

Qualitative Assessment of Iran's Astan Quds Electronic Document Delivery System according to Proposed Model

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Received: 18th January 2015; Accepted: 6th June 2015

Abstract

Purpose: The purpose of this research is qualitative assessment of electronic document delivery of Iran's Astan Quds digital library according to proposed model.

Methodology: We used survey method to reach research purpose. The statistical population of the survey included two groups: The specialists (36 Faculties of Knowledge and information science deptment in Ferdowsi University of Mashhad and Librarians that worked in Electronic Document Delivery Divisions in Central Library of Ferdowsi University and Astan Quds Library) and The Users of Astan Quds digital library. 264 users are selected as a sample with simple random sampling method. The tools of collecting data are two researcher-made questionnaires. The specialist questionnaire is designed for weighting requirements and the main and subordinate factors that are shaped the proposed model with using AHP method. 42 questions are designed in the user questionnaire for assessing subordinate factors of document delivery state.

Findings: Results showed that the ultimate score of Iran's Astan Quds' electronic document delivery service is upper than the middle level. This finding indicates the partly good situation of Astan Quds' electronic document delivery service. According to users' viewpoints and specialists' importance coefficient, the subordinate factors such as advanced search, browsing Options, spiritual right, help facilities and quality, are in the best situation and others such as flexibility, speed, making good relationship, price and processes clearness are in the end of subordinate factors' list. Results also showed that there is no correlation between assessment scores of Astan Quds electronic document delivery and the amount of this service usage. There wasn't also difference between assessment scores of users that having experience of using other digital libraries and other users that not have this experience.

Originality/Value: We tried to examine Astan Quds' document delivery system and viewpoints of users about that. Also, we proposed a weighted score sheet of elements to examine all document delivery systems.

Keywords: Electronic Document Delivery, Digital Library, Iran's Astan Quds' Digital Library.