

## Factors Influencing Users' Continued Use Intention of University Library Websites: A Postprint

**Authors:** Peng Xiaoyu, Peng Baoyu

**Date:** 2025-03-20T00:00:00+00:00

### Abstract

[Purpose/Significance] This study conducts an in-depth investigation into the influencing factors of users' continuance intention toward university library websites, aiming to provide a scientific basis and valuable reference for the optimization and upgrading of such websites, thereby enhancing user satisfaction and loyalty. [Method/Process] By integrating the Expectation-Confirmation Model of Information Systems Continued Use (ECM-ISC), Technology Acceptance Model (TAM), and DeLone & McLean Information Systems Success Model (D&M), this research constructs an influencing factor model for users' continuance intention of university library websites, proposes research hypotheses regarding key influencing factors, and employs questionnaire surveys and structural equation modeling for empirical research. [Results/Conclusion] Empirical results demonstrate that the influencing factors of users' continuance intention toward university library websites include perceived website design, perceived website functionality, expectation confirmation, perceived usefulness, perceived ease of use, satisfaction, and usage habits; university library websites require further improvement in resource richness, timeliness of information updates, accuracy of user guides, and related aspects.

### Full Text

### Preamble

#### Research on Influencing Factors of Users' Continuance Intention to Use University Library Websites

Peng Xiaoyu<sup>1</sup>, Peng Baoyu<sup>2</sup>

(1. Wuhan Donghu University Library, Wuhan 430212, China;

2. Hubei Engineering University, Xiaogan 432000, China)

### Abstract:

[Purpose/Significance] This study investigates the influencing factors of users'

continuance intention to use university library websites, aiming to provide a scientific basis and practical references for optimizing and upgrading library websites, thereby enhancing user satisfaction and loyalty. [Method/Process] By integrating the Expectation Confirmation Model of IS Continuance (ECM-ISC), the Technology Acceptance Model (TAM), and the DeLone & McLean Information System Success Model (D&M), we constructed a theoretical model of the influencing factors of users' continuance intention to use university library websites, established key research hypotheses, and conducted empirical research using questionnaire surveys and structural equation modeling. [Result/Conclusion] The empirical results indicate that the influencing factors include perceived website design, perceived website functionality, expectation confirmation, perceived usefulness, perceived ease of use, satisfaction, and usage habits. University library websites need to further improve resource richness, timeliness of information updates, and accuracy of user guides.

**Keywords:** University library websites; Users' continuance intention; Influencing factors

**Classification Number:** G250

**DOI:** 10.31193/SSAP.J.ISSN.2096-6695.2025.01.13

The influence of library websites constitutes a crucial metric for evaluating overall library impact, encompassing secondary indicators such as “website link counts,” “website traffic,” and “website construction quality” [1]. University library websites serve as vital information platforms for resource development and user services. Sustained user engagement with library websites not only strengthens libraries' online influence but also represents the primary channel through which 馆藏 resources meet the academic information needs of faculty and students. This study focuses on the intrinsic motivations underlying users' continuance behavior—specifically, Continuance Use Intention (CUI)—and examines how factors such as resource richness, service quality, usability, and interactivity influence users' willingness to continue using library websites. The findings aim to provide both theoretical foundations and practical guidance for enhancing service quality and resource development in university libraries.

In preliminary research conducted at Wuhan Donghu University Library, a user survey revealed that the usage rate of the library' s WeChat official account reached 49.56%, significantly surpassing the usage rates of the library website, Xuexitong (a learning platform), and WeChat mini-programs. This indicates that in today' s media convergence environment, library websites are no longer the preferred borrowing channel for users, while other digital platforms may offer more popular alternatives. Consequently, there is an urgent need to reevaluate and optimize university library website design to create more user-friendly and convenient experiences, while integrating other digital platforms to provide efficient, unified service experiences.

## 1. Research Status

In recent years, international scholars have conducted in-depth research on continuance intention regarding library resources and services. Between 2016 and 2022, studies primarily focused on continuance intention toward e-books, digital library resources, and mobile library applications. For instance, Tri-Agif et al. [2] employed the Technology Acceptance Model (TAM) and Expectancy Disconfirmation Theory (EDT) to investigate determinants of university students' continuance intention to use e-books, finding that satisfaction—largely dependent on perceived ease of use and usage confirmation—was the key factor. Ramadhan et al. [3] examined factors influencing university students' continuance intention to use online library resources in developing countries (particularly Indonesia), revealing that satisfaction and perceived enjoyment had significant effects. Rafique et al. [4] integrated the Extended Expectation Confirmation Model (EECM), TAM, and media affinity theory to analyze students' continuance intention toward Mobile Library Applications (MLA), discovering that service quality, user confirmation, MLA affinity, and perceived usefulness exerted direct or indirect influences.

Recent scholarship has shifted toward diversified explorations of continuance behavior in digital libraries, mobile libraries, and academic libraries' social media platforms. Cheng [5] emphasized the critical roles of information relevance and system accessibility in digital libraries through a multi-theoretical model. Abdul Rahman et al. [6] identified multiple dimensions of user-perceived quality, instrumental support, and ease of use in military digital libraries through qualitative research. Pankaj et al. [7] found that system quality and user satisfaction significantly influenced continuance intention toward digital library systems among Indian higher education institutions, while academic involvement did not significantly moderate the relationship between satisfaction and intention. Jiang et al. [8] clarified the importance of multiple user experience elements, including system quality and user interaction quality, in mobile libraries. Meng et al. [9] introduced emotional variables into research on academic library social media, demonstrating that information quality, system quality, and user emotions all significantly influenced satisfaction and continuance intention, with emotional factors playing a particularly prominent role.

Domestic research in the library continuance intention domain has primarily concentrated on mobile libraries, WeChat official accounts, and Weibo platforms. Wen Xueguo et al. [10] utilized the DeLone & McLean Information System Success Model (D&M) to demonstrate that system quality, service quality, and information quality significantly and positively influenced continuance intention through perceived value and satisfaction. Guo Jia et al. [11] employed a “stressor-strain-consequence” framework to study usage burnout among library WeChat official account users facing social information overload and privacy risks, verifying that burnout could weaken continuance intention. Li Guangjun et al. [12] based their research on the “S-O-R” model to investigate university library WeChat platforms, empirically showing that personalized services pos-

itively influenced continuance intention and providing strategic references for enhancing user stickiness.

These studies indicate that while substantial literature exists on library users' continuance intention, empirical research specifically targeting university library websites remains insufficient, particularly lacking in-depth investigation and systematic study. Therefore, building upon preliminary research, this paper explores the key factors influencing university library website users' continuance intention through practical investigation and case analysis, aiming to provide actionable recommendations for the construction and optimization of university library websites in China.

## 2. Theoretical Foundation

### 2.1 Expectation Confirmation Model of IS Continuance (ECM-ISC)

As information systems, library websites have long attracted widespread attention from library and information science scholars regarding user continuance behavior. In 1980, Oliver [13] proposed the Expectation Confirmation Theory (ECT), which posits that consumers form pre-purchase expectations and compare them with perceived performance after purchase. Positive disconfirmation occurs when perceived performance exceeds expectations, confirmation when it matches expectations, and negative disconfirmation when it falls short. These confirmation levels influence consumer satisfaction and subsequently affect repurchase intention.

Building upon ECT, Bhattacharjee [14] constructed the Expectation Confirmation Model of IS Continuance (ECM-ISC), which emphasizes four key factors: perceived usefulness, expectation confirmation, satisfaction, and continuance intention. When users initially adopt an information system, they form expectations about their needs. Through comparison with actual perceived usefulness, they develop a level of expectation confirmation, which directly influences their satisfaction and continuance intention. University library websites fall within the category of information systems, requiring special attention to users' initial expectations and actual usage experiences during website design to ensure positive expectation confirmation, thereby enhancing user satisfaction and continuance intention. In this study, users' continuance intention toward library websites manifests as willingness to reuse the website, share library website links, and recommend the website to others.

### 2.2 Technology Acceptance Model (TAM)

Davis [15] proposed the Technology Acceptance Model (TAM), which uses perceived ease of use and perceived usefulness as key variables to reflect users' perceptions of system convenience and the degree to which technology enhances work performance. TAM is primarily employed to study user adoption and acceptance of information technology or information systems. The model suggests

that users' perceptions of whether a system is easy to use and useful determine their sustained usage [16]. Hong et al. [17] emphasized the importance of perceived usefulness and ease of use to system perceived value, validating the positive influence of perceived ease of use on perceived usefulness, satisfaction, and continuance intention.

As an information service platform, library website usability and ease of use are crucial for user experience. Notably, when library users face limited alternatives, they may reluctantly use a library website despite its poor usability due to its "usefulness." However, in the current context, numerous alternative platforms, systems, and software exist—such as Taobao's plagiarism checking services and Baidu Wenku—providing users with diversified choices beyond single library websites. Consequently, library websites must continuously enhance user experience to attract and retain users; otherwise, they risk user attrition and cannot sustain usage. Based on this rationale, this study selects perceived ease of use from TAM as an influencing factor to construct a model of university library website users' continuance intention, examining user experience in this context.

### 2.3 Information System Success Model (D&M)

In 2003, DeLone and McLean [18] revised and improved the Information System Success Model (D&M Model), in which system quality, information quality, and service quality are key factors influencing satisfaction and usage intention. System quality is evaluated through portability, integration, and reliability, determining user experience. Information quality encompasses completeness, currency, and accuracy, serving as a critical metric for assessing satisfaction. Service quality involves timeliness and personalization of services, which are important for information system operation. Kettinger et al. [19] emphasized these measurement criteria for system, information, and service quality, constructing a comprehensive evaluation system for user satisfaction from these three dimensions.

## 3. Research Model and Hypotheses

This study divides perceived website quality into three variables—perceived website design, perceived website content, and perceived website functionality—to correspond with system quality, information quality, and service quality in the D&M Model. To reveal the internal motivations and operational mechanisms driving users' continuance intention toward university library websites, this paper integrates the theoretical frameworks of ECM-ISC, TAM, and D&M to construct a model of influencing factors (Figure 1 [Figure 1: see original paper]).

Figure 1 illustrates a model identifying six key factors influencing website users' continuance intention: perceived website quality, expectation confirmation, satisfaction, perceived usefulness, perceived ease of use, and usage habits. For each

key factor, several research hypotheses were established, totaling 11 hypotheses across the six factors to comprehensively analyze how these elements interact to drive users' continuance intention.

### 3.1 Perceived Website Quality

Perceived website quality comprises three dimensions: perceived website design, perceived website content, and perceived website functionality.

- (1) **Perceived Website Design:** Users primarily access library websites to obtain resources and services. This study's investigation of website design perception focuses on website adaptability, system quality reliability, and page layout integration.
- (2) **Perceived Website Content:** Website content refers to information resources and services provided on library websites, including whether resources are comprehensive (covering print and electronic books, journals, patents, conference papers, etc.), whether trial resource notifications are timely updated without expired information, and whether resources are accurate, rich, and applicable to various colleges and disciplines. Therefore, this study assesses perceived website content based on whether the website provides comprehensive, accurate, and rich resources to meet user expectations.
- (3) **Perceived Website Functionality:** Beyond basic information content, library websites typically provide numerous additional service functions, including remote access, full-text delivery, downloads, and reference consultation. In this study, users' perception of website functionality primarily manifests in the practicality, convenience, and effectiveness of these services. Practicality refers to whether functions meet users' actual needs; convenience requires simple and user-friendly operations; effectiveness reflects whether functions efficiently complete required tasks. Investigating whether perceived website functionality meets user expectations can further inform understanding of user satisfaction and continuance intention.

Based on these three dimensions, the following hypotheses were established:

**H1:** Perceived website design positively and directly influences expectation confirmation.

**H2:** Perceived website content positively and directly influences expectation confirmation.

**H3:** Perceived website functionality positively and directly influences expectation confirmation.

### 3.2 Expectation Confirmation

When library website usage experiences meet or exceed user expectations, users feel their expectations have been confirmed. This confirmation enhances their perceived usefulness of the library website—when users believe the website helps

their learning and research, they are more likely to continue using it. Confirmed expectations also increase user satisfaction, strengthening trust and dependence on the library website. Conversely, if actual experiences fail to meet expectations, users' perceived usefulness may decline, generating dissatisfaction. This expectation confirmation process directly influences satisfaction and indirectly affects continuance intention through satisfaction [20]. Therefore, the following hypotheses were established:

**H4:** Expectation confirmation positively influences perceived usefulness.

**H5:** Expectation confirmation positively influences satisfaction.

### 3.3 Perceived Usefulness

In the TAM theoretical framework, perceived usefulness refers to the degree to which users believe that using a particular system enhances their work performance. In the library website context, perceived usefulness represents users' assessment of the website's value in improving learning, teaching, and research efficiency. When users perceive that the website provides valuable information and facilitates their learning and research, their satisfaction increases, generating continuance intention. Even when dissatisfied with website quality, users may still choose to use the website if they consider it useful for their studies. Therefore, the following hypotheses were established:

**H6:** Perceived usefulness positively influences satisfaction.

**H7:** Perceived usefulness positively influences continuance intention.

### 3.4 Perceived Ease of Use

In TAM and related research, perceived ease of use plays a crucial role, directly influencing user acceptance and continuance intention. Based on this understanding, this study hypothesizes that when users find library websites easy to use, they are more likely to perceive them as useful, thereby increasing continuance intention. When users find websites easy to operate, their satisfaction improves, further enhancing the likelihood of continued use. Therefore, the following hypotheses were established:

**H8:** Perceived ease of use positively and directly influences perceived usefulness, thereby indirectly influencing continuance intention.

**H9:** Perceived ease of use positively and directly influences satisfaction, thereby indirectly influencing continuance intention.

### 3.5 Satisfaction

Oliver [13] defined satisfaction as users' emotional response to the discrepancy between expectations and actual experiences. In information systems research, user satisfaction is widely regarded as a decisive factor influencing continuance intention [21]. Given the intangible and difficult-to-quantify nature of information and services, user satisfaction assessment is particularly important [22].

This study employs user satisfaction as a key indicator for evaluating the comprehensive functions and benefits of library websites. This means that satisfied library users are more likely to continue using the website; otherwise, they may abandon it or switch to other online platforms. Therefore, the following hypothesis was established:

**H10:** Satisfaction positively and directly influences continuance intention.

### 3.6 Usage Habits

In Limayem et al.'s [23] extended continuance theory, user habits are explicitly identified as a core element influencing continuance use. Chen and Lu [24] also emphasized the direct role and moderating function of habits in forming continuance intention in information systems. Cao et al. [25] validated the influence of habits on continuance intention in social network services research. Hsu et al. [26] revealed that user habits play an important moderating role in the relationship between satisfaction and repurchase intention in online group buying. Huang et al. [27] discovered through data mining tools that user habits significantly and positively influence continuance intention. These findings demonstrate that user habits are a non-negligible factor that can influence satisfaction, repurchase behavior, and continuance intention to a certain extent. Therefore, the following hypothesis was established:

**H11:** Usage habits positively and directly influence continuance intention.

## 4. Measurement Scale Design

In academic research, measurement scales for continuance intention influencing factors are used to validate relevant hypotheses and theories. By collecting actual data and comparing them with theoretical expectations, the applicability and accuracy of theories can be assessed. Therefore, based on the model in Figure 1 and drawing upon mature variables from domestic and international literature on continuance intention influencing factors, this study designed an evaluation scale for university library website users' continuance intention. The design incorporated targeted improvements based on the characteristics of university library websites. Factors preceding and following the hypothesized paths in Figure 1 were treated as latent variables in the scale, including the three dimensions of perceived website quality (design, content, functionality) and continuance intention. The scale covers nine latent variables, each comprising three observed variables (Table 1).

## 5. Empirical Analysis

### 5.1 Data Sources and Research Methods

This study used Wuhan Donghu University Library as a case study and employed questionnaire surveys for data collection. During the initial questionnaire

design phase, electronic questionnaires were distributed to faculty, students, librarians, and technical staff at the university for exploratory factor analysis and elimination of unreasonable items, ensuring the questionnaire met requirements for reliability, validity, comprehensibility, and operability. A formal test questionnaire was subsequently developed.

The questionnaire consisted of two parts: Part One collected basic demographic characteristics of respondents, including user type, department, grade, education level, website usage frequency, and usage purpose. Part Two comprised items measuring continuance intention influencing factors based on Figure 1 and Table 1, covering nine latent variables (perceived website design, perceived website content, perceived website functionality, expectation confirmation, perceived usefulness, perceived ease of use, satisfaction, usage habits, and continuance intention) and 27 usage experience items.

Part Two utilized a five-point Likert scale with response options ranging from “strongly agree” to “strongly disagree,” allowing users to select based on subjective feelings and actual circumstances. The formal survey was administered to students through the Wenjuanxing platform over one month, yielding 200 valid questionnaires that satisfied sample size requirements for data analysis.

## 5.2 User Demographic Data Analysis

Analysis of Part One responses revealed balanced distributions across basic demographic characteristics (user type, department, grade, education level), meeting the university’s student composition requirements. Regarding usage frequency, most students frequently used the library website. Specifically, “weekly usage” was most common (41.5%), indicating regular access. “Occasional usage” ranked second (30%), showing demand despite infrequent access. “Daily usage” accounted for 16.5%, suggesting a small portion of students accessed the website almost daily, likely due to high-frequency academic research needs.

Regarding resource usage patterns, students primarily used the website for print collection queries (57%), indicating continued preference for print resources. Electronic books (33.5%) and electronic journals/academic papers (31%) also showed significant demand, demonstrating popularity of digital resources. Borrowing management (34.5%) received positive feedback, while print journal/newspaper queries were less common (28.5%), possibly due to faster update cycles and greater convenience of electronic periodicals. Auxiliary functions such as mock exams (21.5%), event queries (20%), and general library browsing (30%) were also popular, reflecting diverse service forms. Notably, 13.5% of students used the library website based on recommendations, indicating that word-of-mouth influences usage intention. Additionally, 9.5% reported being accustomed to using the library website, confirming that usage habits promote continuance and validating the inclusion of habits in the hypothetical model.

### 5.3 Structural Equation Model Analysis of Continuance Intention Influencing Factors

Part Two data were analyzed using SPSSAU, demonstrating good reliability, validity, and model fit. To test hypotheses H1 through H11, path analysis was conducted on the university library website users' continuance intention influencing factors model according to Figure 1 (Figure 2 [Figure 2: see original paper]). Path analysis is a statistical method for validating model hypotheses, helping understand relationships and influence strengths among variables. P-values assess relationship significance (threshold of 0.05; values below indicate significance), while path coefficients reflect direct influence direction and strength (values closer to 1 indicate stronger relationships).

Figure 2 presents standardized path analysis results for the structural equation model of university library website users' continuance intention influencing factors. Note: Numbers indicate path coefficients; asterisks denote significance levels ( $p < 0.05$ ,  $p < 0.01$ ,  $p < 0.001$ ).

**5.3.1 Results Interpretation** Figure 2 shows that hypotheses H1 and H3-H11 were supported, with all variable relationships being significant ( $p < 0.05$ ), indicating that perceived website design, perceived website functionality, perceived usefulness, perceived ease of use, and usage habits significantly and positively influence expectation confirmation, satisfaction, and continuance intention. Hypothesis H2 was not supported, as the relationship was not significant ( $p = 0.051$ ), indicating that perceived website content does not significantly influence expectation confirmation.

Noteworthy path analysis results include three special cases. First, perceived website functionality significantly and positively influences expectation confirmation (H3 supported), with a path coefficient of 0.65, indicating that each one-unit increase in perceived functionality corresponds to a 0.65-unit increase in expectation confirmation, demonstrating a strong positive correlation. Second, expectation confirmation exhibits highly significant positive influence on satisfaction (H5 supported), suggesting that expectation confirmation may serve as a mediator between perceived website content and satisfaction, indirectly affecting H5's p-value. Third, perceived usefulness positively but limitedly influences both satisfaction and continuance intention (H6 and H7 supported), indicating that although users recognize website usefulness, this perception does not strongly translate into higher satisfaction or stronger continuance intention.

**5.3.2 Cause Analysis** For H1, perceived website design significantly influences expectation confirmation because users encountering well-designed layouts, clear interfaces, and effective search functions are encouraged to continue using the website.

For H2, the non-significant influence of perceived website content on expectation confirmation likely stems from deficiencies in resource richness, comprehensive-

ness, information update frequency, and the authority and accuracy of user guides, creating a substantial gap between perceived content and user expectations that undermines expectation confirmation.

For H3, perceived website functionality significantly influences expectation confirmation because multiple additional functions—such as convenient remote access during winter/summer breaks and online consultation features—meet users' actual needs and enhance stickiness.

For H4 and H5, the highly significant influence of expectation confirmation on perceived usefulness and satisfaction occurs because functional and design features that meet expectations are perceived as useful. Expectation confirmation involves not only functional fulfillment but also emotional satisfaction. When users feel pleasure and comfort while browsing and using the website, they develop stronger satisfaction, which directly enhances overall user satisfaction.

For H6 and H7, perceived usefulness significantly influences satisfaction and continuance intention, though its effect is limited. Despite recognizing website usefulness, this perception does not strongly translate into substantially higher satisfaction or more intense continuance intention.

For H8 and H9, perceived ease of use significantly influences perceived usefulness and satisfaction because university library website users constitute a relatively simple user group. Concise, user-friendly website designs and specialized services tailored to college characteristics enhance perceived ease of use. Improved ease of use increases satisfaction, enhances user experience, strengthens perceived usefulness, and subsequently influences continuance intention.

For H10, satisfaction significantly influences continuance intention because overall satisfaction directly reflects usage experience quality. Highly satisfied users are more likely to develop dependence and loyalty toward library websites, actively choosing continued use. Additionally, satisfaction may mediate the effects of perceived usefulness and ease of use, further strengthening its direct influence on continuance intention. For example, users' perception of ease of use enhances satisfaction, which ultimately translates into stronger continuance intention.

For H11, usage habits exhibit extremely significant positive influence on continuance intention because after repeatedly experiencing website design, functionality, usefulness, and ease of use that meet expectations, users develop dependence on library website services, forming habits of using the website whenever engaging in learning or research. Another possibility is that library websites are set as the default homepage in electronic reading rooms, leading to habit formation through repeated exposure.

## 6. Conclusions and Future Directions

### 6.1 Research Conclusions

This study integrated theoretical frameworks from ECM-ISC, TAM, and D&M to construct a model of university library website users' continuance intention influencing factors, established key research hypotheses, and conducted case analysis, questionnaire surveys, and empirical research. The findings reveal that influencing factors include perceived website design, perceived website functionality, expectation confirmation, perceived usefulness, perceived ease of use, satisfaction, and usage habits. These factors collectively influence users' continuance intention and behavior regarding university library websites.

Addressing the non-significant influence of perceived website content on expectation confirmation, this study recommends measures to enhance continuance intention. First, improve resource richness by increasing multidisciplinary resource procurement, establishing user feedback channels for timely adjustments, and sharing resources with other libraries to expand collections. Second, strengthen information updates by developing regular update schedules to ensure timeliness, utilizing automated tools for rapid information release, and simplifying review processes to improve publication efficiency. Third, enhance guide authority by having professionals or experts author guides, regularly reviewing and updating content, and employing user-friendly presentation formats to improve readability. These measures will promote continuous improvement in resource richness, information timeliness, and guide authority.

### 6.2 Limitations and Future Research

This study selected Wuhan Donghu University Library as a case because, while serving faculty and students and promoting academic exchange like other university libraries, it has developed unique characteristics in flexible management and innovative services distinctive to private universities. The findings offer reference value for similar institutions, though recommendations have limited generalizability due to the specific case and research context. Additionally, since the questionnaire primarily targeted university students, sample types and quantities barely met research requirements, lacking diversity to some extent.

Future research should consider several directions. First, deepen investigation into perceived website content. Although this study found its influence on expectation confirmation non-significant, this does not imply website content is unimportant. Future studies could examine how content quality, distinctiveness, and presentation methods influence continuance intention. Second, expand to other potential influencing factors, such as website security, privacy protection, and social functions. Third, focus on differences among user groups through segmentation to propose more targeted recommendations.

## References

- [1] China Library Network Influence Evaluation Report (2023-2024) [EB/OL]. [2023-06-29]. <https://rccse.whu.edu.cn/info/1351/1771.htm>.
- [2] Tri-Agif I, Noorhidawati A, Ghalebanti G S. Continuance intention of using e-book among higher education students[J]. *Malaysian Journal of Library & Information Science*, 2016, 21(1): 19-33.
- [3] Ramadhan A, Hidayanto A N, Evik C S, et al. Factors affecting the continuation to use and e-WOM intention of online library resources by university students: a study in Indonesia[J]. *The Journal of Academic Librarianship*, 2022, 48(6): N.PAG. doi:10.1016/j.acalib.2022.102592.
- [4] Rafique H, Alroobaea R, Munawar B A, et al. Do digital students show an inclination toward continuous use of academic library applications? A case study[J]. *The Journal of Academic Librarianship*, 2020, 47(2): 102298.
- [5] Cheng Y M. Why do users intend to continue using the digital library? An integrated perspective[J]. *Aslib Journal of Information Management*, 2014, 66(6): 640-662.
- [6] Abdul Rahman A R, Mohezar S. Ensuring continued use of a digital library: a qualitative approach[J]. *The Electronic Library*, 2020, 38(3): 513-530.
- [7] Pankaj M, Gaurav C, Preeti B. Continuous usage intention for digital library systems among students at higher learning institutions: moderating role of academic involvement[J]. *Journal of Applied Research in Higher Education*, 2023, 15(5): 1752-1766.
- [8] Jiang T, Luo G, Wang Z, et al. Research into influencing factors in user experiences of university mobile libraries based on mobile learning mode[J]. *Library Hi Tech*, 2024, 42(2): 564-579.
- [9] Meng Y, Lin H, Gong W, et al. An analysis of users' continuous use intention of academic library social media using the WeChat public platform as an example[J]. *The Electronic Library*, 2024, 42(1): 136-157.
- [10] Wen Xueguo, Liang Ran, Xia Yiqun. Influencing factors of mobile library users' continuance intention[J]. *Information and Management Research*, 2023, 8(1): 50-63, 74.
- [11] Guo Jia, Cao Fenfang. Research on discontinuance intention of library WeChat official accounts[J]. *Digital Library Forum*, 2018(5): 25-31.
- [12] Li Guangjun, Cao Qijia. Empirical research on personalized services' influence on university library WeChat platform users' continuance intention from multiple perspectives[J]. *Library Science Research*, 2020(22): 82-91, 73.
- [13] Oliver R I. A cognitive model for the antecedents and consequences of satisfaction[J]. *Journal of Marketing Research*, 1980(17): 460-469.
- [14] Bhattacharjee A. Understanding information systems continuance: an expectation confirmation model[J]. *MIS Quarterly*, 2001, 25(3): 351-370.
- [15] Davis F D. Perceived usefulness, perceived ease of use, and user acceptance of information technology[J]. *MIS Quarterly*, 1989, 13(3): 319-340.
- [16] Holden R J, Karsh B T. The technology acceptance model: its past and its future in health care[J]. *Journal of Biomedical Informatics*, 2010, 43(1): 159-172.

- [17] Hong S, Thong J Y L, Tam K Y, et al. Understanding continued information technology usage behavior: a comparison of three models in the context of mobile internet[J]. *Decision Support Systems*, 2006, 42(3): 1819-1834.
- [18] DeLone W H, McLean E R. The DeLone and McLean model of information systems success: a ten-year update[J]. *Journal of Management Information Systems*, 2003, 19(4): 9-30.
- [19] Kettinger W J, Lee C C. Perceived service quality and user satisfaction with the information services function[J]. *Decision Sciences*, 1994, 25(5-6): 737-766.
- [20] Yan An, Yan Yalan. Empirical study on influencing factors of university library electronic resources' continuance intention[J]. *Library Tribune*, 2013, 33(3): 43-50, 30.
- [21] Guo Qing. Empirical study on influencing factors of university mobile library users' continuance intention[J]. *Library Construction*, 2014(10): 32-37.
- [22] Xu Caiyu. Research on constructing an information user satisfaction model based on sci-tech literature database websites[D]. Nanjing: Nanjing University of Science and Technology, 2007.
- [23] Limayem M, Cheung M K. Understanding information systems continuance: the case of Internet-based learning technologies[J]. *Information & Management*, 2008, 45(4): 227-232.
- [24] Chen Yu, Lu Yang. Review of information systems continuance research under habit[J]. *Library Tribune*, 2016, 36(3): 34-41.
- [25] Cao Huanhuan, Jiang Jinhu, Hu Libin. Social network continuance use: the moderating role of conformity behavior and habit[J]. *East China Economic Management*, 2015, 29(4): 156-162.
- [26] Hsu M, Chang C, Chuang L. Understanding the determinants of online repeat purchase intention and moderating role of habit: the case of online group-buying in Taiwan[J]. *International Journal of Information Management*, 2015, 35(1): 45-56.
- [27] Huang C T, Wu I, Chou C. Investigating use continuance of data mining tools[J]. *International Journal of Information Management*, 2013, 33(5): 791-801.
- [28] Limayem M, Cheung M C. Predicting the continued use of Internet-based learning technologies: the role of habit[J]. *Behaviour & Information Technology*, 2011, 30(1): 91-99.

---

**Editor in Charge:** Ren Quan' e

*Note: Figure translations are in progress. See original paper for figures.*

*Source: ChinaXiv – Machine translation. Verify with original.*