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Content analysis of NIRF ranked Medical Institute's Library websites of India: an evaluative study

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Content analysis of NIRF ranked Medical Institute's Library websites of India: an evaluative study

Abstract: Libraries are establishing websites to deliver information to their patrons. The purpose of this paper is to assess the top ten medical institute library websites, as determined by the National Institutional Ranking Framework (NIRF), for the year 2020. The checklist-based observation method has been adopted for the study. The checklist is categorized into five major categories: general information about the library, library's printed collection, library's e-resources, library's services, and library's sections. At the end of this study, some recommendations are being provided for improving websites. The information is gathered from only eight medical institute's library websites because two of them were down at the time of data collection. According to the findings, AIIMS library websites publish the most content (67.08%) through their websites. CMC library websites came in second with 56.96%, KMCM came in third with 43.03%, and so on. Among the ten library websites, SGPGI (17.72 %) has the lowest rating. This study reveals that there is no uniformity among all of the examined library websites. It is suggested that some ground rules for website creation and content publication must be established.

Keywords: Content Analysis, Medical Institute, Library Website, NIRF.

1. Introduction:

The library is the hub of any organization. When it comes to academics, the library is the institution's primary source of knowledge. We cannot deny that libraries have always been a reliable source of information, whether in the conventional time or the digital age¹. Users traditionally visit the library to look at the resources, and this strategy fosters a positive relationship between employees and patrons. However, in the digital age, this strategy is less effective. Libraries have built library web portals, sometimes known as library websites, to address this issue. The generation of the 21st century has been found much more web-based-centric². The library website plays a vital role for the users in navigating the library's collection without even visiting the library physically.

A website is a tool that is used by a variety of entities, organizations, governments, and corporations around the world. Websites are now often regarded as the most popular means of

obtaining current information. As an outcome, probably nearly all kind institution has a website to deliver useful information to their target group. Students can obtain information online through the use of websites. The website of a library is seen as a public image of that library, exhibiting all of the collections available (tangible and intangible/ physical and virtual), as well as the library's services, facilities, goals, and missions. It serves as a mirror of the library³. Apart from the information, the design of the website should also match the needs of the users. Libraries are recognized as an institution's most valuable knowledge resource hub, where users can obtain information based on individual needs. A library website's informational design should be easier for the user to retrieve its resources.

1.1. The National Institutional Ranking Framework (NIRF): The National Institutional Ranking Framework (NIRF) is a technique of ranking institutes of higher education in India that was developed by the Ministry of Education, Government of India. This framework illustrates the country's policy for ranking academic institutions⁴. The framework included 118 medical institutes across the nation, out of which only the top 40 medical institutes of India were ranked by NIRF in the year 2020. Most institutes have their library websites, and various types of information have been provided on their website. However, because there are no standard parameters for creating a library website, there is a significant lack of uniformity in the content given by these websites. The content and services offered by the libraries are evaluated in this study.

2. Review of Literature:

There have been plentiful researches published on this subject in the past. This section highlights prior studies that have been carried out to assess the functionality, usability, and designs of library websites. Some of the noteworthy significant works related to website evaluation, case studies, etc. are discussed here.

Kumar, V., and Yadav⁵ compared and contrasted the contents and services of the top ten NIRF-ranked university library portals. They also gave the Websites a grade. They researched to see what kind of content is available on library portals. They stated that the websites are riddled with concerns like currency, transparency, so on and so forth. The library professional can update its library portals based on the suggestion given in their research.

Savita⁶ examined the library websites of deemed universities of Karnataka state. The study was limited to only nine Karnataka state's deemed universities. Website's functionality, collection, services and link to the resources were evaluated in the study. The research's objectives were to assess the presence and absence of the content on the websites/webpages.

Pant⁷ evaluated the usability of academic library websites. He examined the website's information architecture. The research was conducted at the University of Delhi's Central Science Library. The author used a well-structured checklist to investigate usability, and a survey of library users was conducted using a random sample. The research was innovative in and of itself due to the use of a multi-method approach. To determine the outcomes, six usability parameters were tested: usefulness, efficiency, effectiveness, learnability, satisfaction, and accessibility. He concluded that the website should be upgraded.

Tella and Oladepo⁸ compared the features and Web 2.0 tools accessible on a few Nigerian and South African university library websites. He revealed the effectiveness of Web 2.0 tools on the websites of both countries' university libraries. He provided a quick overview of the website's e-resources, e-databases, and other online capabilities. The findings suggest that South African universities are a little ahead in terms when it comes to incorporating web 2.0 capabilities into their library websites.

Mane and Pange⁹ did a study to understand well about perspectives of Savitribai Phule Pune University students. They used a self-made checklist, a survey of a few selected students, and interviews with research scholars from several departments to collect data. They emphasized difficulties expressed by users in this study, such as training programs on the use of web portals, spreading knowledge among users about portals for better usability, and so on.

3. Statement of the problem:

The purpose of this study is to examine the website accessibility and content of the top ten medical institute library websites in India, as assessed by the National Institutional Ranking Framework (NIRF) in the year 2020.

4. Objective of the Study:

1. To evaluate the leading medical institute among the selected Indian medical institutes in terms of library website evaluation.

2. To assess the availability of the information content and resources provided on the websites of selected Indian medical institutes' libraries.
3. To assess the library websites of the chosen medical institute in terms of services, collection and resources.
4. To check the uniformity in design and structure of the selected medical library websites and their web content.
5. **Scope of the Study:**

The research is limited to the libraries of Indian medical institutes. The medical institutes chosen for this study are based on their rating by the National Institutional Ranking Framework (NIRF) for the year 2020. Only top ten NIRF ranked medical institute's library websites of India are being considered for this study. The names of the selected medical institutes including their library website links, date of data collection and NIRF ranks are as listed in Appendix 1.

6. Methodology:

A checklist based observation method has been followed for this study. The author's available knowledge on the same aspect has also been used. The help of available literature has been taken to prepare the checklist and analyze the data. Five major criteria have been adopted to evaluate the study. These are accuracy, authority, objectivity or biasness, coverage and currency. The checklist has been divided into following categories: general information about the library, printed collection of the library, e-resources of the library, services provided by library and library sections.

The last table assigns a ranking to the library websites based on the content they have published on their websites/webpages. The websites/webpages were visited for data collection from 02nd July 2021 to 5th July 2021. After a complete evaluation, the data has been further analyzed by MS excel.

7. Analysis and Interpretation of data:

The present study examines top ten NIRF ranked medical institute's library websites of India. It has observed that only 8 i.e. 80% of the top ten NIRF-ranked medical institutes' library websites are functional for this study. The remaining 2 i.e. 20% of library websites are inaccessible due to

technical issues that are visible when the sites being opened. The information is gathered and analyzed from the eight functional medical institute library's websites.

Table: 1 General Information												
S.No.	Criteria	AIIMS	PGIMER	CMC	NIMHANS	SGPGI	IMS	AIMSR	JIPMER	KMCM	KG MU	Total (%)
1	Year of establishment	1	0	1	1	0	-	-	1	0	1	5 (50)
2	Announcements	1	1	1	0	0	-	-	1	0	0	4 (40)
3	About	1	1	1	1	0	-	-	1	1	1	7 (70)
4	History	1	0	0	1	0	-	-	1	0	1	4 (40)
5	Mission/Objectives	0	0	1	1	0	-	-	0	0	1	3 (30)
6	Library carpet area	1	0	1	0	0	-	-	0	1	1	4 (40)
7	Library Hours	1	1	1	1	0	-	-	1	1	1	7 (70)
8	Library Rules	1	1	1	0	0	-	-	0	0	1	4 (40)
9	Membership Details	1	0	0	0	0	-	-	1	0	1	3 (30)
10	Library Advisory Committee	1	0	0	0	0	-	-	1	0	1	3 (30)
11	Date of Update	1	0	0	0	0	-	-	0	0	0	1 (10)
12	Library Hits	0	0	1	0	0	-	-	0	0	0	1 (10)
13	Bar code	1	0	0	1	0	-	-	0	0	0	2 (20)
14	RFID	1	1	1	0	0	-	-	0	1	1	5 (50)

15	Library Hits	0	0	1	0	0	-	-	0	0	0	1 (10)
16	Training	0	0	0	0	0	-	-	0	1	0	1 (10)
17	Seminar/Webinar	1	0	0	0	0	-	-	0	0	0	1 (10)
18	Workshop	1	0	0	0	0	-	-	0	1	0	2 (20)
19	Floor map	1	0	0	0	0	-	-	0	0	0	1 (10)
20	FAQs	1	0	0	1	0	-	-	0	0	0	2 (20)
21	Staff Directory	1	1	0	1	0	-	-	1	0	1	5 (50)
22	Contact us	1	1	1	1	1	-	-	1	1	0	7 (70)
23	Copyright	1	1	1	1	0	-	-	0	0	1	5 (50)
24	Feedback	0	0	1	1	0	-	-	0	0	0	2 (20)
	Total	19	08	13	11	01	-	-	09	07	12	

This category (Table 1) has been prepared to determine what kind of general information the library provides through its library websites. It is being observed that 70% of libraries are providing brief information about their library, library hours, and contact us individually. 50% of libraries have given copyright statements, 40% are displaying their library rules. This table reveals that only 30% of libraries have library advisory committee. Very few libraries i.e. 10% are showing the date of update of their website.

S.No.	Criteria	AIMS	PGIMER	CMC	NIMHANS	SGPGI	IMS	AIMSR	JIPMER	KMCM	KG MU	Total (%)
1	Books	1	0	1	1	1	-	-	1	1	1	7 (70)
2	Journals	1	0	1	1	1	-	-	1	1	1	7

												(70)
3	Journal's Back volume	1	0	1	1	0	-	-	1	1	1	6 (60)
4	Manuscripts	0	0	0	0	0	-	-	0	0	0	0 (00)
5	Dissertation/Thesis	1	0	1	1	0	-	-	0	1	1	5 (50)
6	Newspapers	0	0	1	0	0	-	-	0	0	0	1 (10)
7	Magazines	0	0	1	0	0	-	-	0	0	0	1 (10)
8	Question Papers	0	0	1	0	0	-	-	0	0	0	1 (10)
9	Report	1	0	0	0	1	-	-	0	0	0	2 (20)
10	Donated Material	0	0	0	1	0	-	-	0	0	0	1 (10)
11	Pamphlets	1	0	0	0	0	-	-	0	0	0	1 (10)
	Total	6	0	7	5	3	-	-	3	4	4	

The collection of a library is its most important feature. When it comes to printed resources, it is necessary for those who prefer to use traditional library resources. Libraries' traditional collections must be shown on their respective library websites to inform users about the printed collections they hold. According to the checklist (Table 2), the majority of libraries i.e. 70% are displaying their books and journal's collections individually, 60% are providing information on the back volumes of the Journals. None of the library website is displaying information about manuscripts.

Table 3: E-Resources												
S.No.	Criteria	AIIMS	PGIMER	CMC	NIMHANS	SGPGI	IMS	AIMSR	JIPMER	KMCM	KG MU	Total (%)
1	E-Books	1	1	1	1	1	-	-	1	1	1	8 (80)
2	E-Journals	1	1	1	1	1	-	-	1	1	1	8 (80)
3	Government publication	0	0	0	1	0	-	-	0	1	1	3 (30)
4	Online Databases	1	1	1	1	1	-	-	1	1	1	8 (80)
5	Institutional Repository	1	0	1	0	1	-	-	0	1	0	4 (40)
6	Library Consortium	0	1	0	0	1	-	-	0	0	1	3 (30)
7	MOOCs	0	0	0	0	0	-	-	0	0	0	0 (00)
8	ETDs	1	0	0	0	1	-	-	0	1	1	4 (40)
9	Library Management Software	1	1	0	0	0	-	-	0	1	1	4 (40)
	Total	6	5	4	4	6	-	-	3	7	7	

In this category (Table: 3) it has been evaluated that how much library's websites/webpages are showing information about their subscribed and available e-resources. The results shows that 80% library websites having information about the collection of their accessible e-journals and 80% library are showing list of their subscribed electronic databases. Few library websites i.e. 40% are displaying information about their functional library management software.

Table: 4 Library Services												
S.No.	Criteria	AIIMS	PGIMER	CMC	NIMHANS	SGPGI	IMS	AIMSR	JIPMER	KMCM	KG MU	Total (%)
1	Circulation service	1	1	1	0	0	-	-	0	1	1	5 (50)
2	Reference Service	1	1	1	1	0	-	-	0	1	0	5 (50)

3	Referral Service	1	0	1	0	0	-	-	0	0	0	2 (20)
4	Reprographic Service	1	1	1	1	1	-	-	0	1	1	7 (70)
5	Bindery Service	0	0	0	0	0	-	-	0	0	0	0 (00)
6	Literature Search service	1	0	0	1	0	-	-	0	1	0	3 (30)
7	Research Data Management Service	0	0	0	0	0	-	-	0	0	0	0 (00)
8	Extension Service	1	0	0	0	0	-	-	1	1	0	3 (30)
9	Research Support Service	1	1	1	1	0	-	-	0	1	0	5 (50)
10	Book-Bank Service	1	0	0	0	0	-	-	1	0	1	3 (30)
11	OPAC/WEB OPAC	1	1	1	1	1	-	-	0	1	1	7 (70)
12	Document Delivery Service (DDS)	1	1	0	0	0	-	-	0	0	0	2 (20)
13	Inter-Library Loan (ILL)	1	1	1	1	1	-	-	0	1	0	6 (60)
14	Current Awareness Service (CAS)	1	1	1	0	0	-	-	0	1	0	4 (40)
15	Selective Dissemination Service (SDI)	0	1	1	0	0	-	-	0	0	0	2 (20)
16	News paper clipping services	0	1	1	0	0	-	-	0	1	0	3 (30)
17	Ask a Librarian	0	1	1	0	1	-	-	0	0	1	4 (40)
18	User Orientation	1	1	0	0	0	-	-	0	0	0	2 (20)
19	Table of Content	0	0	1	0	0	-	-	0	1	1	3 (30)
20	Internet	1	1	1	0	0	-	-	0	1	1	5 (50)
21	Wi-Fi	1	1	1	0	0	-	-	0	1	0	4 (40)
22	Remote Access	1	1	1	1	0	-	-	1	1	0	6 (60)
23	Plagiarism Checker	1	1	0	1	0	-	-	0	1	0	4 (40)

24	Alert Service	1	0	0	0	0	-	-	0	0	0	1 (10)
	Total	18	16	15	8	4	-	-	3	15	7	

In addition to the categories listed above, libraries provide a variety of services to their patrons. Some are more particular, while others are more general. Services provided by the libraries must be clearly visible on the library website whether it is offline or online. The above mentioned checklist (Table: 4) showing that majority of the libraries i.e. 70% are having web OPAC in their libraries. 60% of libraries providing Inter library loan service. 50% of libraries are serving their users with reference service, 30% providing book bank service and only 20% library providing user orientation service. It is observed that very few libraries are providing some important services like DDS 20%, alert service 10% and so on. There isn't a single library that offers research data management services.

S.No.	Criteria	AIIMS	PGIMER	CMC	NIMHANS	SGPGI	IMS	AIMSR	JIPMER	KMCM	KG MU	Total (%)
1	Circulation section	1	0	1	1	0	-	-	0	0	0	3 (30)
2	Periodical Section	1	0	1	1	0	-	-	0	0	0	3 (30)
3	Acquisition section	0	0	0	0	0	-	-	0	0	0	0 (00)
4	Technical Processing section	0	0	1	0	0	-	-	0	0	0	1 (10)
5	Book Bank section	1	0	0	0	0	-	-	0	0	0	1 (10)
6	Reprography section	0	0	0	0	0	-	-	0	0	0	0 (00)

7	Reference Section	0	0	1	1	0	-	-	0	0	0	2 (20)
8	Cyber/Internet section	0	0	1	1	0	-	-	0	0	0	2 (20)
9	Study Room	0	0	0	0	0	-	-	0	0	0	0 (00)
10	Conferences Room	0	0	1	0	0	-	-	0	0	0	1 (10)
11	Reading Room	1	1	0	1	0	-	-	0	1	1	5 (50)
	Total	4	1	6	5	0	-	-	0	1	1	

This checklist (Table 5) has been prepared to examine the library's section information publishing by the library's websites of their medical institutes. According to this table (Table 5), 30% libraries have mentioned information about circulation section, 50% libraries are having readings room and 10% libraries are having conference rooms.

Table 6: Institute wise analysis									
NIRF Rank	Name of Institute	Category 1 (24)	Category 2 (11)	Category 3 (9)	Category 4 (24)	Category 5 (11)	Institute Score (79)	Per cent	
1	AIIMS	19	6	6	18	4	53	67.08	
2	PGIMER	8	0	5	16	1	30	37.97	
3	CMC	13	7	4	15	6	45	56.96	
4	NIMHANS	11	5	4	8	5	33	41.77	
5	SGPGI	1	3	6	4	0	14	17.72	
6	IMS	-	-	-	-	-	-	-	
7	AIMSR	-	-	-	-	-	-	-	
8	JIPMER	9	3	3	3	0	18	22.78	

9	KMCM	7	4	7	15	1	34	43.03
10	KGMU	12	4	7	7	1	31	39.24
	Total Score	80	32	42	89	18		

According to the information on the library's collection, resources, services and library sections published on the library websites, this table (Table 6) AIIMS has the most information (67.08%). CMC is at second place (56.96%), KMCM is in third place (43.03%), NIMHAN is at fourth place (41.77%), and so forth. In all of the assessing categories of the library's websites, the SGPGI (17.72 %) obtains the lowest score.

8. Recommendations:

The evaluation of library websites revealed that there is no uniformity among each other. Some of the library's website/WebPages are downright outdated. In addition, the sites provide inactive linkages. There must be certain rules or set parameters for the library website. It should be necessary for library websites to convey certain important information to their users¹⁰. This will help library professionals when they are developing their library websites or when they are urging resources (human resources and other resources) from management to effectively manage their library websites.

9. Conclusion:

A library website is a platform that showcases the available resources, services, and other important information of a particular library. Users may get all the information without even physically visiting the library¹¹. This saves the time of library patrons. The present paper gives a general overview of the top twenty medical library websites of India ranked by the National Institutional Ranking Framework (NIRF). It has been shown that some library websites provide appropriate information, while others are not up to standard. The website architecture, design, and content are all remarkably different. This paper's findings will assist librarians in the construction of their library websites. The findings of the research can potentially be used to improve existing library websites.

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Appendix – I					
NIRF Rank (Year 2020)	Name of medical institute	Abbreviation	Medical Institute's Website	Library's Website/Webpage	Date of Data Collection
1	All India Institute of Medical Sciences	AIIMS	https://www.aiims.edu/en.html	https://elibraryaiimsdelhi.remotexts.in/	02 nd July 2021
2	Post Graduate Institute of Medical Education and Research	PGIMER	https://pgimer.edu.in/	https://elibrarypgimer.remotexts.in/	02 nd July 2021
3	Christian Medical College	CMC	https://www.cmchvellore.edu/	https://dodd.cmcvellore.ac.in/	03 rd July 2021
4	National Institute of Mental Health & Neuro Sciences	NIMHANS	https://nimhans.ac.in/	https://nimhans.ac.in/library/	03 rd July 2021
5	Sanjay Gandhi Postgraduate Institute of	SGPGI	http://www.sgpgi.ac.in/	http://sgpgi.edu.in/eLibrary/index.html	3 rd July 2021

	Medical Sciences				
6	Institute of Medical Sciences Banaras Hindu University	IMS	https://www.bhu.ac.in/ims/	-	4 th July 2021
7	Amrita Institute of Medical Sciences & Research	AIMSR	https://www.amritahospitals.org/	-	4 th July 2021
8	Jawaharlal Institute of Post Graduate Medical Education & Research	JIPMER	https://jipmer.edu.in/	https://jipmerlibrary.oividds.com/	5 th July 2021
9	Kasturba Medical College	KMCM	https://manipal.edu/kmc-manipal.html	https://manipal.edu/kmc-manipal/kmc-experience/library.html	5 th July 2021
10	King George's Medical University	KG MU	http://www.kgmu.org/	http://www.kgmu.org/campus_library.php	5 th July 2021