A Study on User Satisfaction with e-Book Services in University Libraries

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Abstract

This research surveyed college students in Korea on their satisfaction for e-book services provided by university libraries. Their usage behavior was investigated, and the satisfaction rate for e-book usage and its service quality were analyzed to comprehend the status of e-book usage. The analysis showed that overall satisfaction for e-book service of university libraries was 2.93 on average. Moreover, the more frequently a student used the service, the more satisfied the student was; junior/senior-level and graduate school student groups showed higher satisfaction for e-book service than freshman and sophomore students. The most influential factor for satisfaction based on the e-book service quality was the content of the service, followed by the library support service system. Based on the findings, reinforcement of library public relations and user education, and the maintenance of the variety and up-to-date status of the contents were proposed to stimulate future university library e-book services.

Keywords

Electronic Book; E-book Service; Satisfaction; User Behavior; Service Quality
References


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5. A study on library users’ loyalty with users’ satisfaction as a moderating variable: K university case vol.25, pp.6, 2014,
The study focused on users satisfaction with library services at the Delta State University main Library, Abraka, Delta State. The objective was to find out if users are satisfied with the services, facilities, the library environment, information sources and staff of the library. Using the descriptive survey design the population for the study consisted of all registered library users in the Site II of the Delta State University, Abraka Campus. The study employed the simple random sampling techniques in selecting the sample size for the study, and with a questionnaire data were collected. The