

## Results of individual t-test for analysing the non-response bias

Indicators	<i>t</i> statistics	p-value (5%)
I have learnt much through the presence of the <i>online library resources</i> (academic digital library).	1.501	0.137
The academic digital library improves my awareness of academic tasks.	1.404	0.164
The academic digital library improves my study effectiveness.	0.273	0.786
The academic digital library increases my academic knowledge.	0.265	0.792
Information available from the academic digital library is important.	0.501	0.617
Information needed is always available.	-0.429	0.669
The academic digital library provides output is what exactly is needed.	-0.304	0.762
Information from the academic digital library is readily usable.	0.082	0.935
Information from the academic digital library is easy to understand.	1.021	0.310
Information from the academic digital library is always timely.	1.356	0.179
Though data from academic digital library is accurate, outputs sometimes are not.	1.033	0.304
Information from the academic digital library is concise.	1.174	0.244
Information from the academic digital library is readable, clear and well-formatted.	1.437	0.154
Information from the academic digital library is unavailable elsewhere.	0.830	0.409
Data from the academic digital library often needs correction.	1.124	0.264
Data from the academic digital library is current enough.	1.936	0.056
The academic digital library is missing key information.	-0.721	0.473
The academic digital library is easy to use.	1.423	0.158
The academic digital library is easy to learn.	1.750	0.084
Often difficult to get access to information in the academic digital library	2.201	0.030*
The academic digital library meets my (academic) requirement.	1.206	0.231
The academic digital library includes necessary features and functions.	1.587	0.116
The academic digital library always does what it should.	0.602	0.549
The academic digital library user interface can be easily adapted to one's personal approach.	0.341	0.734
The academic digital library is always up-and-running as necessary.	-0.730	0.467
The academic digital library system responds quickly enough.	2.013	0.047*

The academic digital library requires minimum number of fields and screens to achieve task.	1.155	0.251
All data within the academic digital library is fully integrated and consistent.	-0.417	0.678
The academic digital library can be easily help me dealing with errors.	0.461	0.646
The academic digital library is cost effective.	0.554	0.581
The academic digital library has resulted in reduced staff cost.	0.273	0.786
The academic digital library has resulted in overall cost reductions (administration, hardware, software & etc).	0.275	0.784
The academic digital library has resulted in overall improvement in library services.	0.082	0.935
The academic digital library has resulted in improved outputs for academic users.	0.500	0.618
The academic digital library has resulted in increase of capacity to manage growing volume of activity (e.g. transactions of searching, retrieving & etc.)	0.858	0.393
The academic digital library has resulted in improved library process and use.	0.598	0.551
The academic digital library has resulted in better positioning for research university.	0.335	0.730
Overall, the impact of the academic DL on me has been positive.	0.639	0.524
Overall, the impact of the academic DL on the institution has been positive.	0.756	0.452
Overall, the information quality of the academic DL is satisfactory.	0.152	0.880
Overall, the system quality of the academic DL is satisfactory.	0.250	0.803

Note: \* $p > 0.01\%$