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User Acceptance Criteria for Digital Libraries

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Abstract : The Internet and digital publication technologies have brought dramatic impacts on how people collect, organize, disseminate, access, store, and use information. More and more governments, schools, and organizations spent huge funds to develop digital libraries. A digital library can be regarded as a web extension of traditional physically libraries. People can search diverse publications, find out the position of knowledge resources, and borrow or buy publications through digital libraries. People can gain knowledge and students or employees can finish their reports by using digital libraries. Since the considerable funds and energy have been invested in implementing digital libraries, it is important to understand the evaluative criteria from the users' viewpoint in order to enhance user acceptance. This study develops a list of user acceptance criteria for digital libraries. An initial criteria list was developed based on some previously validated instruments related to digital libraries. Data were collected from user experiences of digital libraries. The exploratory factor analysis and confirmatory factor analysis were adopted to purify the criteria list. The reliabilities and validities were tested. After validating the criteria list, a user survey was conducted to collect the comparative importance of criteria. The analytic hierarchy process (AHP) method was utilized to derive the importance of each criterion. The results of this study contribute to an e understanding of the criteria and relative importance that users evaluate for digital libraries.

Keywords : digital library, user acceptance, analytic hierarchy process, factor analysis
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