code for Mother, Father, and Extended Family]	"Seek friends and families help because they are trustworthy" (UKS108).	79	238

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		Experts/ Professionals (II.A.4)				"Instant access to information, from a human expert in the field so that you get the advantages of human contact" (UKU140).	39	101
		Friends/ Colleagues (II.A.5)				"Asked professional colleagues both within and outwith institution" (UKF401).	112	427
		Teachers/ Professors (II.A.6)				"a professor that has always time to help you whenever you need" (UKG307).	106	406
		Peers (II.A.7)			School, University colleagues but not 'friends'	"I used facebook to collate work with my peers on a task we were given in class" (UKS120).	73	185
		Librarians (II.A.8)				"I asked the librarian for the Russian & East European Studies collection to help me find the books I need" (UKU214).	15	28
		Other (II.A.9)				"To answer these questions we contacted the companies or bed and breakfasts directly" (UKS123).	76	227
	Digital (II.B)				Unspecified or unlisted digital source	"The idea of having the desired information in front of your eyes as and when I need it. This is, of course, something made possible by technology such as Google Glass" (UKG303).	49	116
		E-books (II.B.1)				"I do not like e-readers. For me personally, I need to feel the pages of a book in my fingers for it too be real" (USS116).	59	144
		Online Textbooks (II.B.2)				"I first of all used the information supplied by my teacher and went through each question until completion. It was a virtual book full of information" (UKS109).	10	16
		Databases (II.B.3)				"I searched several databases, and tried multiple search terms, and different types of searches (i.e. keyword vs. subject)" (USF412).	47	135

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		Websites (II.B.4)			Unspecified websites	"I used the websites I retrieved from the google search results" (UKG330).	114	446
			Discovery Channel (II.B.4.a)			"Like the discovery channel or we go on ESPN or like we may go to game magazine websites or just basically like book websites just to look up stuff" (USS2).	1	1
				Textbook Sites (II.B.4.b)		"And even not only that but sometimes, a lot of these books are being like put on the computer now. So you don't have to have the harder copy of it so I can use, I can do my own classes and have online books or EBooks or whatever you want to call it" (USU11).	6	10
				University Databases (II.B.4.c)		<i>What resources did you choose to use?</i> "Full complement of online journal databases available through library, plus physical books" (USF401).	49	124
				Major Media Sites (II.B.4.d)	Includes newspaper and news sites	"Tried to find out winners for the grammy's while traveling across time zones. Used a safari search and clicked on cnn.com link. This was useful, direct and to the point" (USF403).	59	133
				Non-English Language (II.B.4.e)		"They have, like for my French coursework, because I used to find French really hard, so I used to go online and like try and find translator websites to change what I had to do into English, so I understand it better" (UKS6).	4	7
				Dictionary (II.B.4.f)		"I used Thesaurus.com to help make my language richer" (UKU214).	5	7
				Wikipedia (II.B.4.g)		"I feel that Wikipedia is a fantastic resource, and I use it all the time" (2UKS1).	81	249

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			University Websites (II.B.4.h)		Not databases	"I used university websites who published their courses' content online" (UKG320).	60	153
			Music Websites (II.B.4.i)			"I have an iPod for music. I can't say I use it very often. If I listen to music, I would probably listen to Last.fm or some other music station online rather than listening to my iPod. I just don't tend to use it that much. If I do use it, it's in commuting, commuting one place to another" (UKG2).	11	16
			Fan Websites (II.B.4.j)			"The artist's website was easy to use in that it had a limited amount of information. What made it tricky was that her site referred to her tour dates under "Live" in the navigation; there's no controlled vocabulary for this information" (USG004).	4	4
			iPlayer/ Television Programmes (II.B.4.k)			"No human resources. I distracted myself by going online and watching some TV (Hulu)" (USU240).	37	98
			Retail Websites (II.B.4.l)			"I run a small shopping website, registered businesses there were more than 80. But the former website was not good for a period of time, some businesses out of my site" (UKG336).	58	144
			Exam Board Sites (II.B.4.m)			"Studied with friends, because that way we could explain the parts we knew to each other to help fill in the gaps of knowledge while studying for finals. Also used practice problems, including past exams and posted problems not from the book" (USU113).	7	10

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			Syllabus and Discipline-based Sites (II.B.4.n)		Includes non-academic help sites	"StackOverflow website. First show on Google Search and it was complete and accurate. it was what I was looking for" (UKU201).	46	98
			iTunesU (II.B.4.o)			"Other than that, I do use the iTunes U, the university iTunes channel. Partially because the podcasts are really interesting and I love to go to talks but I can't always find the time and they have philosophy classes online or any topic of interest" (UKG2).	4	4
			Photo Websites (II.B.4.p)			"I use technology for Flickr. Do you know Flickr?...Yes, so I use that quite a lot. And for doing like photo editing and things like that. And obviously for social networking as well" (UKS4).	14	18
			Other (II.B.4.q)		Includes digital music, digital photos—not online	"I googled "omnet++" and the first result of the search was the official web site of the Omnet++ simulator. I visited their web site and i tried to find the information I need there" (UKG306).	82	221
		VLEs/ CMSs (II.B.5)			Virtual learning environments and learning platforms.	"The first two steps take place in a virtual learning environment, the third one an academic institution" (UKU214).	15	18
			Moodle (II.B.5.a)			"Was last semester one of my professors used Moodle which at Gardner-Webb they didn't use so I had never seen that before so that was interesting for me, to learn that facet" (USG4).	49	144
			Blackboard (II.B.5.b)			"Sometimes, instead of logging into the virtual learning environment like Blackboard to retrieve course notes, a quick Google search is faster" (UKU213).	11	20

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			Institutional (II.B.5.c)			"Primarily I used ideas found online in the form of class outlines/suggestions/lesson plans from individual (not corporate) websites" (USF410).	16	28
			Not Specified (II.B.5.d)			<i>What resources did you choose to use?</i> "Learning platform" (UKU144).	13	23
			Other (II.B.5.e)			"A few of the links in our distance learning MA module no longer work, as the web pages can no longer be found" (UKG344).	22	58
	Physical (II.C)				Unlisted physical sources (i.e., journals and magazines)	"Once I'd figured out what it was that I needed to know I proceeded to use library resources in conjunction with internet sources" (UKG303).	33	62
		Books (II.C.1)				"Mostly internet resources though a fair bit of time was spent in the library reading books" (UKG303).	119	469
		Notes (II.C.2)				"...for some problems that I can't solve I referred to lecture notes and books" (UKG340).	44	84
Tools (III)						"Secondly, in connection with acquiring more complicated information (through reading) a search tool that can help you clarify certain things you cannot understand" (UKU214).	2	6
	Technology (III.A)					"I would have some sort of device that would pay attention to the what I am doing, and find the answers to simple questions I have without making me ask it" (USU236).	37	70

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		Computers (III.A.1)				"If I had a magic wand, I would be able to get all the academic information on the Internet and some personal information too (although I will still enjoy discussing it with my friends). It would hence be accessible from all parts of the world and I would only need a computer (instead of carrying books) and I could print out the fundamental parts" (UKG320).	64	207
			Desktops (III.A.1.a)			"Uh, I personally... I have a desktop computer" (2UKS3).	23	42
			Laptops (III.A.1.b)			"I could use the internet immediately on my laptop so I didn't have to go anywhere in particular. It was the quickest method" (UKS125).	83	284
			Mac (III.A.1.c)			"With the newest version of Mac computer system, I have iBooks on my laptop, which is the medium by which I've read each Gladwell book" (USU110).	20	56
			PC (III.A.1.d)			"Also contacting friends is very easy now as well through a plethora of messaging applications on mobile and pc" (UKU202).	21	40
		Mobile (III.A.2)				"internet freedom, easily available on mobile. i find it very easy but at somepoint these resources are not trustable ,can give incorrect information if we dont cross check it" (USU123).	20	37
			Phones (III.A.2.a)			"These resources were easy to use because the internet is always close to us-computers, phones etc." (UKS110).	64	222

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				Smart Phones (III.A.2.a.i)		<i>Please describe this ideal way of getting information. Include when, where and how you would use it. "smartphone that uses an Internet connection to retrieve information" (UKG337).</i>	40	118
				Android (III.A.2.a.i. x)		<i>"I was working on my android application when I needed to find out some information to fix little problems" (UKU106).</i>	8	29
				iPhone (III.A.2.a.i. y)		<i>"A google search on my iPhone that would scan all reliable internet sources plus human sources" (USF403).</i>	37	140
				Blackberry (III.A.2.a.i. z)		<i>"With my birthday and graduation money, I decided to buy a Blackberry smartphone. A lot of my friends have either Blackberries or iPhones, but I was not very familiar with the Blackberry software. I needed to know how to set the clock and how to set up an application called Blackberry Messenger" (USS3).</i>	15	49
				Other Cell/Mobile Phones (III.A.2.a.ii)	Not "smart"	<i>"But I did have a flip-phone, I just got this last year, and when I had that I actually found that easier to use most of the time because these are so small and, with that, you can use one hand" (USG4).</i>	12	23
				Media Player (III.A.2.b)		<i>"If I went on the bus to London, I would probably bring my iPod and listen to a podcast. But around the city I hardly ever use it. I'm usually somewhere where there's a wireless internet connection so I'd use my Netbook" (UKG2).</i>	18	51

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		Tablets (III.A.3)				"I also have ready access to these on my smartphone and tablet more readily than the library databases" (USG014).	10	18
			iPads (III.A.3.a)			"Yes. And I will say mobile devices; I find the screen of iPhones – and iPads too – very small. But they do offer a way to walk around and have that connection" (UKG2).	30	110
			Other Tablets (III.A.3.b)			"I'm mostly on Google Mail and, uh, G, uh, Google+. Um, and Google Drive was part of that family, um, and extended the DropBox idea. So, as soon as I got a tablet with a... Running, that was running Android, and mostly Google-based, I thought it was, um, it was a natural progression and offered me the opportunity to, to, extend what DropBox has given me" (UKU11).	23	48
		Games/ Consoles (III.A.4)				"And I know now they have it connected to – as far Netflix specifically – a bunch of video game things. Like I think Xbox has one and I think the Wii has one. I've seen ads for them" (USG4).	23	51
		Other (III.A.5)				"i hope i have a mobile audio system that will communicate with me and have function to filter out the information i don't need" (USU248).	55	141
	Software (III.B)					"I already knew BikeHub was a good tool for routing me to quieter roads, so I'd decided to use it" (UKG330).	12	22
		Word Processing Software (III.B.1)			(i.e., Microsoft Word, Libre Office)	"Proofing pages for my manuscript. Used red ink to mark changes on physical paper copy and wrote an accompanying index of changes made in a word document" (USF403).	63	159

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		Presentation Software (III.B.2)			(i.e., PowerPoint, Prezi)	"If I'm doing – recently we had to do a Powerpoint on a new project that we're doing in Biology, so I had to ask my friends what websites they looked at" (UKS4).	42	91
		Audio and Video Editing Software (III.B.3)				"My manager asked me to make a help video. I looked up videos for capturing screen activity and voice recording. I also looked at help videos on other websites to get a sense of the format, tone, and length" (USG004).	27	67
		Image and Photographic Editing Software (III.B.4)			(i.e., Photoshop) Including CAD and other drafting software.	"I would often have to do research mid-design to find out how to do exactly what I wanted to do within the Adobe Illustrator program" (USG001).	19	38
		Organisationa l Software (III.B.5)			Including digital calendars (i.e., Google Calendar, Excel)	"I used Excel and a Pomodoro Technique tool called Tomighty. The spreadsheet provides a simple overview and is easy to create and maintain" (UKG330).	44	104
		Other (III.B.6)				<i>What steps did you take and why?</i> "in online courses and multimedia applications" (UKG329).	64	148
	Print/Pen/Paper (III.C)					"I use JSTOR all the time. Most of the time, if it's an interesting article I print it out and then keep it in my files in alphabetical order. So that's the best place to keep stuff that's useful" (UKG4).	17	25
		Organizers/ Planners/ Diaries (III.C.1)			Physical /handwritten calendars.	"Ironically, I have a paper calendar. I do this because I find it very useful to actually have to write rather than type out the things that I have to do" (UKG2).	45	77

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		Handwritten Notes/ Assignment Preparation (III.C.2)				<i>What resources did you choose to use? "My friends, my class notes and the Internet" (UKG320).</i>	56	104
Agency (IV)					Implied.	"But I don't know. I do think I should try and-, I should try and do it but I don't think I will. It's something, I find it counterproductive because if it makes you work sort of less well or you know if I-, if it doesn't really suit me then what's the point really" (UKG5).	2	3
	Evaluation (IV.A)					"Frequently, you'll get a result from Spotify or a website that just mentions something but is not actually a valid resource, so I would look at the source through the URL to distinguish which one I want. Newspapers, it's fairly easy to tell. I mean, Google does sort the news items usually, separately from the rest of the items, so it's very easy to distinguish what's research or scholarly or what's the news item" (UKG2).	69	201
		Satisfice (IV.A.1)			Taking first result/answer in a search.	"Due to time constraints, the Wikipedia article was all I was able to read. It provided just about enough digestible information to be able to continue with my assignment" (UKG303).	93	296
		Reject (IV.A.2)			Finding results/answers unsatisfactory or rejecting a specific type of source.	"I didn't have other resources apart from Google and colleagues. There are maybe some books on the topic but I needed specific technical details so I decided not to search for it in books or papers" (UKG306).	137	732

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		Accept (IV.A.3)			Finding results/ answers to be correct/ satisfactory or favoring a specific type of source.	"Russell group website and website of individual academic libraries. I knew they should have the information I required" (UKF401).	121	432
	Decision/ Choice (IV.B)					"We do go to the library or somewhere quiet where we can just get our work done together but in regards to something we need the internet for or the computer we normally do that by ourselves. For example I will write up something and send it to her or just print it out and bring it to the lesson and she will go "That's fine" (UKU3).	41	71
		Convenience/ Ease of Use/ Accessibility (IV.B.1)				"online with follow up by easy to access human resources - ie the ability to contact someone quickly and efficiently by email, in person or phone..." (UKF401).	146	649
		Familiarity (IV.B.2)			Stating used to it or usually using it.	"I used Google because I'm used to it and it always gives some results" (UKG306).	48	86
		Repetition (IV.B.3)			Finding same result/answer from multiple sources.	<i>How did you decide when it was time to stop looking and that the answer was good enough?</i> "When I noticed that most website gave the same information (no additional information found)" (UKG320).	34	42
		Relevance (IV.B.4)				"The internet seemed like the best place to look as plenty of sites have part time job listings aimed at students" (UKG303).	80	186
		Authority/ Legitimacy (IV.B.5)				"Academic supervisor. He was best placed to answer my questions as he had full knowledge of the university funding options" (UKG303).	100	284

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		Available Time (IV.B.6)				"I needed a quick understanding of a very large/broad subject in order to complete an assignment by the submission deadline (having left it to the last minute)" (UKG303).	63	121
		Speed (IV.B.7)				"I needed quick information so I asked my friends. I could search for it on Internet but I was afraid that I will get too much advertisements about cheap transport" (UKG306).	100	282
		Privacy (IV.B.8)				"I chose to use the internet instead of friends and family as I felt the situation was too personal to talk about" (UKS110).	33	70
		Safety, Security (IV.B.9)			Trusting that source.	"It is important to have reliable information and advice from people you know and trust (and from people that you can relate to)" (UKG320).	13	31
			Caution (IV.B.9.a)		Won't easily trust a source in certain situations.	"After I matched what my GP told me with what I'd read online and the problem evolved, i.e. my mum had surgery" (UKG330).	37	88
			Confidence (IV.B.9.b)		Confident in that source as "safe."	"Ask friends for help. Know they won't tell anyone any personal problems" (UKS108).	14	29
		Multitasking (IV.B.10)			(i.e., using multiple tabs, or listening to music while doing homework).	"The auditory source read the information to me, which was nice when I wanted to multitask" (USU104).	22	38
		Browsing (IV.B.11)				"Skimmed through lecture notes and got a basic idea of the topic. Afterwards I looked at the coursework and determined which subtopics I should concentrate on" (UKU225).	42	74

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		Searching (IV.B.12)			Clearly stated by informants that they are actively looking for information	"I spent a few weeks struggling to find a part time job for the Christmas holidays. I mainly searched the internet but also search for help from my university, asked friends, walked the streets handing out my CV etc." (UKG303).	153	933
		Currency (IV.B.13)			Up-to-date source.	"IEEE Xplore website is a specialized website for search of technical publications and it is free for use for students in my university" (UKG306).	53	97
		Fun/Enjoyment (IV.B.14)				"An old friend found me on Facebook. I don't know if it's useful so much as just enjoyable. I love catching up with the old friend, but it's purely recreational" (USF412).	54	94
		Addiction (IV.B.15)				<i>What made you choose these resources instead of others?</i> "were uncomfortable about the addictive nature of social media and the extent to which it wasted their time" (USU249).	17	30
		Distraction (IV.B.16)				"Overall I feeling that social media may be more detrimental than useful in an academic content, people post engaging non-useful content that although very interesting, distracts you from your task" (UKU127).	34	62
		Time Wasting (IV.B.17)				"I don't use social media. I think it is a narcissistic waste of time" (USF402).	37	63
		Quantity (IV.B.18)			Finding a large amount of answers/results.	"i always try to have as many different sources as i can in order to be sure [of accuracy]" (UKG307).	32	60
		Reliability (IV.B.19)				"The reliability of books as a credible resource from the school library appealed to me, and they contained relevant knowledge" (UKS123).	73	186

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		Avoidance (IV.B.20)			Choosing online as a way to avoid real-life activities	"In my home country there are currently protests taking place and social media has played a big role in that. Despite having a strong opinion on these issues I try to avoid online discussions on political topics as they rarely lead to any meaningful conclusions" (UKU214).	9	10
	Motivation (IV.C)					"I think it is just so easy as well and it is generally free, obviously you have to pay for it but you don't have to pay to go on the websites" (UKS3).	9	9
		Create (IV.C.1)				"Through my eyes, utilizing facebook is all about creating spaces for internet me to discover" (UKG329).	63	176
		Collaborate (IV.C.2)		Helping others		"I had an assignment to complete, the guidelines for which were very vague and unhelpful. My course-mates had set up a Facebook page for our course. We used it as a platform to discuss the assignment and collectively managed to help each other understand the assignment" (UKG303).	87	268
		Connection (IV.C.3)		Sharing with others		"Facebook provided a centralised platform for all of us to talk to one another, something that is quite impossible otherwise" (UKG303).	105	362
		Put in Public Doman (IV.C.4)				"It's important to be available to people using the forms of communication they choose [Facebook]. It helps me stay in touch with people I am not able to see face-to-face" (USG022).	29	70

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			Self-Promotion (IV.C.4.a)			"Yeah, like pages. And, oh, and I also have a page on Facebook 'cause I do freelance art, back home in London. So I have a small exhibition there. So I use Facebook to promote my work. So, yeah, kind of, business-y, but not business, really" (2UKU1).	10	13
			Share Practice (IV.C.4.b)			"I don't have access to social media in a work context, but do follow plenty of other library assistants/ professionals on twitter. I have posted tweets and pictures of various events in our library service" (UKG344).	22	41
			Self-Disclosure (IV.C.4.c)			"In twitter, most of the people have been speaking up about the freedom to express one's opinion and ourself not being bothered by those opinions as everyone has a right to express them and we are not forced to listen to them and be respectful of them" (USG027).	6	10
		Extrinsic (IV.C.5)			Externally motivated. Assignment/have-to.	"Due to time constraints, the Wikipedia article was all I was able to read. It provided just about enough digestible information to be able to continue with my assignment" (UKG303).	70	195
		Intrinsic (IV.C.6)			Internally, self-motivated. (i.e., "I wanted to," "I'm interested in.")	"I spoke to my academic supervisor as it was a finance issue. He was best placed to answer my questions as he had full knowledge of the university funding options" (UKG303).	64	136
		Lazy (IV.C.7)			No motivation; choosing not to do things or to use sources	"I knew there was probably more detailed troubleshooting info on the web, but I didn't feel like searching" (USF412).	24	33

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		Organization (IV.C.8)				"I started by creating a plan for an essay and then planned my research. After this I conducted research and collated the results. I then wrote the essay using my research following the plan I made at the start" (UKS122).	66	149
Situation/ Context (V)					Implied.	"No, no I think I'm obsessive compulsive in a lot of ways. So I think I would obsess over – anything that I want the answer to, I will obsess it until I feel satisfied that that's the answer" (USF3).	6	7
	Personal (V.A)					"I spent a few weeks struggling to find a part time job for the Christmas holidays. I mainly searched the internet but also search for help from my university, asked friends, walked the streets handing out my CV etc." (UKG303).	169	841
	Professional/ Academic (V.B)					"I had an assignment to complete, the guidelines for which were very vague and unhelpful. My course-mates had set up a Facebook page for our course" (UKG303).	175	2044
	Societies/ Clubs/ Organizations / Churches (V.C)				Non-academic clubs or societies.	"A picture of a crocheted Oompa Loompa that I made to raise funds for the skydive was posted by the charity I'm raising funds for and created a bit of a stir on facebook and twitter" (UKG344).	25	69
	Immediacy (V.D)					"They were the ones with information/capabilities readily available, other sources (e.g. the library or my personal computer) would have been to tiresome to get to the right answers (project related to data mining)" (UKG342).	20	37

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	Public/Private (V.E)				Lurking/reading other people's posts.	"People that had been saying rude or offensive things on Twitter were getting into trouble with the police and also having their accounts suspended" (UKS110).	12	16
	Leisure/Fun (V.F)					"I asked a variety of people their opinion on whether or not I should go on a summer holiday with one of my friends by ourselves. I did this as I wanted a second opinion on the matter" (UKS125).	60	144
Juicy Quotes (VI)						"Today, I spent an hour deleting 70 of my status posts from the past week so I don't look so addicted to Facebook" (UKG337).	134	815
Contact (VII)						<i>Did you try any new approaches to finding information?</i> "Yes. Consultancy" (USG036).	30	61
	Face-to-Face (VII.A)					"I contacted my friends and had a chat with them (face to face or online - as most of my friends are abroad) and had a chat with my mother on the phone" (UKG320).	79	205
	Phone Call (VII.B)					"The way I use social media is very much limited to my immediate friends. If I hadn't read about some event there, most likely I would have been told by email/phone" (UKG342).	94	263
	Video Chat (VII.C)					"They [parents] are very proud of Skype to do those video chatting. So it's very useful for me because I'm studying here and they are in China. And this allows me to talk to them whenever I want with no cost" (UKG1).	40	90
	IM/Chat (VII.D)					"I had a student ask me to help them find primary sources on Stonewall Jackson on IM" (USF417).	32	67

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	Texting (VII.E)					"I felt like I had drifted apart from some of my friends, so I called/texted them and tried to reconnect" (USU110).	78	252
	Private Messaging (VII.F)					"My next daily stop is on Facebook, where I check to see what my friends are up to, keep up to date with wall posts and send and receive Facebook mails" (UKG337).	57	232
	Commenting (VII.G)					"i was searching for a food recipe and don't want to ask friends. hopefully, there are people comment on it (experience and positive comment)" (USU248).	14	23
	Media Posting (VII.H)					"Nothing happened in the past month. Every now and then, friends would post an interesting article on facebook that I'd read" (UKG342).	33	82
	Visible Messaging (VII.I)					"I found that using social networking for this was extremely useful. This is because I think that the best way to inform college students of things is to send messages to places they check often (places such as Facebook)" (USU236).	44	76
	Letters (VII.J)			Post/Mail		"I was trying to find a psychiatrist in my area, on my health insurance. I found a list of psychiatrists. Using the list I then called or wrote to the different doctors" (USF424).	12	18
	Email (VII.K)			Outlook, Hotmail, or Thunderbird		"I was looking online for my neuroscience class to see if ovalbumin is part of the central nervous system or the peripheral nervous system. I couldn't find it so I emailed my TA and she said it's part of egg whites, which didn't exactly answer my question" (USU246).	131	695

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Technology Ownership (VIII)						"No, you were expected to go somewhere. If we gave a typing assignment, hopefully you had a computer or knew someone that had a computer or went to the library to type" (USG2).	5	6
	Individual (VIII.A)					"Needed homework solution to check if I got the right answer. I was already on my computer so it was convenient" (USU242).	36	106
	Family (VIII.B)					"We have a laptop and a PC, a desktop PC at home. We've only recently got the laptop because my son is starting to use it for his homework, the computer as well. And because I've got studying to do we were queuing up for the computer, so we decided, you know that if we had the two we could share nicely" (UKU2).	5	5
	Institutional (VIII.C)					"I worked for a church for a while so I have [Adobe] licence through their – it's like a business licence where you can either have a single licence when you buy the product or I think you can buy one like a family kind for maybe three people but then they also have business licences where they can give it out and distribute it to whomever is working in their department. So I have it through that" (USG4).	27	60
	Rented (VIII.D)					"And I have other courses in college that may need me to go to the library or rent out a computer or something like that" (USS4).	1	2

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Network Used (IX)						“Looking for a performance in Vancouver to attend that night. Searched on google, a visitor map and various local entertainment sites/blogs for ideas of events around town on laptop over wifi” (USF403).	5	7
	Institutional Wifi or Cable (IX.A)					<i>What made these resources easy or difficult to use?</i> “Access - sometimes the VPN for Kent is a bit ‘tetchy’ and accessing academic databases off campus over a public wifi (which is what I was using during our off-campus meeting) is challenging” (USG037).	19	29
	Mobile Internet (IX.B)					<i>Please describe this ideal way of getting information. Include when, where and how you would use it.</i> “smartphone that uses an Internet connection to retrieve information” (UKG337).	11	19
	Home (IX.C)					“...I can still remember when I was in freshers’ year, and I asked — because my father got the internet connection quite early. 1994. Quite early for — in China. Because it was developing country” (UKG1).	13	23