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Analysis of Central Universities Library Webpages in Uttar Pradesh: An Evaluative study

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Abstract: The Presented paper is the content analysis of the Central universities' library WebPages of Uttar Pradesh. The method used in the analysis is the checklist method on basis of which cumulative scores were been recorded and analyzed. The Scope of the study is limited to the 6 central universities of Uttar Pradesh. The finding reveals that 66.67% of the university have a working and accessibility library webpage. Library introduction, history, membership, and hours were the most common information that was mentioned by the universities in comparison to other variables. Print and E collection details on library webpage are also very basic and in Web 2.0 only Facebook and Twitter are the platform that are been extensively used. In an overall comparison of the library WebPages, Aligarh Muslim University's(AMU) library webpage was the best with a score of 66%. The study unfolds the area for the enhancement of library webpage with the view of the present technological shift and the changing behavior of users.

Keywords: Webpage, Content analysis, Web 2.0, INFLIBNET

1. Introduction

The new epoch is “the digital era”. The world is shifting to the digital world, everything is getting digitalized and it could have taken few more years but, the global pandemic has bought it too soon. No one was aware that such a drastic shift is going to happen and so no one was prepared enough. When we look in the field of education we could find the same situation. The developed nations are still in a better place in comparison to the developing nation. In the pandemic, the majority of the institution were in favor of online session and have promoted digital learning, online classes, e-resources, online exams, assignments, and so on but with it, it's also important to analyze where we stand in the digital world and what resources we are providing to the students for their academic knowledge and development. This kind of analysis could help us in getting an insight into present circumstances and further areas of improvement.

In this paper library webpage's of the central universities that are in Uttar Pradesh are been analyzed by the content analysis¹ method for determining the presently available information on the central universities. Content analysis is “A research technique for the objective, systematic and quantitative description of the manifest content of the communication.” Berelson(1952) and Krippendorff(1980) defined Content analysis as a research technique for making replicable and

valid inferences from data to their context thus it could give a better understanding of the contents available.

2. Central universities of India

The Central universities of India are the universities that are been established by the Act of Parliament and are governed by the Ministry of education itself. These universities are regulated by the University Grant Commission² Act, 1956. At present, there are 54 central universities across India. In this study, we are focusing on the central universities of Uttar Pradesh³⁻⁸ that are mentioned in Table 1.

Table 1: Central Universities in Uttar Pradesh

S.No	University	City	Website	Library webpage
1	Aligarh Muslim University	Aligarh	http://www.amu.ac.in	https://old.amu.ac.in/malibrary/
2	Babasaheb Bhimrao Ambedkar University	Lucknow	http://www.bbau.ac.in	http://www.bbau.ac.in/Library.aspx
3	Banaras Hindu University	Banaras	http://www.bhu.ac.in	https://www.bhu.ac.in/lib/index.html
4	Rajiv Gandhi National Aviation University	Raebareli	https://www.rgnau.ac.in	NA
5	University of Allahabad	Allahabad	http://www.allduniv.ac.in	https://www.allduniv.ac.in/about-central-library.php
6	Rani Lakshmi Bai Central Agricultural University	Jhansi	https://www.rlbcu.ac.in	NA

3. Literature Review

Rahman and Batcha⁹ analysis focused on the selected collages of the Delhi University and it states that most of the collages have mentioned about itself, library staff, rules and library hours, etc on the library webpage but the networking tools or Web 2.0 are not on the website also single search or OPAC feature are not yet available. There were many other factors like quality content and regular update that were missing from the collage WebPages. One study related to the central universities was done by Kumar and Mir¹⁰ which was entitled “Content analysis of central universities library websites of central region of India: A survey”. It was observed that all the universities do not have a direct link to the library webpage but have a good collection of e-resources i.e. e-books, e-journals and, e-databases. Also, all the universities have daily news facilities on their website. Another study by Haridasan and Uwesh¹¹ analyzed the central university’s library website of India. Many of them have provided the general information on their website and a few of them has options of feedback. Along with that details about the staff, library hours, rules, membership, mission statement, location, etc. The library pages are also well graphically presented and details of the library collection are provided by almost every library. It was observed that links to e-resources like e-journal and e-book were more in comparison to link for databases but many were lacking in including web 2.0 on their website. Kaushik¹² analyzed that most of the universities do not have the essential information like a mission statement, library floor map, plagiarism check, FAQ ask a librarian, etc. It was also concluded in the study

that other information like Website update date, links to IRs, search engines, and the use of Web 2.0 were found in very few NITs. The study done by S was conducted on the deemed university of Karnataka state¹³ and it was found by this study that the general information about the university was provided on the library webpage by every university, 89% of the university has given the information about the library working hours, its section and details about back volume collection and 100% university have the subscription to the E-journals and E-database the field where they were lacking was the web 2.0, only 44% of the university has mentioned it on their website.

4. Objective

- To analyze the content available on the central universities' library WebPages.
- To examine the general information, library collection and services available on the webpage.
- To find the Web 2.0 tools available.
- To compare and rank the Library WebPages.

5. Research Methodology

Content analysis is a very popular and convenient method for the analysis¹⁴ of a website. The study was conducted to evaluate Information that is available on the library WebPages of the central university. The tool used in the study is the checklist method. The checklist is divided into six main categories and related attributes were clubbed in them accordingly. The collected data are represented by 1 and 0 where 1 signify the presence of a particular feature or service and 0 for the absence. The data was collected from the 15th of January 2021 to the 10th of February 2021.

6. Scope and Limitation

This study has been conducted on the six central universities of Uttar Pradesh that are mentioned on the website of the university grant commission² of India. The remaining 48 central universities are not part of the study. Also among the six central universities, two universities i.e Rajiv Gandhi National Aviation University⁶ and Rani Lakshmi Bai Central Agricultural⁷ library webpage was not functioning so, its content has not been analyzed and Aligarh Muslim University³ is updating its library webpage thus, the analysis has been done on the old library webpage.

7. Analysis

Table 2: Accessibility of library web page

Accessibility	Name of the universities						Total score (6)	Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA		
Accessible	1	1	1	0	0	1	4	66.67%

Inaccessible	0	0	0	1	1	0	2	33.33%
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TABLE 3: General Information About the Library

General information	Name of the universities							Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA	SCORE (6)	
Library name	1	1	1	NA	NA	0	3	50.00%
Library introduction/about it	1	1	1			1	4	66.67%
History	1	1	1			1	4	66.67%
Mission statement	0	1	0			0	1	16.67%
Location	0	1	0			0	1	16.67%
Library hours	1	1	1			1	4	66.67%
Library rules	1	1	1			1	4	66.67%
News and Event	0	1	0			0	1	16.67%
Membership	1	1	1			1	4	66.67%
Date of Updation	0	1	0			1	2	33.33%
Contacts details	1	1	1			1	4	66.67%
Awards and Achievement	1	0	0			0	1	16.67%
Visitor Count	1	1	0			1	3	50.00%
Library staff	1	1	1			0	3	50.00%
TOTAL SCORE(14)	10	13	8	8	-	-		

Table 1 contains list of the universities that have been undertaken for the study. The name of the universities and the website links along with the link for their library webpage are mentioned. **Table 2** shows the status of the WebPages that how many out of the six universities has a well-functioning library webpage. The data recorded states that only 4(66.67%) universities have a proper library webpage that is accessible, either it has been mention separately or included in the quick links of the university webpage. RLBCAU does not has a library webpage and RGNAU has added a library in its e-resources which also doesn't lead to any webpage. Thus, these two universities were excluded from the analysis of the further variable.

Table 3 is for the general information that library webpage should have on them. It was observed that Library introduction, history,library hour, library rule,membership contact details were the details that was mention on 66.67% of the library webpage, library name, visiter count and library staff details were mentioned by 50% of the universities and mission statement news/event and awards details was provided by only 1(16.67%) university.

Table 4: Library Print collection Information

Library Print collection	Name of the universities							Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA	SCORE (6)	
Books	1	1	1	NA	NA	1	4	66.67%
Periodical sources	1	1	1			1	4	66.67%
Reference sources	0	0	1			0	1	16.67%
Thesis	1	1	1			1	4	66.67%
Dissertation	1	1	1			1	4	66.67%
Newspaper	1	1	0			1	3	50.00%
Conference Proceeding	0	0	0			0	0	0.00%
Patents	0	0	0			0	0	0.00%
Standards	0	0	0			0	0	0.00%
Maps	0	0	0			0	0	0.00%
Back volume of journal	1	0	1			1	3	50.00%
Manuscript	1	0	1			0	2	33.33%
Total score(12)	7	5	7	6	-	-		

Table 5: E-Resources Information

Library E-Collection	Name of the university							Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA	SCORE(6)	
E-books	1	0	1	NA	NA	1	3	50.00%
E-journals	1	0	1			1	3	50.00%
E-Thesis	1	0	1			0	2	33.33%
E-Dissertation	1	0	0			0	1	16.67%
E-Reference sources	1	1	1			1	4	66.67%
INFLIBNET	1	1	1			0	3	50.00%
SWAYAM	1	1	1			0	3	50.00%
National Digital Library	0	1	1			1	3	50.00%

NPTEL	0	1	0			0	1	16.67%
e-PG Pathshala	0	1	0			0	1	16.67%
e -Ghyankosh	0	1	0			1	2	33.33%
Single search window	1	0	0			0	1	16.67%
Institutional repository	1	1	1			0	3	50.00%
Remote Access	0	1	1			1	3	50.00%
Audio/video/CD/VCD	1	0	0			0	1	16.67%
Total score(15)	10	9	9			6	-	-

Table 4 is related to the print collection. The details and collection of books, periodicals, thesis, and dissertation were the most common information that was mentioned by every university i.e. 66.67%. About 50% of the university has mentioned back volume and newspaper and 2 universities have mentioned their manuscript collection. It was also observed that details about conference proceedings, maps, patents, and standards were mentioned by none.

Moving to **Table 5** which contains information about the electronic collection of the libraries. On a broader view, it seems that only 3(50%) out of 6 universities have a maximum of the details that are present or mentioned on their webpage. These variables are E-book, E-journal, E-reference sources, institutional repository, and remote access also link to government platforms like INFLIBNET, SWYAM and the national digital library was present on 50% of the WebPages. Whereas e-Ghyankosh was mentioned by 2(33.33%) university and e-PG pathshala along with a single search window only by 1(16.67%).

Table 6: Services Information

Services	Name of the university							Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA	SCORE (6)	
OPAC	1	1	1	NA	NA	1	4	66.67%
Circulation Service	1	1	0			1	3	50.00%
Reference Service	1	1	0			1	3	50.00%
Bibliographic Services	1	0	0			0	1	16.67%
Document Delivery Service	0	1	0			1	2	33.33%
Current Awareness Service / New Arrivals	1	1	0			1	3	50.00%
Reprographic Service	1	1	1			1	4	66.67%
Indexing Services	0	0	0			0	0	0
Reading Room	1	1	0			1	3	50.00%
Internet Access	1	1	1			0	3	50.00%
Inter Library Loan (ILL)	1	0	0			1	2	33.33%
Plagiarism check	1	1	0			1	3	50.00%
Translation Services	0	0	0			0	0	0

Braille Section	1	1	0			0	2	33.33%
Total score(14)	11	10	3			9	-	

Table 7: Web 2.0 Tools

Universities	Name of the university							Percentage
	AMU	BBAU	BHU	RGNAU	RLBCAU	UOA	SCORE (6)	
Facebook	1	1	0	NA	NA	1	3	50.00%
Twitter	1	1	0			1	3	50.00%
Instagram	0	1	0			1	2	33.33%
Telegram	0	0	0			0	0	0.00%
Youtube	1	0	0			1	2	33.33%
LikedIn	0	0	0			0	0	0.00%
Blogs	0	0	0			0	0	0.00%
RSS feed	0	0	0			0	0	0.00%
Google+	1	0	0			0	1	16.67%
Total score(9)	4	3	0			4	-	

Table 7 shows the involvement of Web 2.0 tools on the library website. From the data collected we could see that Facebook and Twitter are the social platforms that are mentioned by most of the library webpage it is 50%, the second most linked network is Instagram and youtube. Google+ were mentioned only by 16.67% of universities and others were not mentioned by any of the university WebPages.

Table 8: Overall University comparison

Universities	Accessibility of library webpage (Max. Score 1)	General information Library (Max. Score 14)	Library Print collection information (Max. Score 12)	E-Resources available on the website (Max. Score 15)	Services mentioned on the website (Max. Score 14)	Web 2.0 Tools (Max Score 9)	Total score (65) & %	Rank
AMU	1	10	7	10	11	4	43(66)	1
BBAU	1	13	5	9	10	3	41(63)	2
UOA	1	8	6	6	9	4	34(52)	3
BHU	1	8	7	9	3	0	28(43)	4

RGNAU	0	0	0	0	0	0	-	-
RLBCAU	0	0	0	0	0	0	-	-

Table 8 comprises all the cumulative score of each university and from it is observed that maximum information about library collection and the content are mentioned by the Aligarh Muslim University about 66%, the second university that has the most of the content is Babasaheb Bhimrao Ambedkar University i.e. 63%, University of Allahabad is little less than Babasaheb with 52% with the score of 34 and Banaras Hindu University has scored the least among all i.e. only 43%.

8. The study revealed:

The following finding was concluded from the study

- i. Maximum of the university has its working library webpage.
- ii. Maximum of the university has mentioned general information like library introduction, history, library hours, library rules, membership, and contact details. 50% have mentioned library name, visitor count and staff details other details like location, and date of updation are mentioned by very few.
- iii. University print collection details like books, periodical sources, thesis, and dissertation were provided by almost every university, newspaper and back volume journals details were mentioned by 50% universities but other collection like standards, patents, maps and conference proceeding were not provided by any of the university library webpages
- iv. Nearly 50% of the university have mentioned E-book, E-Journal, E-reference sources collection have remote access or have a link to INFLIBNET, SWAYAM, Nation digital library and institutional repository. Other e-resources like E-thesis/dissertation, e-Pgpathshala, and e-Ghyankosh were mentioned by very few universities.
- v. Library services are the essential part of the library. 50% of the university have mentioned most of the services the offer including OPAC, circulation service, reference service, reprography service, reading room service, current awareness service internet access and plagiarism check. other service like bibliographic service, DDS, inter library loan and Braille service were mentioned on few library webpage.
- vi. It was analyzed that university are using Web 2.0 technologies. Facebook and Twitter are the most popular ones that are been used by 50% of the universities, followed by Instagram, YouTube, and Google+ whereas LinkedIn, blogs, and RRS feed were not mentioned by any of the university.
- vii. Aligarh Muslim University has the best library webpage among all. It has mentioned maximum of the details about the library collection and providing the best of the facility in comparison to other central universities library webpages. Babasaheb Bhim Rao Ambedkar University is having the second-best library webpage in the state with a 63% score followed by University of Allahabad and Banaras Hindu University the with 52% and 43% respectively.

9. Conclusion

If one wants to understand the importance of a library they could refer to Dr. S Radhakrishnan's quote "Library is a heart of an institution". This is the importance of a library and it's very important to have a good library in an institution. This analysis helps in finding the area of improvement following to latest trends and requirements. It was observed from the finding that the library webpage has mention information but there are areas where it could be improved.

The details of the collection available and the online E-Resources could be better than the present collection. The use of Web 2.0 should be practiced more by the university as the study reveals not all universities are taking advantage of Web 2.0 technologies. Remote access should be available in all libraries. The library webpage should user friendly and providing sufficient information to its user as "save the time of the user" is one of the important principles on which it has to work.

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