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## Users' Satisfaction With the Digital Library Services of Allameh Tabatabai University

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### Abstract

**Purpose:** The present study aimed to identify the level of user satisfaction with the digital library services of Allameh Tabatabai University during the Corona era.

**Methodology:** The research utilized an applied purpose and descriptive survey method. The statistical population consisted of all students of the Faculty of Educational Sciences and Psychology at Allameh Tabatabai University. Data was collected using a researcher-made questionnaire distributed electronically, with 156 out of 450 respondents answering the questionnaire thoroughly. One-sample t-test was used to test hypotheses, supplemented by additional tests such as t-test for two independent samples, ANOVA, Friedman, Levin, and Tukey. The validity of the questionnaire was established through content validity method with a coefficient above 0.76, and reliability was confirmed through Cronbach's test with a coefficient of 0.726.

**Findings:** Results revealed that user satisfaction with accessing online library services, service interface environment, information retrieval, visual effects, and personal library services of Allameh Tabatabai University's digital library were significantly higher than the standard score of 3. However, satisfaction with accessing domestic and international databases was found to be significantly lower than the standard score.

**Conclusion:** Overall, user satisfaction with Allameh Tabatabai University's digital library services was deemed to be in a good state during the Corona era.

**Value:** This study provides insights into user satisfaction with digital library services during a pandemic, offering valuable perspectives on delivering digital information services during crises.

**Key Words:** *Digital Library, User Satisfaction, Corona Disease, Students, Allameh Tabatabai University*

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## Extended Abstract

**Introduction:** In the context of the fourth industrial revolution, the core mission of libraries - which involves the collection, organization, and dissemination of information - remains unchanged. However, the delivery of library services has undergone significant transformations, particularly in light of the challenges posed by the ongoing Corona pandemic. The pandemic has created unique circumstances surrounding the availability of information and information services, necessitating comprehensive research to explore its various dimensions. The specific study outlined in this paper focuses on the provision of online services in digital libraries during the Covid-19 pandemic, enhancing user awareness through digital information literacy and health literacy for public health education, supporting medical staff and researchers, and delivering digital services to users. Given the nascent stage of digital libraries in Iran and the various initiatives being undertaken by different centers and organizations in designing and launching such platforms, conducting research of this nature serves to avoid unnecessary expenditure and additional costs. This study aims to assess the level of user satisfaction with the digital library services offered by Allameh Tabatabai University during the Covid-19 epidemic, addressing the question: 'What was the level of user satisfaction with the services of the digital library of Allameh Tabatabai University during the Corona pandemic?'

**Purpose:** The primary objective of this study is to evaluate the level of user satisfaction with the digital library services provided by Allameh Tabatabai University during the Corona pandemic.

**Methodology:** This research adopts an applied, descriptive-survey approach for the purpose and utilizes quantitative methods for data analysis. The statistical population comprises all students enrolled in the Faculty of Educational Sciences and Psychology at Allameh Tabatabai University. Data collection was carried out using a researcher-developed questionnaire distributed electronically, with 156 respondents completing the questionnaire out of a total of 450. Descriptive statistics and hypothesis testing techniques were employed to analyze the collected data, enabling the classification, description, interpretation, and establishment of relationships within the dataset. Statistical tests such as one-sample t-test, t-test for two independent samples, ANOVA, Friedman, Levin, and Tukey were utilized. Furthermore, the content validity method with a coefficient exceeding 76 and the Cronbach test with a coefficient of 0.726 were conducted to ensure the validity and reliability of the questionnaire, respectively.

**Table 1. Cronbach's alpha test coefficients of the pre-test**

| Structure   | Cronbach's alpha | Number of questions | Question                   |
|---|------------------|---------------------|----------------------------|
| How to access librarian inquiry services online on the library web                          | •/703            | 4                   | 1-2-3-4                    |
| User satisfaction with the service of the interface environment                             | •/770            | 2                   | 5-6                        |
| Users' satisfaction with the method of retrieving information from digital library services | •/841            | 10                  | 7-8-9-10-11-12-13-14-15-16 |
| Visual effects of digital library services  | •/696            | 2                   | 17-18                      |
| Access to domestic and international databases  | •/887            | 7                   | 19-20-21-22-23-24-25       |
| Total   | 0/726            | 25                  | 1 to 26                    |



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**Findings:** The research findings indicate that users' satisfaction with various aspects of the digital library services at Allameh Tabatabai University was generally positive during the Covid-19 pandemic. User satisfaction levels were notably high in areas such as access to online librarian inquiry services, service interface environment, information retrieval, visual effects, and personal library services. However, user satisfaction with accessing domestic and international databases of the university's digital library was comparatively lower. Notably, all variables mentioned exhibited significantly higher scores than the standard score of 3, except for access to international databases, which scored lower.

**Table 2. Average ranks and prioritization of research variables**

| Component  | average | rank |
|--|---------|------|
| User satisfaction with the service interface environment                           | 4.11    | 1    |
| Personal library services  | 3.90    | 2    |
| Visual effects of digital library services   | 3.46    | 3    |
| Users' satisfaction with how to retrieve information from digital library services | 3.42    | 4    |
| Access to domestic and international databases                                     | 3.09    | 5    |
| How to access librarian inquiry services online on the library web                 | 3.03    | 6    |

**Conclusion:** In summary, the study suggests that user satisfaction with the digital library services at Allameh Tabatabai University was satisfactory amid the challenges posed by the Corona pandemic. Recommendations include allocating resources to improve access to international databases and organizing online training sessions to familiarize users with searching and retrieving information within the university's digital library and databases.

**Value:** This study provides insights into user satisfaction with digital library services during a pandemic, offering valuable perspectives on delivering digital information services during crises.

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