

Study of Evaluation Model Based on Information System Success Model and Flow Theory Using Web-scale Discovery System

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Abstract : Because of the rapid growth of information technology, more and more libraries introduce the new information retrieval systems to enhance the users' experience, improve the retrieval efficiency, and increase the applicability of the library resources. Nevertheless, few of them are discussed the usability from the users' aspect. The aims of this study are to understand that the scenario of the information retrieval system utilization, and to know why users are willing to continuously use the web-scale discovery system to improve the web-scale discovery system and promote their use of university libraries. Besides of questionnaires, observations and interviews, this study employs both Information System Success Model introduced by DeLone and McLean in 2003 and the flow theory to evaluate the system quality, information quality, service quality, use, user satisfaction, flow, and continuing to use web-scale discovery system of students from National Chung Hsing University. Then, the results are analyzed through descriptive statistics and structural equation modeling using AMOS. The results reveal that in web-scale discovery system, the user's evaluation of system quality, information quality, and service quality is positively related to the use and satisfaction; however, the service quality only affects user satisfaction. User satisfaction and the flow show a significant impact on continuing to use. Moreover, user satisfaction has a significant impact on user flow. According to the results of this study, to maintain the stability of the information retrieval system, to improve the information content quality, and to enhance the relationship between subject librarians and students are recommended for the academic libraries. Meanwhile, to improve the system user interface, to minimize layer from system-level, to strengthen the data accuracy and relevance, to modify the sorting criteria of the data, and to support the auto-correct function are required for system provider. Finally, to establish better communication with librarians commended for all users.

Keywords : web-scale discovery system, discovery system, information system success model, flow theory, academic library

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