Meeting User's Information Need: A Study on the Acceptance of Mobile Library Service at UGM Library

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Abstract : Currently, a wide range of innovative mobile library (M-Library) service is provided for the users in the library. The M-Library service is an innovation that aims to bring the collections of the library to users who currently use their smartphone so often. With M-Library services, it is expected that the users can fulfill their information needs more conveniently and practically. This study aims to find out how users use M-Library services provided by UGM library. This study applied a quantitative approach to investigate how to use the application M-Library. The Technology Acceptance Model (TAM) theory is applied to perform the analysis in terms of perceived usefulness, perceived ease of use, attitude towards behavior, behavioral intention and actual system usage. The results show that overall the users found that the M-Library application is useful to meet their information needs. Such as facilitate user to access e-resources, search UGM library collections, online booking collections, and reminder for returning book.