

**UNIVERSITI TEKNOLOGI MARA**

**ASSESSING USER ENGAGEMENT  
WITH NON-DIGITAL LIBRARY  
RESOURCES AMONG  
UNDERGRADUATE STUDENTS AT  
FACULTY OF INFORMATION  
SCIENCE**

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## ABSTRACT

Public and academic libraries invest significantly in digital resources yet struggle to justify these expenditures due to low usage. The rise of non-digital library (non-DL) resources challenges the prominence of academic digital libraries. This study examines user engagement with non-DL resources, focusing on reliability, assurance, tangibles, empathy, responsiveness, and satisfaction, framed within the SERVQUAL model. A mixed-methods approach was employed, combining a comprehensive literature review across education, digital libraries, and technology with quantitative data collection. Participants included undergraduate students from the Faculty of Information Science at Universiti Teknologi MARA (UiTM) across multiple campuses. A theoretical model was developed, testing hypotheses related to engagement, service quality, and satisfaction. Analysis of 302 responses confirmed significant relationships between these factors and non-DL engagement. The study contributes theoretically by integrating SERVQUAL with non-DL engagement, empirically validating these relationships, and offering practical tools for assessing non-DL resources. The study's limitations include its focus on a specific student population and potential for broader applicability. Future research should incorporate models like TAM or UTAUT and expand to diverse student groups. Combining qualitative and quantitative methods is recommended for a more comprehensive understanding.

Keywords: Non-digital library resources, SERVQUAL, user engagement, service quality, satisfaction.

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# CHAPTER 1

## INTRODUCTION

### 1.1 Background of Study

The rapid advancements in information technology have profoundly transformed the processes of information collection, storage, retrieval, and dissemination. The concept of a digital space or resources has emerged as an intriguing new frontier, increasingly blurring the boundaries between the physical and digital worlds. For libraries and their users, this shifting digital environment presents many aspects that should be considered. As conventional library services evolve to keep pace with the digital age, grasping the potential usage of this immersive digital realm has become essential (Oladokun, B.D. et al., 2023).

Historically, printed materials such as textbooks, periodicals, handbooks, and journals supported research, teaching, and learning. However, the expansion of information and communication technologies (ICT) has revolutionised the role of libraries. This shift in information resources has posed new challenges for libraries globally in meeting users' evolving information needs. Moreover, the advent of ICT has reshaped librarians' and information professionals' responsibilities and job profiles. The advancement of technology has led to the rise of online resources, marking a significant transformation in library services and access to information, and giving rise to the concept of the digital library. This shift has introduced new expectations and demands from library users and librarians. The utilisation of digital libraries has seen consistent growth, particularly in developed nations (Adebayo John Oluwaseye, 2013).

Academic libraries worldwide are diving headfirst into the digital revolution of the 21st century, each at its own pace. In response to rapidly shifting information needs, these libraries are reimagining their services and resources to enhance their offerings. Digital libraries, in various forms, aim to deliver instant access to a wealth of digitised content, including multimedia (Mayank Trivedi, 2010). The Digital Library Federation describes digital libraries as institutions that manage resources with specialised staff to select, organise, provide intellectual access to, interpret, distribute, and preserve digital works. These libraries are intricate systems that link to diverse collections, with these connections often hidden from users, rather than just offering document surrogates,