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The Effect of Library Service Digitalization on the Ease of Information Access for Users at the Regional Archives and Library Office of West Sumatra Province

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Abstract

This study is motivated by the limited empirical understanding of the extent to which library service digitalization influences users' ease of access to information. Although various digital services have been implemented, their effectiveness in improving information accessibility requires systematic investigation. This study aims to examine the effect of library service digitalization on users' ease of information access at the Regional Archives and Library Office of West Sumatra Province. A quantitative approach with an associative method was employed. The population consisted of 17,410 digital service users during the October–December 2025 period, from which 100 respondents were selected using simple random sampling. Data were collected through a Likert-scale questionnaire and analyzed using normality testing, linearity testing, Pearson correlation, simple linear regression, and coefficient of determination with SPSS. The findings indicate that library service digitalization has a significant effect on users' ease of access to information (Sig. = 0.000 < 0.05). The correlation coefficient of 0.547 shows a moderately strong positive relationship, while the coefficient of determination of 0.300 indicates that digitalization contributes 30% to users' ease of information

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access, with the remaining 70% influenced by other factors. These findings demonstrate that library service digitalization plays an important role in enhancing information accessibility for users. This study contributes to the literature on digital library services by providing empirical evidence of the relationship between service digitalization and information access. Practically, the findings imply the need to strengthen digital infrastructure, improve librarians' digital competencies, and expand digital collections to optimize technology-based library services.

Keywords: Library Service Digitalization; Ease of Information Access; Library Users; Digital Library; Information Technology

INTRODUCTION

The rapid advancement of information technology in the era of globalization has significantly transformed various sectors, including libraries. This transformation has shifted libraries from traditional service models toward digital-based services that are more responsive to contemporary user needs. Libraries are no longer merely repositories of physical collections but have evolved into dynamic information centers that provide fast, flexible, and efficient access to knowledge (Noor, 2024). In this context, the digitalization of library services has become a strategic necessity to enhance service quality and meet the increasing demand for digital information access.

Library service digitalization encompasses various innovations, including online public access catalogs (OPAC), digital collections such as e-books and e-journals, online reference services, and institutional repositories (Sutarno NS, 2004; Nugraha & Laugu, 2021). Furthermore, digitalization is closely linked to library revitalization efforts through the integration of information technology, the development of collaborative learning spaces, and the improvement of user experience (Zahra & Asmara, 2025). Thus, digitalization should not be viewed merely as a technical enhancement but as a comprehensive transformation strategy aimed at improving library services.

Previous studies have demonstrated that the digitalization of library services positively affects information accessibility. Digital services enable users to access information more quickly and independently without spatial and temporal constraints (Khoirunnisa, 2022; Vitriana & Hermansyah, 2021). Additionally, digitalization contributes to improved service quality and user satisfaction (Amin et al., 2022; Amin & Satria, 2023).

However, the implementation of digitalization is often challenged by limitations in technological infrastructure, low digital literacy among users, and insufficient librarian competencies in managing digital systems (Nurhayati, 2018; Jubaidi, 2021; Irfandari & Sa'diyah, 2024). These challenges indicate that the success of digitalization depends not only on technology availability but also on human and institutional readiness.

From a theoretical perspective, library service digitalization can be explained through the *Digital Libraries* theory, which emphasizes the integration of digital systems in managing and disseminating information (Arms, 2000). Additionally, the *Electronic Information Access System* theory highlights how electronic systems facilitate efficient information access through network-based technologies (Lynch, 1997). These frameworks underscore the role of digitalization in enhancing information accessibility, including aspects such as efficiency, speed, relevance, and availability (Rahmani, 2022; Saepudin et al., 2025). Despite extensive research on library digitalization, prior studies have primarily focused on user satisfaction or general conceptual discussions. For instance, Alhidayatullah (2023) examined the effect of digitalization on user satisfaction, while Sukatari and Suryanto (2024) conducted a literature-based analysis of digitalization in Indonesia. Meanwhile, Aditya et al. (2025) employed a qualitative approach to explore digitalization in the context of strengthening literacy ecosystems.

The research gap lies in the limited number of quantitative studies that specifically examine the effect of library service digitalization on users' ease of information access, particularly within the context of provincial-level public libraries. Moreover, there is a lack of empirical measurement linking digital service indicators with structured indicators of information accessibility. Addressing this gap, the present study offers a novel contribution by integrating the variables of library service digitalization and ease of information access into a quantitative model grounded in the *Digital Libraries* (Arms, 2000) and *Electronic Information Access System* (Lynch, 1997) theories. The novelty of this research lies in its empirical examination of the relationship between these variables using statistical analysis within a specific institutional context, namely the Regional Archives and Library Office of West Sumatra Province. Additionally, this study develops a comprehensive measurement framework encompassing technological, service, and user experience dimensions.

Contextually, the Regional Archives and Library Office of West Sumatra Province plays a strategic role in providing information services to the public. However, similar to many regional libraries, conventional services still face several limitations, including

restricted collection availability, limited operational hours, and relatively slow information retrieval processes (Effendi & Rahmah, 2019). Therefore, digitalization emerges as a potential solution to improve accessibility and service quality. This study focuses on analyzing the effect of library service digitalization on users' ease of information access. The objective is to empirically examine the extent to which digitalization contributes to improving information accessibility at the Regional Archives and Library Office of West Sumatra Province. The findings are expected to contribute both theoretically to the field of library and information science and practically to the enhancement of digital-based library services.

METHODS

This study employed a quantitative approach using an associative research method to examine the relationship and effect between library service digitalization as the independent variable and users' ease of information access as the dependent variable. The quantitative approach was selected based on its positivist paradigm, emphasizing objective measurement, statistical analysis, and empirical hypothesis testing. The associative method was applied as the study aims to systematically investigate the causal relationship between measurable variables. The research design was structured based on a conceptual framework linking the two main variables. Library service digitalization (x) was operationalized using the *Digital Libraries* theory, which includes six indicators: digitization of physical collections, integrated management systems, internet-based accessibility, circulation automation, online reference services, and institutional repositories. Meanwhile, users' ease of information access (y) was measured based on the *Electronic Information Access System* theory, consisting of indicators such as ease of catalog access, digital accessibility, availability and accessibility of facilities, efficiency and speed, librarian assistance, and relevance and completeness of information. These indicators were translated into structured questionnaire items to measure respondents' perceptions.

The study was conducted at the Regional Archives and Library Office of West Sumatra Province from October to December 2025, with a total duration of three months covering preparation, data collection, and data analysis stages. The population consisted of 17,410 users who accessed digital library services during the study period. Due to the large population size, a sampling technique was applied to obtain representative data. The study used a simple random sampling technique, ensuring equal opportunity for all population

members to be selected. The sample size was determined using the Slovin formula, resulting in 100 respondents. The primary research instrument was a structured questionnaire developed based on the research variables and their indicators. The questionnaire used a four-point Likert scale ranging from strongly agree to strongly disagree to measure respondents' perceptions quantitatively. Prior to data collection, the instrument was tested for validity and reliability. Validity testing was conducted using Pearson Product-Moment correlation with SPSS version 26, where all items were found to be valid. Reliability testing using Cronbach's Alpha yielded coefficients of 0.788 for the independent variable and 0.820 for the dependent variable, indicating high reliability.

Data collection techniques included observation, questionnaire distribution, literature review, and documentation. Observation was conducted to obtain an initial understanding of the implementation of digital library services. The questionnaire served as the primary data collection tool, capturing users' perceptions of digitalization and information accessibility. Literature review supported the theoretical framework, while documentation provided supplementary data from institutional records and reports.

Data analysis was carried out in several stages. First, prerequisite tests were conducted, including normality testing using the Kolmogorov–Smirnov method and linearity testing to ensure a linear relationship between variables. Next, Pearson correlation analysis was performed to determine the strength of the relationship between variables. Hypothesis testing was conducted using simple linear regression analysis to assess the effect of library service digitalization on users' ease of information access. Additionally, the coefficient of determination was calculated to measure the contribution of the independent variable to the dependent variable. Descriptive analysis was also conducted through data checking, tabulation, and interpretation to provide a comprehensive understanding of the empirical data. All analyses were performed using SPSS. Through this methodological framework, the study is expected to produce valid and reliable empirical findings regarding the influence of library service digitalization on users' ease of information access, contributing to the advancement of digital-based library services.

RESULTS

Assumption Testing for Analysis

a. Normality Test

The normality test is conducted to determine whether the data distribution within a group or variable follows a normal distribution or not. The decision criteria are: if the significance value is > 0.05, the residual values are normally distributed; if the significance value is < 0.05, the residual values are not normally distributed. The following are the results of the normality test in this study.

Table 1. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	4.28105134
Most Extreme Differences	Absolute	.080
	Positive	.070
	Negative	-.080
Test Statistic		.080
Asymp. Sig. (2-tailed)		.115[c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

source: Compiled by the researcher (2026)

Based on the results of the normality test using the One-Sample Kolmogorov-Smirnov Test, the Asymp. Sig. (2-tailed) value is 0.115. This value is greater than the significance level of 0.05, indicating that the residual data in the regression model are normally distributed. In addition, the mean residual value of 0.0000000 and the standard deviation of 4.28105134 indicate that the residual data distribution does not significantly deviate from normality. Therefore, the regression model in this study entitled *The Effect of Library Service Digitalization on the Ease of Access to Information for Users at the Regional Archives and Library Office of West Sumatra Province* meets the normality assumption and is suitable for further analysis.

b. Linearity Test

The linearity test is conducted to determine whether the relationship between the independent and dependent variables is linear. The decision criteria are: if the significance value of "Linearity" is < 0.05, there is a linear relationship; if the significance value of "Deviation from Linearity" is > 0.05, there is no deviation from linearity. Based on the linearity test results, the significance value of Deviation from Linearity is 0.971, which is greater than 0.05. This indicates that there is no deviation from linearity between the variables. Thus, it can be concluded that there is a linear relationship between library service digitalization and the ease of access to information for users. Therefore, this research model is appropriate to proceed to regression analysis and other statistical tests that require linear relationships between variables.

Table 2. Linearity Test

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Ease of Access to Information for Library Users * Library Service Digitalization	Between Groups	(Combined)	956.197	20	47.810	2.311	.005
		Linearity	776.177	1	776.177	37.517	.000
		Deviation from Linearity	180.020	19	9.475	.458	.971
	Within Groups		1634.393	79	20.689		
	Total		2590.590	99			

source: Compiled by the researcher (2026)

c. Correlation Test

The correlation test is conducted to determine the relationship between the variable of library service digitalization and the ease of access to information for users. The results of the Pearson correlation analysis are as follows: Based on the Pearson correlation test results, the correlation coefficient (Pearson Correlation) is 0.547. This indicates a moderately strong and positive relationship between library service digitalization (X) and the ease of access to information for users (Y). This means that the better the digitalization of library services, the higher the level of ease of access to information experienced by users.

Table 3. Correlation Test

Correlations			
		Library Service Digitalization	Ease of Access to Information for Library Users
Library Service Digitalization	Pearson Correlation	1	.547**
	Sig. (2-tailed)		.000
	N	100	100
Ease of Access to Information for Library Users	Pearson Correlation	.547**	1
	Sig. (2-tailed)	.000	
	N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).			

source: Compiled by the researcher (2026)

Furthermore, the significance value (Sig. 2-tailed) is 0.000, which is lower than the significance level of 0.01. This indicates that the relationship between the two variables is statistically significant at the 99% confidence level. Thus, the alternative hypothesis (Ha) is accepted, meaning there is a significant relationship between library service digitalization and ease of access to information for users at the Regional Archives and Library Office of West Sumatra Province.

d. Simple Linear Regression Test

The simple linear regression test is used to examine the effect of one independent variable on a dependent variable. The requirements for this test include valid and reliable data, normally distributed data, and a linear relationship between variables.

Table 4. Simple Linear Regression Test

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	776.177	1	776.177	41.923	.000[b]
	Residual	1814.413	98	18.514		
	Total	2590.590	99			
a. Dependent Variable: Ease of Access to Information for Library Users						
b. Predictors: (Constant), Library Service Digitalization						

source: Compiled by the researcher (2026)

The decision criteria are: if the significance value is > 0.05, the independent variable (X) has no effect on the dependent variable (Y), meaning H_0 is accepted and Ha is rejected. If the significance value is < 0.05, the independent variable (X) has a significant effect on

the dependent variable (Y), meaning Ha is accepted and H_0 is rejected. The results of the simple linear regression test show a significance value of < 0.000. Since Sig. < 0.05, H_0 is rejected. Therefore, it can be concluded that library service digitalization (X) has a significant effect on the ease of access to information for users (Y).

e. Coefficient of Determination Test

The coefficient of determination test is used to determine the magnitude of the influence of the independent variable, namely library service digitalization, on the dependent variable, namely the ease of access to information for users. Based on the Model Summary results, the correlation value (R) is 0.547. The coefficient of determination (R Square) is 0.300, indicating that library service digitalization contributes 30% to the ease of access to information for users. The remaining 70% is influenced by other factors not examined in this study.

Table 5. Coefficient of Determination Test

Model Summary[b]				
Model	**R**	**R Square**	**Adjusted R Square**	**Std. Error of the Estimate**
1	.547[a]	.300	.292	4.303
a. Predictors: (Constant), Library Service Digitalization				
b. Dependent Variable: Ease of Access to Information for Library Users				

source: Compiled by the researcher (2026)

Thus, it can be concluded that library service digitalization has a measurable influence on the ease of access to information for users at the Regional Archives and Library Office of West Sumatra Province.

DISCUSSION

The findings of this study provide compelling empirical evidence that the digitalization of library services significantly enhances users' ease of information access. At a descriptive level, the overall implementation of digital library services is positioned within the "good" category, as reflected by a mean score of 3.19, while the perceived ease of information access ranges from "good" to "very good" across several indicators. However, beyond this general classification, a deeper analytical reading suggests that digitalization should not be interpreted merely as a successful technological transition, but rather as a partial and uneven transformation that produces differentiated impacts across service components.

A closer examination of the internal structure of the digitalization variable reveals a notable asymmetry in performance across indicators. Online reference services (mean = 3.26) and institutional repositories (mean = 3.25) emerge as the most robust dimensions, indicating that user-centered and content-driven digital services are more effectively implemented than system-oriented functionalities. This suggests that digital transformation within the library context tends to prioritize access points that directly mediate user interaction with information, particularly those that simulate or extend traditional librarian support into digital environments. In contrast, circulation automation, which records the lowest mean score (3.10), reflects a relatively weaker performance in back-end or transactional systems. This disparity implies that while libraries may succeed in digitizing access and communication layers, the integration of operational systems remains less optimized. Such a gap highlights a critical issue in digital transformation, namely the tendency to emphasize visibility and access over systemic coherence and efficiency.

A similar pattern of differentiation is observed in the dependent variable. The highest scores in users' ease of information access are associated with the relevance and completeness of information (mean up to 3.46) and the availability of facilities (mean up to 3.45). These findings indicate that accessibility is not merely a function of technological availability but is fundamentally shaped by the quality, organization, and contextual appropriateness of information resources. In other words, digitalization becomes meaningful only when it is accompanied by curated, relevant, and comprehensive content. Conversely, the relatively moderate performance of catalog access and general digital accessibility suggests that usability issues—such as navigation complexity, search inefficiency, or interface design—may still act as latent barriers. This points to an important conceptual distinction between *technical accessibility* and *functional accessibility*, where the former refers to system availability, and the latter to the user's actual ability to effectively retrieve and utilize information.

The inferential analysis reinforces these observations by demonstrating a statistically significant relationship between digitalization and information accessibility (Sig. < 0.05), with a correlation coefficient of 0.547, indicating a moderate positive association. While this confirms the relevance of digitalization as a determinant factor, the coefficient of determination ($R^2 = 0.300$) reveals a more nuanced reality: digitalization explains only 30% of the variance in users' ease of information access. This finding challenges any deterministic assumption that technological advancement alone can fully resolve

accessibility issues. Instead, it underscores the presence of a complex, multi-factorial ecosystem in which digitalization operates as one of several interacting variables. The remaining 70% of unexplained variance suggests the significant influence of external factors, including users' digital literacy, socio-cultural practices, infrastructural disparities, and institutional support mechanisms.

From a theoretical standpoint, these findings both support and extend the *Digital Libraries* framework (Arms, 2000) and the *Electronic Information Access System* theory (Lynch, 1997). While both theories emphasize the role of digital systems in enhancing access and efficiency, the present study reveals that the effectiveness of such systems is contingent upon their alignment with user competencies and contextual conditions. Thus, digitalization should be reconceptualized not merely as a technological infrastructure, but as a socio-technical system that integrates technology, human agency, and organizational processes.

In comparing these results with previous studies, a pattern of both convergence and divergence emerges. The findings are consistent with Alhidayatullah (2023), who identified a significant influence of digitalization on user satisfaction, with a contribution of 60.9%. However, the lower explanatory power observed in this study (30%) suggests that ease of information access represents a more specific and operational dimension of user experience, as opposed to the broader and more affective construct of satisfaction. This difference highlights the importance of distinguishing between outcome variables when assessing the impact of digitalization.

Similarly, the study corroborates Sukatari and Suryanto (2024), who argued that digitalization enhances efficiency and expands access to information resources. Nevertheless, while their findings are based on macro-level analysis and conceptual synthesis, the present study contributes micro-level empirical evidence that captures users' lived experiences within a specific institutional context. This shift from conceptual generalization to empirical validation represents a critical advancement in understanding the actual impact of digitalization.

Furthermore, the alignment with Aditya et al. (2025) reinforces the argument that digitalization plays a strategic role in strengthening literacy ecosystems. However, the present study advances this discourse by quantifying the relationship between digitalization and accessibility, thereby providing a measurable basis for evaluating the effectiveness of digital initiatives. At the same time, the moderate strength of the relationship suggests that

digitalization alone cannot be regarded as a sufficient condition for improving information access.

This interpretation is further supported by Nurhayati (2018) and Jubaidi (2021), who emphasize the importance of human and organizational factors. The present findings implicitly confirm that digital literacy, user readiness, and librarian competencies function as mediating variables that can either amplify or constrain the impact of digitalization. Consequently, the effectiveness of digital library services depends not only on technological investment but also on the capacity of users and institutions to engage with and sustain these systems.

The implications of these findings are both theoretical and practical. Theoretically, this study contributes to the refinement of digital library theories by introducing a more critical and context-sensitive understanding of digitalization. It challenges the implicit assumption of technological determinism and instead proposes a more integrative perspective that acknowledges the interplay between technology and human factors. Practically, the findings suggest that library management should adopt a more balanced approach to digital transformation. While strengthening online reference services and institutional repositories remains essential, equal attention must be given to improving system integration, usability, and user support mechanisms. In particular, addressing the limitations of circulation automation systems is crucial to achieving a more coherent and seamless service experience. From a policy perspective, the results highlight the need for a comprehensive digital strategy that goes beyond infrastructure development. Investments in user education, capacity building for librarians, and continuous system evaluation are necessary to ensure that digitalization translates into meaningful improvements in information access.

Despite these contributions, this study is not without limitations. The relatively low coefficient of determination ($R^2 = 0.300$) indicates that the explanatory power of the model is limited, suggesting the need to incorporate additional variables in future research. Moreover, the focus on a single institutional context restricts the generalizability of the findings, as different libraries may exhibit varying levels of digital maturity and user characteristics. Finally, the reliance on perception-based data may not fully capture actual user behavior, thereby necessitating complementary qualitative or observational approaches. In light of these limitations, future research should adopt more comprehensive and integrative designs, such as mixed-method approaches, to capture both the quantitative

and qualitative dimensions of digital library use. Expanding the scope of analysis to include multiple institutions and additional variables will also be essential in developing a more holistic understanding of the factors that shape users' ease of information access in the digital era.

CONCLUSION

This study concludes that library service digitalization has a significant and positive effect on the ease of access to information for users at the Regional Archives and Library Office of West Sumatra Province. The findings indicate that the implementation of digital services, such as online catalogs, digital collections, and internet-based access systems, has improved the efficiency, speed, and flexibility of information access. The statistical results confirm that digitalization contributes meaningfully to enhancing accessibility, as reflected in the moderate positive correlation and the contribution value of 30 percent. Therefore, the research objective has been achieved, demonstrating that digital transformation in library services plays an important role in supporting user-oriented information access in the digital era.

This study contributes to the development of knowledge in the field of library and information science by strengthening the theoretical perspective of Digital Libraries and Electronic Information Access Systems through empirical evidence in a public library context. Methodologically, the study offers a quantitative associative approach that systematically measures the influence of digitalization on information accessibility. Practically, the findings provide important implications for library institutions to continue improving digital infrastructure, optimizing system usability, and enhancing service quality to better meet user needs.

Future research is recommended to incorporate additional variables such as digital literacy, technological infrastructure, and user behavior to obtain a more comprehensive understanding of the factors influencing information accessibility. Expanding the scope of research by involving larger and more diverse samples is also necessary to improve the generalizability of the findings. In addition, the use of mixed-method approaches is suggested to provide deeper insights into user experiences and to enrich the analysis of digital library service effectiveness.

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