

Digital Transformation in Public Library Services: The Effectiveness of E-Maos in Enhancing Community Literacy

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ABSTRACT	ARTICLE DETAILS
Digital transformation has encouraged public sector organizations to develop technology-based services to improve information accessibility and community literacy. One of these innovations is the E-Maos digital library application developed by the Department of Library and Archives of Bojonegoro Regency. This study aims to analyze the effectiveness of E-Maos in enhancing community literacy using the DeLone and McLean Information Systems Success Model, focusing on system quality, information quality, user satisfaction, and net benefits. A qualitative descriptive approach was employed, with data collected through in-depth interviews, observation, and documentation. Informants consisted of library managers and active users of the E-Maos application selected through purposive sampling. Data were analyzed using the interactive model of Miles, Huberman, and Saldaña, which includes data condensation, data display, and conclusion drawing. The results indicate that E-Maos has functioned effectively as a digital library service. The application provides relatively easy access, user-friendly features, and adequate system performance, enabling users to obtain information efficiently. The digital collections available are considered relevant, diverse, credible, and regularly updated to meet users' information needs. Users generally express positive perceptions regarding the accessibility of the application, the quality of collections, and the overall service experience, which encourages continued use of the platform. Furthermore, E-Maos contributes to improving access to information, increasing reading interest, facilitating independent learning, and supporting the development of community literacy. However, challenges remain, particularly regarding unequal internet infrastructure, limited digital literacy among certain user groups, and the need for more diverse digital collections. This study contributes to the application of the DeLone and McLean model in the context of local government digital libraries and highlights the importance of strengthening digital infrastructure, expanding collection development, and improving digital literacy programs to maximize the social benefits of digital library services. KEYWORDS: Digital Library, E-Maos, Community Literacy, Digital Transformation, Information Systems Success, Delone And Mclean Model.	Published On: 26 June 2026 Available on: https://ijiissh.com/

1. INTRODUCTION

Digital transformation has become an essential component of modern societal development and public governance. Advances in information technology have enabled significant changes in how people access, manage, and utilize information more effectively. In the public sector, digital transformation aims not only to improve service efficiency but also to expand public access to information and knowledge resources. Numerous studies have demonstrated that digital transformation drives public organizations toward more responsive, transparent, and citizen-oriented services (Mergel et al., 2019; OECD, 2020; Isabella, 2024). Furthermore, this transformation serves as a foundation for the development of various technology-based public service innovations, including digital libraries.

The advancement of digital technology has also transformed the meaning of literacy in contemporary society. Literacy is no longer limited to the ability to read and write; it also encompasses the ability to access, understand, evaluate, and utilize information through digital media in a critical and responsible manner. Various studies have shown that digital literacy plays a crucial role in enhancing individuals' ability to filter information, avoid misinformation, and use technology productively (UNESCO, 2023; Harisanty et al.,

2021; Abisono et al., 2024; Afrina et al., 2024). Nevertheless, the level of digital literacy in Indonesia continues to face several challenges, particularly regarding information evaluation skills and the utilization of technology for learning and self-development activities (Afrina et al., 2024; Isabella, 2024).

One of the strategic instruments supporting the enhancement of public literacy is the digital library. A digital library is an information service system that provides various knowledge resources in electronic formats that can be accessed anytime and anywhere through digital devices. The existence of digital libraries enables the public to obtain broader access to information compared to conventional libraries. Moreover, modern libraries are increasingly viewed as centers for lifelong learning that support access to information, education, culture, and literacy development within society (Yunita, 2024). This role highlights the significant position of digital libraries in supporting the development of a knowledge-based society.

Numerous studies indicate that the utilization of digital libraries has a positive impact on improving digital literacy and reading culture. Digital libraries enhance users' ability to search for, access, and effectively utilize information while simultaneously expanding opportunities for self-directed learning through the availability of diverse digital collections. In addition, the ease of access offered by digital libraries has been proven to increase reading interest and encourage greater public engagement in literacy-related activities (Kamila, 2024; Conzizca, 2024; Zami, 2025; Permatasari, 2025). Therefore, digital libraries function not only as information providers but also as instruments of community empowerment through the enhancement of literacy capacity.

In the Indonesian context, the development of digital libraries has become one of the strategies implemented by the government and educational institutions to improve public literacy. Various studies have demonstrated that the digitalization of library services can broaden public access to information resources, increase reading interest, and promote the development of a lifelong learning culture (Suud et al., 2022; Conzizca, 2024; Kamila, 2024; Zami, 2025). Consequently, digital libraries have become increasingly important as a means of ensuring equitable access to information amid the growing public demand for technology-based knowledge resources. As part of efforts to transform technology-based public services, the Government of Bojonegoro Regency, through the Department of Library and Archives, developed the E-Maos application as a regional digital library. The application provides electronic book lending services and various information resources that can be accessed online by the public. The presence of E-Maos reflects the local government's commitment to utilizing digital technology to expand public access to reading materials and knowledge resources. The development of this service is aligned with the concept of public sector digital transformation, which positions technology as an instrument for improving service quality and empowering communities (Mergel et al., 2019; OECD, 2020).

However, the existence of a digital library application does not automatically guarantee its success in improving public literacy. The effectiveness of digital services is influenced by various factors, including system quality, ease of use, collection relevance, users' digital literacy levels, and technological infrastructure support. Previous studies have shown that limited digital literacy capabilities can become a significant barrier to the utilization of digital services provided by governments (Harisanty et al., 2021; Afrina et al., 2024; Abisono et al., 2024; Isabella, 2024). Moreover, most previous studies have focused on the general role of digital libraries and have provided limited examination of the effectiveness of regional digital libraries in improving public literacy.

The effectiveness of digital library services can be understood as the degree to which a system successfully delivers benefits to users and achieves its intended objectives. In the context of information systems, effectiveness is not measured solely by the availability of technology but also by system quality, information quality, user satisfaction, and the benefits generated for both individuals and organizations. One of the most widely used models for measuring information system success is the DeLone and McLean Information Systems Success Model, developed by DeLone and McLean (2003). This model explains that the success of an information system is influenced by system quality, information quality, service quality, system use (or intention to use), user satisfaction, and the net benefits obtained by users. Numerous studies have demonstrated that this model is relevant for evaluating digital services, including digital libraries, as it effectively explains the relationship between the quality of digital services and the benefits perceived by users (DeLone & McLean, 2003; Petter, DeLone, & McLean, 2008; Rana et al., 2015).

In the context of digital libraries, system quality reflects the ease of use, reliability, and accessibility of the application that enable users to obtain information effectively. Information quality relates to the accuracy, relevance, completeness, and timeliness of the available digital collections. Service quality refers to the ability of service providers to deliver responsive support and meet users' needs. These three dimensions influence both system usage and user satisfaction. Subsequently, user satisfaction and the intensity of system use generate benefits that can be measured through improved access to information, greater ease in acquiring knowledge, increased reading interest, and strengthened public literacy. Therefore, the DeLone and McLean model can be utilized to explain the effectiveness of the E-Maos application as a digital library in supporting literacy improvement among the community of Bojonegoro Regency through the relationships among system quality, information quality, user satisfaction, and the resulting benefits.

2. METHODOLOGY

This study employed a qualitative approach with a descriptive research design to gain an in-depth understanding of the effectiveness of the E-Maos application as a digital library in enhancing public literacy in Bojonegoro Regency. A qualitative approach was

selected because it enables researchers to explore informants' experiences, perceptions, and interpretations regarding the utilization of digital library services within their contextual settings (Creswell & Creswell, 2018). The study focused on the effectiveness of the E-Maos service, which was analyzed using the DeLone and McLean (2003) Information Systems Success Model, encompassing system quality, information quality, user satisfaction, and net benefits in supporting the improvement of public literacy.

Research data were collected through in-depth interviews, observations, and document analysis. Semi-structured interviews were conducted with informants selected through purposive sampling, namely individuals considered to possess relevant knowledge and experience regarding both the management and utilization of the E-Maos application. The informants consisted of application administrators from the Department of Library and Archives of Bojonegoro Regency as well as active users of the E-Maos application. In addition, observations were conducted on the application's usage and the digital library service processes, while documentary data were obtained from application usage reports, user statistical records, policy documents, and various supporting sources. The combination of these three data collection techniques was intended to enhance the depth and validity of the findings through source and method triangulation (Creswell & Creswell, 2018).

Data were analyzed interactively using the model proposed by Miles, Huberman, and Saldaña (2014), which consists of data condensation, data display, and conclusion drawing and verification. Data obtained from interviews, observations, and documentation were categorized according to the effectiveness indicators employed in this study and subsequently presented in the form of thematic narratives to identify patterns and relationships among the findings. Furthermore, the results were interpreted by linking the empirical findings with concepts of digital service effectiveness and the digital library literature to develop a comprehensive understanding of the effectiveness of the E-Maos application in enhancing public literacy.

3. RESULTS AND DISCUSSION

a. System Quality

System quality is one of the primary dimensions of the Information Systems Success Model developed by DeLone and McLean (2003). System quality refers to the technical characteristics of an information system, including ease of use, system reliability, accessibility, flexibility, and the system's ability to meet users' needs. In the context of the E-Maos digital library, system quality constitutes a critical factor because it determines the extent to which the public can easily access digital collections and utilize the services provided.

The findings indicate that the E-Maos application has facilitated access to various information resources and digital reading materials for the community of Bojonegoro Regency. Based on interviews with users, the application was perceived as relatively easy to use due to its simple interface, efficient collection search process, and accessibility through smartphones. Furthermore, library administrators have continuously introduced feature enhancements aimed at improving user convenience in accessing digital library services.

These findings suggest that the system quality of E-Maos has contributed to improving public access to information. The ease of system use enables users to obtain information more efficiently than through conventional library services. This finding is consistent with the study conducted by Kamila (2024), which reported that high system quality in digital libraries positively influences service utilization and users' digital literacy capabilities. Similar conclusions were also proposed by DeLone and McLean (2003), who argued that systems characterized by ease of use and strong performance tend to increase both the intensity of system use and the benefits perceived by users.

Nevertheless, the study also identified several challenges affecting the system quality of E-Maos. Some users reported limitations in internet connectivity in rural areas, as well as occasional technical disruptions during periods of increased user traffic. In addition, a number of community members experienced difficulties in utilizing all available features due to limited digital literacy skills. These findings indicate that improving system quality depends not only on technological development but also on the availability of supporting infrastructure and efforts to strengthen users' capacity to effectively utilize digital services.

b. Information Quality

Information quality is one of the core dimensions of the DeLone and McLean (2003) Information Systems Success Model. Information quality refers to the extent to which the information provided by a system is accurate, relevant, complete, up-to-date, and easily understandable to users. In the context of digital libraries, information quality is not solely related to the quantity of available collections but also encompasses the suitability of collections to users' needs, the diversity of information resources, and the system's ability to provide valid and current information. Therefore, information quality constitutes a critical factor in determining the effectiveness of the E-Maos application as a digital library in supporting literacy enhancement among the community of Bojonegoro Regency.

The findings indicate that the information quality provided through the E-Maos application has generally met users' needs. This is reflected in the increasing number of digital collections available each year, covering various categories, including general knowledge books, educational materials, children's literacy resources, novels, academic references, and skill-development

collections. Based on interviews with library administrators, collections are expanded periodically by considering both users' needs and prevailing reading trends within the community. The availability of diverse collections provides greater opportunities for community members to access information and knowledge that correspond to their specific interests and requirements.

In addition to collection completeness, information relevance represents another important aspect in assessing the information quality of the E-Maos application. Interview findings revealed that most users perceived the available collections as sufficiently relevant to their needs, particularly students, university students, teachers, and members of the general public who utilize the application as a learning and reference resource. The availability of various reading categories enables users to obtain information aligned with their interests and intended purposes. This finding is consistent with the study conducted by Kamila (2024), which reported that relevant and user-oriented information quality can enhance the utilization of digital libraries and contribute to improvements in digital literacy. Therefore, the relevance of available collections has become one of the factors encouraging increased use of E-Maos services among the community.

The timeliness of information also demonstrated favorable results. The application administrators regularly update the digital collections by adding new titles that reflect current developments in information and users' evolving needs. Such updates are essential to ensure that users have access to current information resources that correspond to advances in knowledge and societal demands. According to DeLone and McLean (2003), up-to-date information positively influences users' perceptions of information system quality. In the context of E-Maos, the availability of newly added collections serves as one of the motivating factors encouraging users to continuously utilize the digital library as a source of information and learning.

Regarding information accuracy, the findings indicate that the collections available through the E-Maos application are sourced from official publishers and authorized information providers that have undergone a selection process conducted by library administrators. This condition provides assurance that the available information possesses a high level of credibility and can be trusted by users. Information accuracy is particularly important because the quality of public literacy is determined not only by the volume of information accessed but also by the quality and validity of that information. By providing credible collections, the E-Maos application contributes to helping community members obtain accurate information and avoid exposure to invalid or unreliable information.

Nevertheless, the study also identified several challenges affecting the information quality of the E-Maos application. Some users indicated that collections within certain subject categories remain limited and therefore do not fully satisfy more specialized information needs. Furthermore, users expressed a desire for greater diversity in digital collections, particularly popular books, recent academic references, and skill-based content relevant to contemporary societal needs. These findings suggest that information quality should continue to be enhanced through the development of more diverse collections that are responsive to users' needs and interests.

Overall, the findings demonstrate that the information quality of the E-Maos application can be categorized as relatively good. This assessment is evidenced by the increasing number of digital collections, the diversity of reading materials, the relevance of information to users' needs, regular collection updates, and the use of credible information sources. Such information quality contributes to greater utilization of digital library services and supports efforts to improve public literacy in Bojonegoro Regency. Nevertheless, the continuous development of more diverse and sustainable collections remains necessary to ensure that the E-Maos application can effectively respond to the increasingly varied information needs of society in the era of digital transformation.

c. User Satisfaction

User satisfaction is one of the principal dimensions of the Information Systems Success Model developed by DeLone and McLean (2003). User satisfaction reflects users' level of acceptance and evaluation of their experiences in utilizing an information system. This dimension serves as an important indicator because it represents users' perceptions of system quality, information quality, and service quality. In the context of digital libraries, user satisfaction can be assessed through the ease of application use, convenience in accessing services, the suitability of collections to users' information needs, the quality of services provided by library administrators, and users' willingness to continue utilizing the service in the future. The higher the level of user satisfaction, the greater the likelihood that the system will be used continuously and generate optimal benefits for the community (DeLone & McLean, 2003).

The findings indicate that most users of the E-Maos application were generally satisfied with the ease of system use. Based on interview results, users perceived the application as having a simple and intuitive interface, which facilitated the processes of searching, borrowing, and reading digital collections. The ability to access the application through smartphones also contributed to greater user convenience in utilizing digital library services. Users were able to access various collections anytime and anywhere without the need to visit the library physically. These findings suggest that ease of use has become one of the key strengths of the E-Maos application in supporting more flexible access to information for the community.

In addition to ease of use, user convenience emerged as another factor influencing satisfaction with E-Maos services. The findings revealed that users felt supported by the availability of digital services that enabled them to obtain reading materials quickly and

efficiently. Several informants stated that the application provided a more efficient alternative to conventional libraries, particularly for students, university students, and community members with limited time to visit the library in person. The ability to access digital collections without being constrained by library operating hours created a positive user experience and enhanced overall satisfaction. This finding is consistent with Yunita (2024), who argued that service accessibility and flexibility are important factors in improving user satisfaction with digital libraries.

User satisfaction was also influenced by the quality and completeness of the available collections. Based on interview findings, most users considered the digital collections available through E-Maos to be helpful in fulfilling their information and reading needs. The collections were perceived as relevant for supporting learning activities, accessing reference materials, and expanding knowledge. Nevertheless, some users expressed expectations for the addition of collections in specific categories, including popular books, recent academic references, and skill-development content. These findings indicate that satisfaction with digital collections has been established; however, opportunities remain to further enhance service quality through the development of more diverse collections that accommodate users' evolving needs.

From a service perspective, the findings demonstrate that users provided positive assessments of the efforts made by administrators to develop and maintain the E-Maos application. This is reflected in the regular updating of collections, the simplicity of the user registration process, and the availability of clear service-related information. Secondary data obtained from reports issued by the Department of Library and Archives of Bojonegoro Regency also indicate an increase in the user satisfaction index over recent years. This condition suggests that the services provided have been able to meet most users' expectations. According to Petter, DeLone, and McLean (2008), user satisfaction is a direct reflection of users' experiences with the quality of the system and the quality of the information received. Therefore, increasing levels of user satisfaction may serve as an indicator that digital library services have been implemented effectively.

Although user satisfaction has generally shown a positive trend, this study also identified several challenges that continue to affect the user experience. These challenges include limited internet connectivity in certain rural areas, insufficient understanding among some community members regarding application features, and the need for more responsive search functionalities. Furthermore, several users expressed interest in additional services, such as reading recommendations, personalization features, and a wider range of multimedia collections. These findings indicate that user satisfaction is influenced not only by system quality and information quality but also by external factors, including technological infrastructure and the digital literacy level of the community.

One of the key indicators of user satisfaction is the intention to continue using the system. Interview findings revealed that most users intended to continue utilizing the E-Maos application because it was perceived as beneficial in fulfilling their information and reading needs. Some users even expressed their willingness to recommend the application to others. This condition indicates that the positive experiences gained through using the application have fostered user loyalty toward the digital library service. Within the DeLone and McLean (2003) framework, high levels of user satisfaction encourage continued system use, which subsequently enhances the benefits derived from the system.

Overall, the findings demonstrate that the level of user satisfaction with the E-Maos application can be categorized as relatively high. This is evidenced by the ease of system use, convenience in accessing services, satisfaction with digital collections, positive evaluations of the services provided, and users' intention to continue utilizing the application in the future. Although several challenges remain to be addressed, the relatively high level of user satisfaction indicates that the E-Maos application has been successful in meeting the information needs of the community and supporting literacy development in Bojonegoro Regency. Therefore, continuous improvements in service quality, feature development, and the expansion of digital collections are necessary to sustain and further enhance user satisfaction over time.

d. Net Benefits

Net benefits constitute the final dimension of the Information Systems Success Model developed by DeLone and McLean (2003). This dimension measures the benefits gained by individuals and organizations as a result of using an information system. In the context of digital libraries, net benefits reflect not only the technical success of the system but also the tangible impacts experienced by users and society, including improved access to information, enhanced literacy, easier acquisition of knowledge, and contributions to social development. The greater the benefits generated by a system, the higher its level of effectiveness in achieving its intended objectives.

The findings indicate that the E-Maos application has generated substantial benefits in improving public access to information resources and digital reading materials. The availability of digital library services enables community members to access a wide range of knowledge resources without having to visit a physical library. Users can access digital collections anytime and anywhere through internet-connected devices. This convenience has become one of the factors driving increased utilization of digital library services among the community. Documentation data obtained from the Department of Library and Archives of Bojonegoro Regency indicate a continuous increase in both the number of users and the frequency of service access over recent years, suggesting that E-Maos has become an important source of information for meeting learning and information-seeking needs.

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The improvement in information access has contributed to strengthening public literacy. Based on interview findings, most informants reported that the E-Maos application enabled them to obtain information that had previously been difficult to access due to limitations of time, distance, or availability of physical reading materials. For school and university students, the application serves as an additional reference source to support learning activities and the completion of academic assignments. For the broader community, E-Maos functions as a self-directed learning platform that allows users to acquire new knowledge according to their individual needs and interests. This finding is consistent with the study conducted by Kamila (2024), which demonstrated that digital libraries contribute to the enhancement of digital literacy through easier access to information and knowledge resources.

In addition to improving access to information, the utilization of the E-Maos application has had a positive impact on reading interest among community members. The convenience of obtaining reading materials in digital formats encourages users to engage in reading activities more frequently than before. Several informants explained that the availability of digital collections accessible through smartphones has made reading more practical and flexible. These findings suggest that library digitalization can reduce many of the barriers that have traditionally limited public access to reading materials. This result supports the findings of Zami (2025), who argued that digital libraries can increase reading interest by providing collections that are easily accessible and aligned with users' needs.

The benefits of the E-Maos application are experienced by a diverse range of users, including school students, university students, teachers, civil servants, and members of the general public. For students, the application provides reference materials that support learning processes and academic development. Teachers and educators utilize digital collections as resources for teaching materials and instructional enrichment. Meanwhile, civil servants and community members use the application to obtain information, broaden their knowledge, and support both professional responsibilities and personal development. The wide range of benefits experienced by different user groups demonstrates that E-Maos functions not merely as an information repository but also as a knowledge-development platform that supports lifelong learning.

From the perspective of service efficiency, the E-Maos application also generates benefits through reductions in the time and costs required to obtain information. Prior to the implementation of digital services, users were required to visit the library physically to search for and borrow reading materials. Through E-Maos, these processes can now be completed online within a relatively short period of time. In addition to saving users' time, service digitalization assists library administrators in improving the efficiency of collection management and information service delivery. This finding aligns with the perspective of DeLone and McLean (2003), who emphasized that the benefits of information systems can be observed through improvements in work effectiveness, service efficiency, and the added value generated for both users and organizations.

Nevertheless, the study also found that the benefits generated by the E-Maos application have not been experienced equally across all segments of society. Several challenges remain, particularly concerning limited internet infrastructure in rural areas and the relatively low level of digital literacy among certain community groups. These conditions result in the utilization of services being concentrated primarily among individuals who are already familiar with digital technologies. Furthermore, some community members remain unaware of the application's existence or lack sufficient understanding of how to utilize it effectively. These findings suggest that maximizing service benefits depends not only on application quality but also on complementary efforts such as public outreach, digital literacy education, and the equitable expansion of access to information and communication technologies. From a social perspective, the presence of the E-Maos application has made a positive contribution to the development of a literacy culture in Bojonegoro Regency. The digital library not only broadens public access to information but also encourages the development of self-directed learning habits, increases reading interest, and strengthens individuals' ability to utilize information productively. As access to knowledge resources becomes more widespread, community members have greater opportunities to enhance their capacities and participate in knowledge-based development. Therefore, the benefits generated by the E-Maos application extend beyond individual outcomes and produce broader social impacts that support human resource development and improvements in community well-being.

Based on the findings of this study, it can be concluded that the E-Maos application has generated substantial benefits for the community of Bojonegoro Regency. These benefits are reflected in improved access to information, increased reading interest, easier acquisition of knowledge, and support for the learning processes of various user groups. Although several challenges remain to be addressed, the findings demonstrate that E-Maos has made a meaningful contribution to enhancing public literacy and has become an important instrument in the transformation of digital library services in Bojonegoro Regency.

4. CONCLUSION

This study aimed to analyze the effectiveness of the E-Maos application as a digital library in enhancing public literacy in Bojonegoro Regency using the DeLone and McLean (2003) Information Systems Success Model, which encompasses the dimensions of system quality, information quality, user satisfaction, and net benefits. The findings indicate that the E-Maos application has generally functioned effectively as a regional digital library service. From the perspective of system quality, the application was perceived as relatively easy to use, provided reasonably fast access, and effectively supported users' needs in

obtaining digital information. In terms of information quality, E-Maos offers a diverse, relevant, credible, and continuously updated collection that aligns with users' needs. Regarding user satisfaction, most users reported positive levels of satisfaction with the accessibility of the application, ease of use, quality of digital collections, and the services provided. Furthermore, in terms of net benefits, the E-Maos application has demonstrated its contribution to improving access to information, encouraging reading interest, expanding opportunities for self-directed learning, and supporting the enhancement of public literacy in Bojonegoro Regency.

From a theoretical perspective, this study contributes to the broader application of the DeLone and McLean Information Systems Success Model within the context of local government digital libraries, particularly in examining the relationship between digital service quality and improvements in public literacy. The findings suggest that the effectiveness of digital libraries is determined not only by technological aspects but also by the quality of information provided and users' experiences in utilizing the service. From a practical perspective, the results provide valuable insights for the Department of Library and Archives of Bojonegoro Regency to continuously improve system quality, enrich digital collections, develop features that are more responsive to users' needs, and expand community-based digital literacy programs. In addition, local governments should strengthen public outreach regarding the use of the E-Maos application, improve the equitable distribution of internet infrastructure, and establish collaborations with schools, universities, and literacy communities to ensure that the benefits of digital library services can be experienced more broadly and equitably across society.

Nevertheless, this study has several limitations. First, the research was conducted on a single case, namely the E-Maos application in Bojonegoro Regency; therefore, the findings cannot be generalized to all regional digital libraries in Indonesia. Second, the limited number of informants means that the findings primarily reflect the experiences of specific user groups rather than the entire user population. Third, this study employed a qualitative approach and was therefore unable to quantitatively examine the relationships among variables within the DeLone and McLean model. Accordingly, future studies are encouraged to conduct comparative research across multiple regional digital libraries, employ mixed-methods or quantitative approaches to statistically test the relationships among variables, and explore additional factors such as digital literacy, technology adoption, and usage behavior that may influence the effectiveness of digital libraries in enhancing public literacy.

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