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### Student Information Diary Interview Protocol

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## **Community College Student and Faculty Information Needs and Information Seeking Student Information Diaries Protocol**

Ten students will capture their information needs and information seeking through notes, photos, screen shots. Following this activity, students will be interviewed for approximately 60 minutes, referencing the diaries and other items they captured and collected to prompt explanations.

### **Student Information Diaries Instructions**

Please select ONE week over the next month to record your information needs and information seeking activities. This study is an effort to understand what information students need to complete college assignments and how and where they find that information, so please select a week that will most likely be typical of your college experience and during which you will be working on various assignments for your courses.

You can use the provided notebook or your own, or you can record the information outlined below in a wordprocessing document. When it would be helpful, take photographs or screenshots of your process. For example, you might take a screenshot or photo of search results to illustrate the choices that you had for sources of information, or you might take a photo of a print source you used.

Please try to complete your information diary entries by \_\_\_\_\_.

Each time you need information for a class assignment or for other activities at QCC (e.g., a student group, financial aid, etc.), answer the following questions:

- What class and assignment or other activity did you need information for?
- What information did you need?
- How did you search for the information?
- Where did you find the information?
- Approximately how long did it take you to find the information you needed?
- If you didn't find the information, what sources did you check for the information?
- What frustrations or problems did you encounter while searching for the information?

Once you've completed diary entries for one week, please contact me to schedule your interview. Also let me know whether you'd like a \$50 metro card or a \$50 Amazon gift, which you'll receive at the end of the interview.

If you have any questions or run into any problems, please let me know. You can reach me at:

Prof. Jean Amaral  
Queensborough Community College Library  
718.281.5795  
[jamaral@qcc.cuny.edu](mailto:jamaral@qcc.cuny.edu)

And many thanks for participating in the Student Information Diaries Study!



## Student Information Diaries Interview Questions

1. I have a few background questions to get us started: What is your age? What ethnicity do you identify as (may choose multi-ethnic or decline to answer)? How many semesters have you completed at QCC? What's your academic program? And what is your goal in attending QCC (e.g., associate's degree, transfer, certificate)?
2. Reviewing the information diary with the student, ask questions to clarify as necessary. For example: Why did you choose that way to search? Why did you choose that source of information? Is there anywhere else that you might have looked for the information? Can you think of any other sources that might have the information you needed?
3. How different is this week from other weeks during the semester? Was this a typical week for you?
4. What difficulties did you encounter in finding information for your class assignments? For other activities at QCC?
5. What was the most frustrating thing about trying to find information during this week? What do you think works best when you're looking for information?
6. If the library was not included in any activities, why not? What can the library do to better assist you in finding and using the information that you need?
7. Is there anything you'd like to add that didn't come out in your information diary or in our discussion today?

Thank you!

