

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

2021

## Comparative Analysis of the Content of the Library Websites of the top Ten Indian Universities (as per NIRF ranking of the year 2021)

INDRANIL CHAKRABORTY

*University of Science and Technology Meghalaya, India, indranilch121@gmail.com*

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Library and Information Science Commons](#)

---

CHAKRABORTY, INDRANIL, "Comparative Analysis of the Content of the Library Websites of the top Ten Indian Universities (as per NIRF ranking of the year 2021)" (2021). *Library Philosophy and Practice (e-journal)*. 6558.

<https://digitalcommons.unl.edu/libphilprac/6558>

# Comparative Analysis of the Content of the Library Websites of the top Ten Indian Universities (as per NIRF ranking of the year 2021)

**Indranil Chakraborty**

**Assistant Professor**

**Department of Library and Information Science  
University of Science and Technology Meghalaya  
Email: indranilch121@gmail.com**

## **Abstract:**

With the advent of ICT tools and techniques in library environment library website has served as a gateway to reach out to library system and services. The present study deals with analysis of the content of top ten NIRF ranked universities located within India as per the rank list published in the year 2021 by taking into account 58 criteria arranged in nine checklists. From the study it was found that all the university libraries taken under study have covered a whole range of information related to general information, library collection and E-resources possessed by them. Very few university libraries have included Information related to library sections and the volume and variety of information related to library services and value added services in the libraries is not satisfactory.

**Keywords:** Digital library, Library Website, e-Books, e-Database, e-Thesis, e-Database

## **1. Introduction**

With the help of Information and Communication Technology (ICT), most of the university libraries provide quality e-Content to the potential users. The libraries are spending a sizable amount in procuring electronic resources such as e-Books, e-Journals, e-Databases, e-Theses, Dissertations and so on. University librarians should ensure the facility and services are reaching the end users through this platform. It is possible to send and receive information instantly to the users through a web medium. It is easy, convenient and timely to reach users. Due to the changes in technologies, library websites needs periodic evaluation to improve its quality and ensure user friendliness. Assessment of library websites is inevitable in the current scenario and there is no exception from it (Still, 2001). The library websites also makes the library more accountable to their clientele being served by them regarding the quality and kind of services rendered by them. A library website helps in attracting the attention of the library users in a more effective and efficient manner and also helps in disseminating the services beyond its four walls. They are the immediate gateways to disclose library activities to the users. It enables the users to interact with library catalog, a gateway to e-resources, provides remote access to databases, offers virtual reference services and a blog to publicize new resources and services (Verma and Devi, 2016). Provision of relevant information in the library websites plays a pivotal role in attracting the attention of the user community. Presentation of information pertaining to library infrastructure and services has played a significant role in receiving the attention of the potential library users towards library services. The National Institutional Ranking Framework (NIRF) was approved by the MHRD and launched by Hon`ble Minister of Human Resource Development on 29th September 2015. This framework outlines a methodology to rank institutions across the country. The methodology draws from the overall recommendations broad understanding arrived at by a Core Committee set up by MHRD, to identify the broad parameters for ranking various universities and institutions. The

parameters broadly cover “Teaching, Learning and Resources,” “Research and Professional Practices,” “Graduation Outcomes,” “Outreach and Inclusivity,” and “Perception”. The website of a library is the gateway to all the information pertaining to a particular library system and these days with the increase in complexity in library system and services it is becoming extremely challenging for the library professionals to keep the library website updated and provide all the information related to the library through the library website. Hence it is necessity for all the university libraries to keep their library website up to date by incorporation of current information pertaining to library system and services.

## 2. Research Objectives

Following are the objectives of the study:

1. To explore the information that could be obtained by the users from the library websites of the NIRF ranked top ten University libraries taken for study.
2. To highlight the special features i.e., the value added services identified in the websites of the top ten NIRF ranked University taken for study.
3. To suggest measures for improving the library websites of the universities.

## 3. Literature Review:

**Verma and Devi (2016)** in their research paper entitled “Content Analysis of Central Universities Library Websites of North Eastern States of India: A Survey” have made a detailed quantitative and qualitative analysis of the web contents of all the university library websites of North Eastern states of India. **Qutub and Mahmood (2009)** in their research paper have made an analytical study on the web content of a total of 52 Academic, special, public and national libraries located within Pakistan. The study takes into account accessibility, quality of content, navigation, etc to analyse library services like: OPAC service, circulation and reference services. They have also suggested the importance of user centric studies to develop the interactive websites so as to fulfill the information seeking needs of users. **Yazdi and Deshpande (2013)** in their study entitled “Evaluation of selected library associations’ web sites” have analysed the web content of 71 web sites of library associations using 15 selected Webometric criteria like: authority, about association, accessibility, contact us, customer service, search, site map, HTML quality, navigation and links, copyright, presentations, user friendliness, FAQ, currency, and coverage of web document. **Cohen and Still (1999)** in their article have evaluated the web content of library website home pages of 50 PhDs granting institutions and 50 two-year colleges for estimating the contents and placements in the site. They reviewed the elements grouped by content, functionality and structure present in the Webpages under study. They have revealed that the research library websites of the institutes taken under study fulfill the purposes to a greater extent in comparison to that of the college library sites. They have further identified a core common content for academic library Web sites independent of the parent institution. **Ambika and Ganesan (2021)** in their research study analysed the web content of 13 Central University library websites using 29 standard checklists. They are ranked based on the assessment of the result and a few suggestions are recommended to make the websites more users friendly. Analysis revealed that variations are found in the

websites and the librarians have to put more efforts to standardize it on par with other international library websites.

#### 4. Methodology:

The data have been collected through observation from the respective library website of the study. For the present study, a checklist was designed for data collection and for evaluating the web contents of the library website based on the previous evaluations of websites conducted by verma and Devi (2016) and Yazdi & Deshpande (2013). This study is confined only to the web content of top ten ranked Indian University library websites as shown in Table:1 along with their links. The selected websites are analyzed at various times and the data were presented in tabular form and for analysis the data Microsoft Excel is used.

Name of the Universities	Abbreviations Used	Score	NIRF Rank	Hyperlinks
Indian Institute of Science	IISC	82.67	1	<a href="https://library.iisc.ac.in/">https://library.iisc.ac.in/</a>
Jawaharlal Nehru University	JNU	67.99	2	<a href="https://library.iisc.ac.in/">https://library.iisc.ac.in/</a>
Banaras Hindu University	BHU	64.02	3	<a href="https://www.bhu.ac.in/lib/">https://www.bhu.ac.in/lib/</a>
Calcutta University	CU	62.06	4	<a href="https://culibrary.ac.in/">https://culibrary.ac.in/</a>
Amrita Viswa Vidyapeetham	AVV	61.23	5	<a href="https://www.amrita.edu/school/engineering/coimbatore/resources/library">https://www.amrita.edu/school/engineering/coimbatore/resources/library</a>
Jamia Millia Islamia	JMI	60.74	6	<a href="https://www.jmi.ac.in/studyatjamia/library/zh/introduction">https://www.jmi.ac.in/studyatjamia/library/zh/introduction</a>
Manipal Academy of Higher Education (MIC Library, Manipal)	MAHE	60.58	7	<a href="https://manipal.edu/mu/campus-life/around-campus/campus-facilities/libraries.html">https://manipal.edu/mu/campus-life/around-campus/campus-facilities/libraries.html</a>
Jadavpur University	JU	60.33	8	<a href="http://122.15.82.40:9900/">http://122.15.82.40:9900/</a>
Hyderabad University	HU	59.71	9	<a href="http://igmlnet.uohyd.ac.in:8000/">http://igmlnet.uohyd.ac.in:8000/</a>
Aligarh Muslim University	AMU	58.97	10	<a href="https://www.amu.ac.in/libraries/maulana-azad-library">https://www.amu.ac.in/libraries/maulana-azad-library</a>

**Table 1: Top ten Indian Universities taken for study (as per NIRF ranking)**

#### 4. Data Analysis and Findings:

In this study library websites of top ten NIRF ranked university ranked were selected and their contents were evaluated, analyzed and presented in tabular format.

The URL extension plays a key role in increasing the accessibility of the website of a library to the end users. Table:2 presents the different types of URL extension mostly used in the

library websites. The most common URL extension is **.ac.in** which have been used by the seven universities (70%) out of the total 10 university library websites taken for study whereas only 3 University library websites are having **.edu.in** as their URL extension.

Sl.No.	URL Extension	No. of Universities	Percentage
1	.ac.in	7	70%
2	.ernet.in		
3	.edu.in	3	30%
4	.org.in		

**Table 2: Usage of URL Extensions in the Library websites**

A comparative study has also been conducted regarding accessibility of the library web page in the main website of the Indian universities under study and it has been found that six library webpage is directly accessible from the parent home page of the universities whereas only four library webpage are not directly accessible from the parent home page of the university website and can be accessed under separate title such as: Facility, Academics, etc.

Sl.No	Accessibility of web Page	Numbers	Percentage
1	Direct Link on Parent home page	6	60%
2	Hyperlinked under Facilities, Academics, etc with the title 'Central Library"	4	40%

**Table 3: Accessibility of Library Web Page**

Table:4 exhibits the availability of general information regarding the library system and services viz., basic information about the library, membership eligibility, library rules and policies for the users, etc. It is observed that there is no such university which has fulfilled all the criteria listed in the above table. It can be seen that the library webpage of Aligarh Muslim University has provided highest number of general information regarding the library system and services. Availability of general information is found to be very less in the library websites of Calcutta University and Amrita Viswa Vidyapeetham. Information pertaining to About the Library, Membership eligibility, information related to contact number, E-mail and Library user rules are available in the websites of most of the university libraries under study.

Sl.No	General Information	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	About the Library	YES	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Membership		Yes	Yes	Yes				Yes	Yes	Yes
3	Users			Yes	Yes					Yes	Yes
4	Contact	Yes		Yes		Yes	Yes	Yes	Yes	Yes	Yes
5	FAQs	Yes	Yes						Yes		
6	Email	Yes				Yes	Yes	Yes	Yes	Yes	Yes
7	Ask the Librarian	Yes						Yes			
8	Library Policy		Yes				Yes				Yes
9	Library Rules	Yes	Yes		Yes		Yes	Yes	Yes	Yes	Yes

**Table 4: General Information about the Library Websites**

Information about library collection forms an important element in a library website. From Table:5 it can be seen that information relating to types and quantity of books and journals available in a library collection is available in the website of all the university libraries. Information related to availability of theses and dissertations in the university libraries are available in the websites of all the selected university libraries except Amrita Viswa Vidyapeetham University. Few universities have provided information related to availability of CD/DVDs and Newspapers in their collection. All the university libraries have got their special collection of documents mentioned in their respective library websites except IISC and Manipal Academy of Higher Education.

Sl.No	Library Collections	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	Books	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Journal	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Reference Sources									Yes	
4	Theses/Dissertations	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
5	CD/DVDs					Yes	Yes	Yes		Yes	
6	Newspapers		Yes			Yes				Yes	
7	Special Collections (Like; Braille Books, Manuscripts, etc)		Yes	Yes	yes	Yes	Yes		Yes	Yes	Yes

**Table 5: Information about Library collections**

E-Resources hold a special importance amongst library collection in the age of Information and Communication Technology. Table:6 depicts that all the ten university library websites provides information related to E-Journals and Online Databases subscribed by the respective libraries. Information related to E-Books is available in all the library websites except Amrita Viswa Vidyapeetham University. Information related to E-Newspapers is available only in the library websites of Hyderabad University and AMU only. Information related to Electronic Theses and Dissertions (ETDs) are available in all the university libraries websites except in BHU, AVV, Jamia Millia Islamia and MAHE Universities.

Sl.No	E-Resources	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	E-Journals	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	E-Books	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
3	E-Newspapers									Yes	Yes
4	ETD	Yes	Yes		Yes				Yes	Yes	Yes
5	Institutional Repository		Yes	Yes					Yes		
6	Online Databases	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

**Table 6: Information on E-Resources**

Information related to library sections in the library webpage available in a particular library system helps the users to get acquainted with the different component of a typical library infrastructure. Table: 7 gives information about Technical section, circulation section, periodical section and Documentation and Reference section are available in the library websites of Jamia Millia Islamia University only. Information related to Technical Processing Section is available only in the website of JNU central library.

Sl.No	Library Sections	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	Acquisition Section										
2	Technical Processing Section		Yes				Yes				
3	Circulation Section						Yes				
4	Periodical Section						Yes				
5	Documentation and Reference Section						Yes				
6	Computer Section										
7	Office and Maintenance Section										

**Table 7: Information on Library Sections in the website**

Availability of information regarding services rendered by the university libraries through their websites helps in serving their clientele in a much better way. Table: 8 depict the kind of services provided by the university libraries to the patrons through the information available in their respective websites. Information related to services provided by all the university libraries is available in their websites except IISC and Calcutta University. Availability of information related to libraries is found to be less in the webpages of Banaras Hindu University and Amrita Viswa Vidyapeetham in comparison to that of other universities.



Sl.No	Library Services	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	CAS		Yes					Yes	Yes	Yes	Yes
2	SDI										
3	ILL		Yes			Yes	Yes	Yes	Yes		Yes
4	DDS							Yes			
5	Circulation Service		Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes
6	Reference Service		Yes	Yes		Yes	Yes	Yes	Yes		Yes
7	Bibliographic Service										
8	Newspaper Clippings		Yes				Yes				Yes
9	Reprographic Service		Yes			Yes	Yes	yes	Yes	Yes	Yes
10	E-Journal access		Yes	Yes			Yes	Yes	Yes	Yes	
11	Indexing Service										
12	Abstracting Service										
13	Research Support Service		Yes					Yes	Yes	Yes	Yes

**Table 8: Information about Library Services**

Value added services like: RSS Feed, Copyright Statement, Provision of Links to some important websites, etc helps in making the library website more efficient and helps in attracting the attention of the library patrons. Table: 9 depict that information related to value added service is not available in the website of IISC only. Information related to value added services is well provided through the library website by the JNU, Jamia Millia Islamia and Hyderabad University in comparison to that of the websites of other university library websites.

Sl.No	General Information	Universities									
		IISC	JNU	BHU	CU	AVV	JMI	MAHE	JU	HU	AMU
1	RSS Feed										
2	Copyright		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	External Links		Yes						Yes	Yes	Yes
4	Subject Gateways										
5	Shelf List										
6	Open Courseware										
7	E-mail Alerts										
8	Open Access Resources		Yes	Yes			Yes	Yes	Yes	Yes	
9	Social Media Sites of Library						Yes			Yes	
10	Site Map		Yes				Yes				

**Table 9: Value Added Services**

## 5. Suggestions

Following are the suggestions given by the author for improvement of the university library websites through the investigatory study of the library websites of the top ten NIRF ranked Indian universities of the year 2021:

1. The websites of the university libraries must be updated at regular basis and the date on which updating was done should be mentioned in the website.
2. As Library is the heart of any institution hence the webpage of the library should also be hyperlinked in the home page of the university website so that the library website can be located with an ease.
3. The library website should provide detailed information about every nook and corner of the library system.
4. The library webpage must provide detailed information about the library collections (both quantitative and qualitative), library sections, and services provided to its patrons.
5. Information related to each and every sections present in a library system must be made available through its webpage so that users can be acquainted with the map of the library.

6. Information related to services rendered by a library to its patrons forms a basis to reach out to its user community being served hence library websites must incorporate information related to the various types of services provided by the libraries.

7. In the age of ICT applications in library environment where libraries are shifting towards a digital environment by making their resources available in electronic format hence the E-resources subscribed by the library must be made accessible via the library website along with the information pertaining to their availability in the library.

8. Value Added services forms a basis in making the library website more user friendly and efficient. Also it was found from the study that very less amount of information is available in the library websites of the universities taken for study regarding Value added services like: RSS Feed, Subject Gateways, Site Map, etc hence incorporation of these services must be done in the university library websites.

9. Presence of dead links (if any) should be removed from the website of the university library.

## 6. Conclusion

Websites serve as a gateway for dissemination of information regarding library system and services plays a fundamental role in enhancing the utilization of library resources in the most effective manner. Library websites helps in eliminating the gap between the library users and the library by providing virtual access to all the contents of the library. With the gradual shift in library environment i.e., from physical to digital there is a need for incorporating information regarding the library in a more eye-catching and effective manner that can be accessed from any physical location round the clock and this can only be done by creation of website for the library.

## References

*About NIRF.* (n.d.). Retrieved October 12, 2021, from National Institutional Ranking

Framework: <https://www.nirfindia.org>

Ambika, C., & Ganesan, P. (2021). CENTRAL UNIVERSITY LIBRARY WEBSITES IN INDIA: WEB CONTENT ANALYSIS. *Library Philosophy and Practice* .

Babu, B. R., Jeyshankar, R., & Rao, P. N. (2010). Websites of Central Universities in India: A Webometric Study. *DESIDOC Journal of Library & Information Technology* , 30 (4), 33-43.

- Cohen, L., & Still, J. (1999). A Comparison of Research University and. *College & Research Libraries* , 275-289.
- Kim, I., & Kuljis, J. (2010). Applying Content Analysis to Web-based. *Journal of Computing and Information Technology* , 369-375.
- Michalec, M. (2006). A Content Analysis of Art Library Web Sites. *Journal of the Arts Libraries Society of North America* , 25 (2), 46-54.
- Pareek, s., & Gupta, D. K. (2012). Information about Services and Information Resources on Websites of Selected Libraries in Rajasthan: A Study. *DESIDOC Journal of Library & Information Technology* , 32 (6), 499-508.
- Qutab, S., & Mahmood, K. (2009). Library web sites in Pakistan: an analysis. *Electronic library and information systems* , 43 (4), 430-445.
- Verma, M. K., & Devi, K. K. (2015). Content Analysis of Central Universities Library. *Journal of Research in Librarianship -* , 2 (5).
- Yazdi, F. A., & Deshpande, N. J. (2013). Evaluation of selected library. *Aslib Proceedings: New Information Perspective* , 65 (2).