

## Consent form

### Welcome to the research study!

In this study, we will ask you to recall a task or project that you have worked on (or are currently working on) that required you to:

1. take some actions to accomplish the task (for example, trying to solve a problem, plan an event, learn about a new topic, create/build/fix something, etc.)
2. search for information on the Web to help accomplish the task, and
3. search for information at different points in accomplishing your task (e.g. across multiple days or at different times)

First, you will be asked to think of a particular task or project that you have worked on that meets these criteria. Then, you will be asked some questions about that task.

This survey will take about 15 minutes. Once you are done with the questionnaire, you will receive a validation code at the end of the survey that will be requested by AMT. **Please copy and save the validation code. Your task will be rejected automatically if you cannot provide the correct validation code on AMT.**

Your response will be reviewed within 3 workdays. **We only accept completed tasks that include genuine and thoughtful answers.** You will receive US\$2.00 for your participation once your response is accepted.

Your AMT workerIDs will be stored on the UNC Qualtrics system as part of completing the questionnaire. We will use your workerIDs for verifying the completeness of your response and for authorizing your payment on the MTurk system. Once your response is accepted, we will download the data and remove your AMT workerID from the response.

To further protect privacy, when you fill out the questionnaire, we ask that you DO NOT include identifiable information (e.g., real people's names, workplace projects, addresses, etc.) in your response.

If there was a breach of confidentiality (e.g., if our system was hacked), it might be possible that someone could associate your questionnaire responses with you. However, we will store the data on secure servers and will only grant access to the data to personnel authorized to work on this project. In addition, as noted above, we will remove your AMT workerID from your responses after authorizing your payment on the MTurk system. Once the data has been analyzed, the data will be deleted.

This research is designed to benefit society by gaining new knowledge. You will not benefit personally from being in this research study.

You may feel mild embarrassment if you are not able to answer some of the questions in the survey. There may be uncommon or previously unknown risks. If you have questions or concerns about your rights as a research subject, or if you would like to obtain information or offer input, you may contact the Institutional Review Board at 919-966-3113 or by email to [IRB\\_subjects@unc.edu](mailto:IRB_subjects@unc.edu).

Your participation in this study is voluntary. You may withdraw at any point during the study, for any reason, and without any prejudice. If you would like to contact the Principal Investigators of this study for more information, please email: **Yuan Li** ([yuan\\_li@unc.edu](mailto:yuan_li@unc.edu)) or **Dr. Rob Capra** ([rcapra3@unc.edu](mailto:rcapra3@unc.edu)).

By clicking the button below to continue to the next page, you affirm that:

(1) you have read the information above, (2) your participation in the study is voluntary, (3) you are over 18 years old, (4) you are aware that you may choose to terminate your participation in the study at any time for any reason.

Please note that this study will be best displayed on a laptop or desktop computer. Some features may be less compatible for use on a mobile device.

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IRB Study Number: 19-0870

Principal Investigator Department: School of Information and Library Science at University of North Carolina at Chapel Hill

## Demographic Information

**Thank you for participating in our study!**

First, please answer some basic questions about yourself. Your answers will help us better understand the background of our participants.

What is your age in years?

What is your gender?

Female

Male

Other (Please specify)

What is the highest degree or level of school you have completed? (If you're currently enrolled in school, please indicate the highest degree you have received.)

Less than a high school diploma

High school degree or equivalent (e.g. GED)

Some college but no degree

Associate degree

Bachelor degree

Graduate degree

If you are employed, what is your current occupation?

## Task description

There are many different projects or tasks in our work and daily life that require us to search for information online. Sometimes we can find the information we need by searching in a single session, but other times we may need to search at several different times to find information that is needed for a task

or project.

A **search query** is a specific term or phrase that you entered into a search engine.

A **search session** is a continuous period of time during which you searched online. A search session may include multiple search queries.

A **multi-session search** is a search process that involved multiple search sessions (e.g., at different times in a project, or across different days).

Next, please think about **a recent project or task** that:

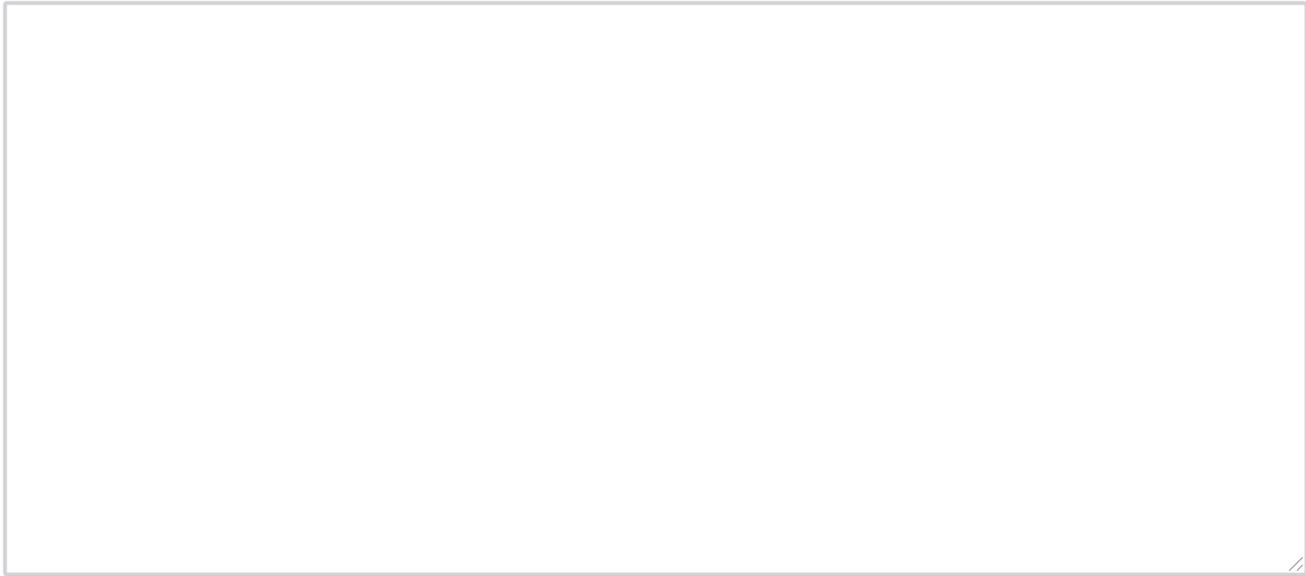
- required you to do a multi-session search (e.g., that involved multiple online search sessions at different times during your task, or across different days)

**--OR--**

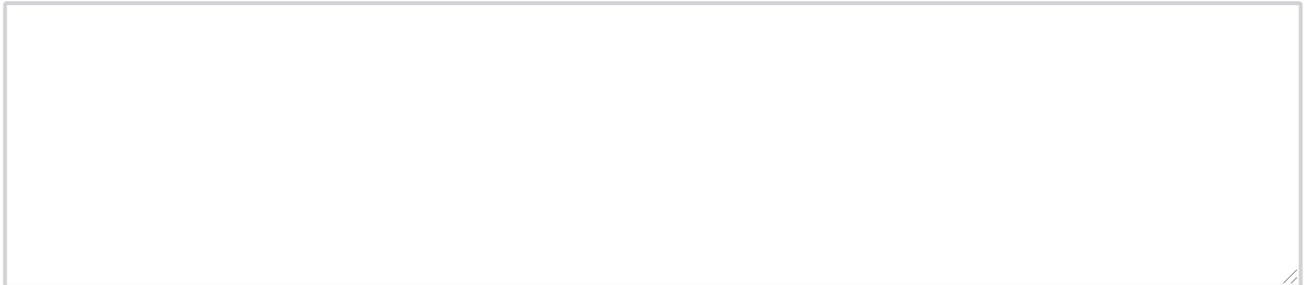
- is a task for which you have only searched for one session so far, but you plan to search again in the future because the task is not finished yet.

In a paragraph, describe the task you have selected that required you to search for multiple sessions. Please give enough detail so that we can understand the task and your activities for it.

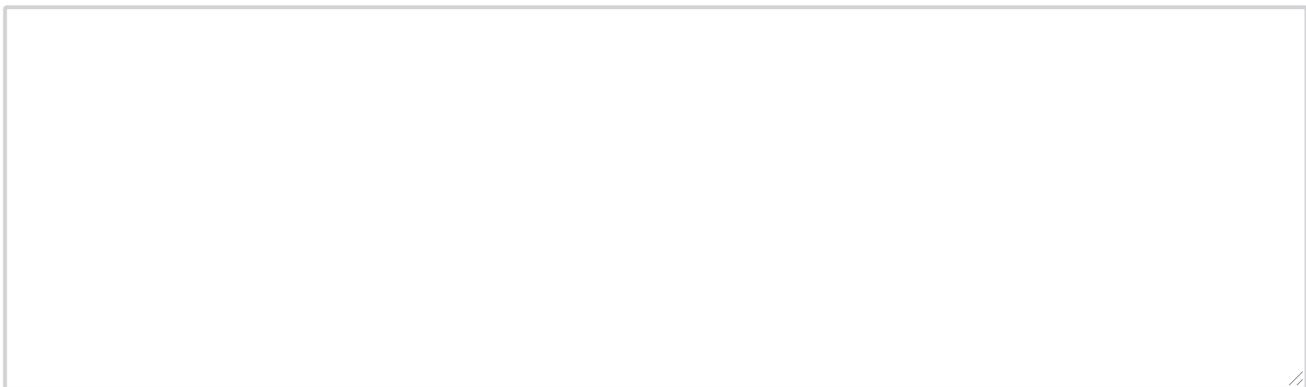
NOTE: For all the questions, please provide full and complete responses. However, please do not include any personally identifying information (e.g., names, addresses, etc.) in your responses.



What were your goals for this task?



What useful online information did you want to find for this task? If you wanted to find multiple pieces of information, please list them all. Please describe the information that you needed in enough detail that we can understand what you were looking for.



Which ONE of the following best describes the final output of your task?

- Physical products (e.g., a painting, building something, appliance repair, cooking)

- Digital products (e.g., a web site, a powerpoint slide, a digital file)
- Ideas, concepts, learning (e.g., learning to cook, studying a new topic)
- Information to help decision making or problem solving (e.g., research to help you decide on a purchasing decision, information to help you find a replacement ingredient for butter in cooking)
- Other (Please specify)

Please indicate your level of agreement with the following statements about this task:

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I was interested in this task.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was important for me to complete this task.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I already knew a lot about the task topic before I started the task.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was familiar with the steps to complete similar tasks before I started this one.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you describe the time requirement for completing this task?

- Very near term (the task needed to be done within 1~2 day(s).)
- Short-term (the task needed to be done within a few days.)
- Long-term (the task needed to be done within a few weeks to months.)
- Undetermined (there was no set time for this task.)

At the present time, about how many sessions (e.g., at different times during the project, or across different days) have you searched online to help you with this task?

- 1 session
- 2 sessions
- 3 sessions
- More than 3 sessions

Which of the following devices have you used to search for information for this task? *(Select all that apply)*

- Desktop or laptop computer
- Smartphone
- Tablet
- Smart TV (i.e., Apple TV, Roku, Play TV)
- Google home or Alexa
- Other (Please specify)

Which of the following **additional** sources have you used to look for information related to this task? *(Select all that apply)*

- Books
- Brochures or pamphlets
- Magazines
- Newspapers
- Libraries/unspecified readings
- Specific agencies/Experts
- Family members
- Friends
- Colleagues
- In-person support groups
- Specific online forums (including social media)
- Television
- Videos

Radio Other (Please specify)

If you already **completed** the task, did you search for any information related to the task after you completed it?

Yes, I searched online for relevant information after I completed the task. (Please specify what you searched for)

No, I did not search for any relevant information after I completed the task.

No, I am still working on the task.

## The most recent search session

Still focusing on the same task, please think about **the most recent search session** when you searched for information online for the task, and answer the following questions:

By "**the most recent search session**", we mean the latest session, or a period of time, that you continually searched online for information about this task.

In a paragraph, please describe this most recent **search session**, including

1. the reasons why you needed to search for this session,

2. the kinds of information that you were looking for during this session, and
3. whether or not you found the information you needed.

Please provide enough detail so that we can understand your activities during this most recent search session for your task.

When did the most recent search session happen?

- Today
- Within 1-3 days
- More than 3 days ago

For what reasons did you start this **most recent search session**?

*(Select all that apply)*

- I needed to find general knowledge (e.g., domain knowledge, background information) about this task.
- I needed to find specific information to help with this task.
- The task requirements were not clear.
- The task had subconcepts that I needed to understand.
- Information I found previously did not work.
- I needed to re-find information I had seen before.
- I wanted to continue a previous search that stopped without finding satisfactory information.
- I wanted to find updated (e.g., the most recent) information related to the task.

- I did not have a specific goal about the task, but thought the information might be useful in the future.
- Other (Please specify)

If this was not your first search session for this task, did you do anything to reacquaint yourself with previous results that you found from prior search sessions?

Please give enough detail so that we can understand the activities you did.

## Stopping your most recent search session

Still thinking about the most recent **search session** you described above, next, please focus on the reason(s) that made you stop this most recent search session.

Many reasons can cause you to stop a search session, here we provide two groups of reasons: **(1) task-related reasons**, **(2) non-task-related reasons**. Please read the following two questions carefully, and select all types of reasons that made you stop your last search session for your task.

**Task-related reasons** are reasons why you stopped searching that are directly related to your task. Select any task-related reasons below that made you stop the most recent search session for your task:

*(Select all that apply)*

- I needed to consult other sources (e.g., another person, organizations) for more information about the task.
- I couldn't find the information I was looking for.
- I needed to process/think about the gathered information before taking next step.
- I needed to validate the found information by applying it to my task.
- I found all the information I needed.
- Task deadline was approaching.
- I couldn't complete the task.
- Other reasons related to the task (Please specify)

- No task-related reasons.
- I can't remember why I stopped.

**Non-task-related reasons** are reasons that you stopped searching that are not directly related to the task (e.g., phone calls, interruptions, meetings, chatting with a friend). Select any non-task-related reasons below that made you stop the most recent search session for your task:

*(Select all that apply)*

- I was distracted (e.g., by phone call, app prompt, or other person.)
- I needed to work on something else on my schedule.
- I couldn't get access to the information sources (e.g., needed registration, needed to pay for a full-text version).
- I was tired of searching (mental/physical fatigue).

Some technical problems occurred (e.g., computer/internet problem).

Some other non-task-related reasons stopped me. (Please specify)

No non-task-related reasons.

I can't remember why I stopped.

When you stopped this most recent search session, did you have a clear idea that you would search again for information about this task in a later time?

Yes, I knew that I would search again for this task. (Please explain why)

Not sure, I did not have any plan to search again when I stopped.

No, I definitely won't be doing any more searches.

When you ended the most recent search session, did you do anything to help you continue the search task in the future? (e.g., save information somewhere, bookmark pages, or email yourself, etc.) Please give enough detail so that we can understand the activities you did.

## Methods for keeping information

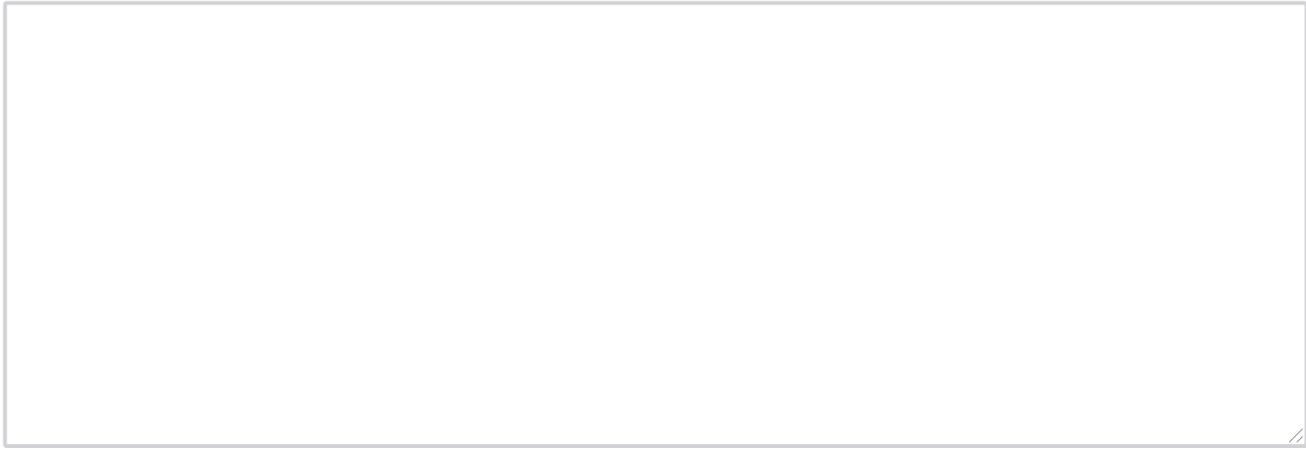
Which of the following methods (if any) did you use for keeping the information you found related to this task?

*(Select all that apply)*

- Creating bookmarks
- Relying on things being stored in my browser history.
- Printing pages
- Saving pages
- Copy/paste to other documents (e.g., word document, endnotes, text file)
- Taking screenshots
- Taking pictures
- Sending emails to myself
- Sending text/image messages to myself
- Just remembering things (e.g., my memory)
- Other (Please specify)

Please explain the reason(s) why you used the selected methods above for keeping the information for this task.

If you did not use any methods other than your memory, please explain why you only used your memory for keeping the information found for this task.



## Captcha

 I'm not a robot   
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