

QUESTIONNAIRE ON: AN ASSESSMENT OF THE PERFORMANCE OF DIGITAL LIBRARIES BASED ON AN INFORMATION SYSTEMS IMPACT MODEL.

SECTION A: DEMOGRAPHIC

* Serial Number

* For office use

Please tick [✓] only **once** for each of the questions otherwise stated.

1. Gender

(1) Male

(2) Female

2. Age

(1) < 25

(4) 35 – 39

(2) 25 – 29

(5) 40 – 44

(3) 30 – 34

(6) ≥ 45

3. Race

(1) Malay

(3) Indian

(2) Chinese

(4) Others: _____

4. University

(1) UM

(3) USM

(2) UKM

(4) UPM

5. Education Status: *(for Students only and please skip Q6)*

(1) Undergraduate (2) Postgraduate (3) Others: _____

6. Job Status: *(for Staff only and please do not answer Q5)*

(1) Research Assistant

(4) Senior Lecturer

(2) Tutor

(5) Associate Professor

(3) Lecturer

(6) Professor

7. Discipline of Education / Research

(1) Architecture

(11) Islamic Studies

(2) Agriculture

(12) Linguistics

(3) Business/ Finance/ Banking

(13) Law

(4) Computer Science & IT

(14) Library & Information Science

(5) Dentistry

(15) Medicine/ Pharmacy

(6) Education

(16) Science

(7) Economics

(17) Science & Technology

(8) Engineering

(18) Social Science & Humanities

(9) Food Science

(19) Veterinary Science

(10) Health Science

(20) Others: _____

SECTION B: YOUR INTERNET EXPERIENCE/USAGE
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Please tick [✓] only **once** for each of the questions otherwise stated.

8. How long have you been using the Internet?

- | | |
|--|--|
| (1) <input type="checkbox"/> <5 years | (3) <input type="checkbox"/> 10 - 14 years |
| (2) <input type="checkbox"/> 5 - 9 years | (4) <input type="checkbox"/> ≥15 years |

9. Estimate the frequency of using Internet:

- | |
|--|
| (1) <input type="checkbox"/> Very frequently (Daily) |
| (2) <input type="checkbox"/> Quite frequently (Weekly) |
| (3) <input type="checkbox"/> Occasionally (Monthly) |
| (4) <input type="checkbox"/> Rarely (Less than once a month) |

10. Where do you **usually** access the Internet for the purpose of **information searching**?

- | | |
|--------------------------------------|--|
| (1) <input type="checkbox"/> Home | (4) <input type="checkbox"/> Office/Faculty |
| (2) <input type="checkbox"/> Hostel | (5) <input type="checkbox"/> Public Terminals (cyber cafes etc.) |
| (3) <input type="checkbox"/> Library | (6) <input type="checkbox"/> From Others: _____ |

11. How do you learn using the Internet?

- | | |
|--|---|
| (1) <input type="checkbox"/> Self-learning | (4) <input type="checkbox"/> Library's programs/Training/ Workshops |
| (2) <input type="checkbox"/> Friends/ Relatives | (5) <input type="checkbox"/> Others: _____ |
| (3) <input type="checkbox"/> Teachers/ Lecturers | |

12. What is the **primarily** Internet used for?

- | | |
|---|---|
| (1) <input type="checkbox"/> Education/Research | (5) <input type="checkbox"/> Viewing current news |
| (2) <input type="checkbox"/> Entertainment | (6) <input type="checkbox"/> Gathering information for personal needs |
| (3) <input type="checkbox"/> Work/Business | (7) <input type="checkbox"/> Communications (email, chat etc.) |
| (4) <input type="checkbox"/> Online shopping | (8) <input type="checkbox"/> Others: _____ |

13. Do you think internet literacy skills help you better in using electronic resources and services such as digital library?

- | |
|---------------------------------------|
| (1) <input type="checkbox"/> Yes |
| (2) <input type="checkbox"/> No |
| (3) <input type="checkbox"/> Not sure |

14. How did you **first** find out about your university's digital library?

- | | |
|--|--|
| (1) <input type="checkbox"/> University homepage | (5) <input type="checkbox"/> Friends/ colleagues or Lecturers/ Superiors |
| (2) <input type="checkbox"/> Library homepage/ promotion | (6) <input type="checkbox"/> Lectures/ class/ training |
| (3) <input type="checkbox"/> Library information programme | (7) <input type="checkbox"/> Others: _____ |
| (4) <input type="checkbox"/> Email announcement | |

For this section and onwards, please tick [✓] the level of agreement to the following statements. You are allowed to choose **ONE** answer only for each statement.

① = Strongly unfamiliar / Strongly disagree ② = Unfamiliar / Disagree ③ = Neutral ④ = Familiar / Agree ⑤ = Strongly familiar / Strongly agree

SECTION C: AWARENESS

	①	②	③	④	⑤
15. I prefer to visit university's <i>online</i> library resources than <i>physical</i> library resources.					
16. I am aware that the <i>online library resources</i> is the <i>digital library</i> system.					
17. I am aware and use university's digital library for my study/research activities.					
18. I am aware of what features and capabilities of digital library that can help me in my study/research.					
19. I am aware I can access to university's past scholar theses/articles through digital library.					
20. I am aware that I can use digital libraries for my education/research information needs.					
21. I am a frequent user of university's digital library.					
22. I am aware that my colleagues are also using digital library.					
23. I am aware that my study/research group needs digital library rather than any other search engines.					
24. My main intention of using university's digital library is to find academic information from online journals/periodicals/etc.					
25. I use university's <i>online</i> library resources <i>more</i> than <i>physical</i> library resources.					

① = Strongly disagree ② = Disagree ③ = Neutral ④ = Agree ⑤ = Strongly agree

SECTION D: DIGITAL LIBRARIES (DL) USAGE FOR INFORMATION SUCCESS

1. Individual Impact

The influence of digital libraries usage on your study or research activities.

	①	②	③	④	⑤
26. I have learnt much through the presence of online library resources (academic digital library).					
27. The academic digital library improves my my awareness of academic tasks.					
28. The academic digital library improves my study effectiveness.					
29. The academic digital library increases my academic knowledge.					

2. System Quality

Your perception on the goodness of the digital library performance, from the aspects of interface design, contents, services and technicalities.

30. Data from the academic digital library often needs correction.
31. Data from the academic digital library is current enough.
32. The academic digital library is missing key information.
33. The academic digital library is easy to use.
34. The academic digital library is easy to learn.
35. Often difficult to get access to information in the academic digital library.
36. The academic digital library meets my (academic) requirement.
37. The academic digital library includes necessary features and functions.
38. The academic digital library always does what it should.
39. The academic digital library user interface can be easily adapted to one's personal approach.
40. The academic digital library is always up-and-running as necessary.
41. The academic digital library system responds quickly enough.
42. The academic digital library requires minimum number of fields and screens to achieve task.
43. All data within the academic digital library is fully integrated and consistent.
44. The academic digital library can be easily help me dealing with errors.

	①	②	③	④	⑤

3. Information Quality

Your perception on digital library's goodness in producing its tasks outputs.

45. Information available from the academic digital library is important.
46. Information needed is always available.
47. The academic digital library provides output is what exactly is needed.
48. Information from the academic digital library is readily usable.
49. Information from the academic digital library is easy to understand.
50. Information from the academic digital library is always timely.
51. Though data from academic digital library is accurate, outputs sometimes are not.

	①	②	③	④	⑤

52. Information from the academic digital library is concise.
53. Information from the academic digital library is readable, clear and well-formatted.
54. Information from the academic digital library is unavailable elsewhere.

SECTION E: DIGITAL LIBRARIES (DL) USAGE FOR INFORMATION PROVISIONING

1. Content breadth

The breadth of content requirements for education/research decision-making.

55. I obtain academic information about my study from digital library.
56. I obtain full-text articles *as requested* from the digital library.
57. I obtain full-text articles from *alternative* resources from digital library.
58. I obtain academic information about my study *as requested* from the digital library.
59. I obtain academic information about my study *as suggested* by the digital library.
60. I obtain the information required from *internal* (university) resources on digital library.
61. I obtain the information required from *worldwide* resources on digital library.

	①	②	③	④	⑤

2. Content depth.

The depth of content to support users' decision-making which related to education/research.

62. I obtain *detailed* academic information from digital library.
63. I obtain *abstracted* academic information from digital library.
64. I obtain *current* academic information from digital library.
65. I obtain *archived* academic information from digital library.
66. I obtain *high quality* academic information from digital library.

	①	②	③	④	⑤

3. Interaction dynamism.

Ability to support active contribution to knowledge gained.

67. I *search* for academic information from digital library.
68. I *request* for academic information from digital library.
69. I *reuse* academic information from digital library (for other tasks/ researches).
70. I *share* academic information from digital library with colleagues.

	①	②	③	④	⑤

Please honestly give your personal opinion for the following questions about your university's digital library.

	①	②	③	④	⑤
71. Overall, the impact of the academic DL on me has been positive.					
72. Overall, the impact of the academic DL on the institution has been positive.					
73. Overall, the information quality of the academic DL is satisfactory.					
74. Overall, the system quality of the academic DL is satisfactory.					

75. Please state main improvement you think is needed for the digital library.

END OF QUESTIONNAIRE.

Thank you very much for your cooperation and time for completing this questionnaire.

All of your answers are strictly confidential.

Please return the completed questionnaire to me by _____.

If you have any queries please contact:

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