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Content Evaluation of Library Websites/Webpages of National Importance of Karnataka: A Survey

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Abstract

Purpose: In this study the prime focus was to study the web contents of the library websites of nine institutes of national importance of Karnataka. To examine information regarding introductory information about the library, collections, services, facilities, and Web 2.0 tools used in websites.

Design/ Methodology/ Approach: To analyse the websites, standard criteria were identified and framed the checklist based previous studies. The data was collected from selected websites through an online survey and observation techniques.

Findings: The analysis revealed that more than half (55.56%) of the libraries have dedicated websites. Most websites had general introductory information about the library and working hours. Only fifty percent of libraries have information on physical collections, and more than half (66.7%) of the websites have information and links on electronic resources. The majority (77.78%) of the websites have links to Web OPAC, and fifty percent of libraries have information on reprographic, grammar checking, and remote access facilities. Only few libraries are familiar with implementing Web 2.0 technologies through their library websites.

Keywords: Content analysis, Library websites, Webpage, Institutes of national importance, Karnataka, Web presence.

1. Introduction

Today, the Internet and World Wide Web are essential tools for communication, and information sharing. They have revolutionized the way people interact with each other and have made it possible to connect with others around the world in ways that were once unimaginable (Ababneh et al., 2020). The internet provides a vast and constantly evolving source of information, while library websites offer access to curated collections of books, journals, and other resources (Pant, 2015). Library websites often provide search tools and other features that make it easy to find and access information, whether in digital or print format.

Library websites play an important role in especially in special libraries, serving as a gateway for patrons to access a wide range of resources and services. These websites typically contain a wealth of information, including library catalogs, databases, e-books, research guides, research tools and other resources that can help patrons find the information they need (Al-Qallaf & Ridha, 2019). Content analysis is a renowned method to analyse library websites, researchers can gain valuable insights into the types of information and services that are most commonly offered, how they are organized and presented, and how they have evolved over time (Kumar & Verma, 2018). This information can be useful for librarians and website designers in developing and refining their websites to better meet the needs of their patrons.

2. Review

Ambika & Ganesan (2021) studied the web contents of library websites of central universities in India using standard 29 parameters. The study found different variations in the selected websites, so the authors stressed that librarians should take the initiative to standardise the websites when par with international websites. Girish Gadhavi (2017) examined the eight library websites of the Institutes of National Importance of Gujarat State using the content analysis method. The analysis found positive results by satisfying user needs for information through the websites around the clock.

Haneefa & Venugopal (2010) found that National Library websites of Asian contingent have a common pattern of content and design features, and very few websites implemented Web 2.0 technologies. Kumar & Verma (2018) evaluated contents available on library websites of NAAC 'A' grade accredited universities in the central zone of India. The results revealed that most libraries are enriched with basic information about the library, e-resources, and virtual services through their websites. Similar study was done by Devi & Verma (2017) to investigate the web contents and design trends of twenty seven National Institute of Technology (NIT's) library websites of India. The results found that NIT Allahabad took maximum time to download the website, while the NIT Agartala website took the least time to download.

Dhule (2021) studied contents of fourteen national library websites of West Bengal, India, and ranked them based on their obtained scores. The study found that Indian Statistical Institute (ISI) library website secured topped 'very good' score category and least scored with

‘very poor’ category was placed by three library websites: ‘Indian Institute of Information Technology (IIIT)’, ‘National Institute of Pharmaceutical Education and Research (NIPER)’ and ‘Indian Institute of Science Education and Research’. Agrawal et al., (2021) carried out to study the content analysis of library websites of national importance of India. The study covered only the library websites of IIT, IIM’s and IISER’s. It has found that very few institutes have streamlined library links on their institution home pages. Only a few libraries have access to institutional repositories (IR’s) to showcase their institution's productivity.

Arunkumar (2018) used marking strategy to analyse the content of university library websites of Kerala to analyse general information about the library, library collections, social media tools, and Web 2.0 technologies. Ullah (2021) studied the medical library websites of Pakistan. The study concluded that the design of library websites is inadequate and does not perform a useful role in communicating information resources. Pandey (2020) used the content analysis method to evaluate the library websites of four central universities and eighteen state universities of Bihar. It was found that most resources and services are easily found on the websites, and the information found on the websites is universally useful for users.

3. Objectives of the Study

- To analyse the contents found on library websites of Institutes of National Importance of Karnataka.
- To examine the existing facilities and services offered by those libraries through the websites.
- To recognize the social networking services and web 2.0 tools implemented by library websites of Institutes of National Importance of Karnataka.

4. Methodology

The study was limited to analysing the contents of library websites/webpages of nine institutes of national importance in Karnataka. The selected institutes list was identified from the official website, <https://kshec.karnataka.gov.in/info-4/State+Universities+List/en>. The study identified standard criteria based on previous literature and framed a standard checklist to analyse the websites. Online survey and observation techniques were used to examine the contents of the websites. The selected websites that were listed in Table 1 were scanned thoroughly in the month of March 2022 to determine their presence has ‘Yes’ and in absence has ‘No’ of the web contents on selected library websites/webpages. Further, the collected data was prepared and presented in tabular form and calculated with simple calculation methods using Microsoft Excel.

Table-1: List of Institutes of National Importance of Karnataka and Library URL

SL. No	Institute Name	Abbreviation	Library URL
1	Indian Institute of Science-Bengaluru	IIS	https://library.iisc.ac.in/
2	International Institute of Information Technology- Bengaluru	IIIT	https://www.iiitb.ac.in/library-collection

3	Jawaharlal Nehru Centre for Advanced Scientific Research- Bengaluru	JNCASR	http://lib.jncasr.ac.in/
4	National Institute of Mental Health and Neuro Sciences- Bengaluru	NIMHNS	https://nimhans.ac.in/library/
5	National Institute Technology- Surathkal	NIT	https://library.nitk.ac.in/joomla/
6	Indian Institute of Management- Bengaluru	IIM	https://library.iimb.ac.in/library
7	National Law School of India University- Bengaluru	NLSIU	https://library.nls.ac.in/
8	Indian Institute of Information Technology- Dharwad	IIIT	https://www.iiitdwd.ac.in/Library.php
9	Indian Institute of Technology- Dharwad	IIT	https://www.iitdh.ac.in/library.php

5. Data Analysis and Interpretation

5.1 Availability

Table-2 Availability of Library website/webpage

Criteria	IIS	IIIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIIT	IIT	Total
Library has dedicated website	Yes	No	Yes	No	Yes	Yes	Yes	No	No	5 (55.56%)
Library has dedicated webpage	No	Yes	No	Yes	No	No	No	Yes	Yes	4 (44.44%)

Being the of institutes national importance marking of facilities and services are major concern. Since the last decade eminence of electronic resources have forced libraries and librarian virtual reflect their collections, services and other advanced features through websites. It was found in table-2 that five (55.56%) libraries have dedicated websites and other four (44.44%) libraries have maintained dedicated webpages.

5.2 Accessibility

Table-3 Accessibility of Library website/webpage

Criteria	IIS	IIIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIIT	IIT	Total
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Direct Link on Institution Website	No	No	No	Yes	No	No	No	No	No	1 (11.11%)
Links under "on campus life/Facilities/Infrastructure. etc." with the title "library"	No	Yes	No	No	Yes	No	No	No	No	2 (22.22%)
In Other Menu	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes	6 (66.67%)

Being the libraries of institutes national importance visibility of library links are the important due factor to be linked on homepage of institution website. So, that it will helpful for academicians, scholars and students to find library link within few clicks. Table-3 highlights links that found from respective institution homepages. It was found from analysis that NIMHNS, Bangalore have direct library link on their institution website. Further, six (66.67%) other library links found link in different part of institution website and rest two (22.22%) library links were found in different menus of on campus life/Facilities/Infrastructure

5.3 General Information

Table-4 General Information Library website/webpage

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Name of the Library	Yes	No	Yes	No	No	No	Yes	No	No	3 (33.33%)
Brief Introduction about Library	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes	7 (77.78%)
Vision/Mission/Objectives Statements	No	Yes	No	No	Yes	No	No	No	No	2 (22.22%)
Collection Information	Yes	No	No	No	No	No	No	Yes	Yes	3 (33.33%)
Working Days	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	7 (77.78%)
Holidays	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	6 (66.67%)
Library working Hours	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	6 (66.67%)
Staff Details	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	6 (66.67%)
Membership	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	6 (66.67%)
Rules and Regulations	No	Yes	No	No	Yes	Yes	Yes	No	No	4 (44.44%)
Infrastructure Details	Yes	No	No	No	Yes	Yes	Yes	No	No	4 (44.44%)
Library Sections	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes	6 (66.67%)
Technical organization	Yes	No	No	Yes	No	No	No	No	No	2 (22.22%)
Automation Details	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	6 (66.67%)
Library Statistics	Yes	No	No	No	Yes	No	Yes	No	No	3 (33.33%)
Ask a Librarian	Yes	No	No	No	Yes	No	No	No	No	2 (22.22%)
Newsletter	Yes	No	Yes	No	No	Yes	No	No	No	3 (33.33%)

Library Advisory Committee	No	No	No	No	Yes	No	No	No	No	1 (11.11%)
Photo Gallery	No	No	No	No	Yes	No	No	Yes	Yes	3 (33.33%)

Table-4 depicts that general information found about the libraries on library websites of institute's national importance. Brief introduction about library and working days of libraries were provided in seven (77.78%) websites. Library holidays, staff details, membership details, library sections and automation details were found six (66.67%) websites. Library rules and regulations, and infrastructure details was provided in four (44.44%) websites. Name of the library, newsletter, and photo gallery was present in three (33.33%) websites. Statements like vision/mission/objectives, technical organization, and ask a Librarian was presented in two (22.22%) websites and list of library advisory committee members was found in one (11.11%) website.

5.4 Physical Collections

Table-5 Information about Physical Collections

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Books	Yes	No	No	Yes	No	No	Yes	No	Yes	4 (44.44%)
Journals	Yes	Yes	No	Yes	No	No	Yes	No	Yes	5 (55.56%)
Back/Bound Volumes	Yes	No	No	No	No	No	Yes	No	No	2 (22.22%)
Thesis/Dissertation	Yes	No	No	No	No	No	No	No	Yes	2 (22.22%)
Magazines	Yes	Yes	No	No	No	Yes	No	Yes	Yes	5 (55.56%)
Newspaper	Yes	No	No	No	No	Yes	No	Yes	Yes	4 (44.44%)
Technical Reports	No	No	No	No	No	No	Yes	No	No	1 (11.11%)
Book Bank	No	No	No	No	Yes	No	No	No	No	1 (11.11%)
Question Paper	No	No	No	No	No	No	Yes	No	No	1 (11.11%)

Table-5 is concerned about physical collections procured the respective libraries that are reflected in the library websites of institute's national importance. It was found that only five (55.56%) websites have listed details of print journals and magazines. Further, out nine libraries only four (44.44%) libraries are providing information about physical collection of books and newspapers. Two (22.22%) have maintained back/bound volumes of journals and student and faculty thesis/dissertations. Only 11.11% of libraries have collection provision of technical reports, book bank, and question bank facility. None of the libraries have collection information abstracts and standards.

5.5 Digital Collections

Table-6: Information regarding E-resources

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
OPAC Link	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	7 (77.78%)
Access to E-Journal	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	6 (66.67%)
Access to E-Books	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	6 (66.67%)
Access to E-databases	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No	6 (66.67%)
Access to Abstracting and Citation Database	Yes	No	Yes	Yes	Yes	Yes	No	No	No	5 (55.56%)
Other Specialised Database	Yes	No	Yes	No	Yes	Yes	No	No	No	4 (44.44%)
Back Files	No	No	Yes	No	No	No	No	No	No	1 (11.11%)
DELNET	No	Yes	No	No	No	No	No	No	No	1 (11.11%)
Subscribed to any Consortium facility	Yes	No	No	No	No	No	No	No	No	1 (11.11%)

Table-6 depicts that information regarding e-resources found on library websites. It was found from analysis that information and links on e-journals, e-books and e-database on six (66.67%) websites. Information on abstracting and citation Database (Scopus, Pubmed and Web of Science) was found on five (55.56%) websites. Information on other Specialised Database (BIS, Reaxys, Scifinder, Scival, lexis, and Manupatra, Bloomberg) was found on four (44.44%) in their respective websites. Information on back files/perpetual access, delnet and consortium was found on one or the other websites.

5.6 Library Services

Table-7: Information regarding Library Services

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Reference	Yes	No	No	Yes	No	Yes	No	No	No	3 (33.33%)
Referral	No	No	No	No	No	No	Yes	No	No	1 (11.11%)
Newspaper Clippings	No	No	No	No	No	No	Yes	No	No	1 (11.11%)
IIL	No	No	No	Yes	No	Yes	Yes	No	No	3 (33.33%)
CAS	Yes	No	No	No	No	No	No	No	No	1 (11.11%)
Document Delivery Service	Yes	No	No	No	No	Yes	No	No	No	2 (22.22%)
Reprographic	Yes	No	No	Yes	No	Yes	Yes	No	Yes	5 (55.56%)
Research Assistance	No	No	No	No	No	No	Yes	No	No	1 (11.11%)

It was presented in table-7 information regarding the library services provided the library websites. Live Web OPAC link found by seven (77.78%) websites and information on reprographic services was provided by five (55.56%) websites. Three (33.33%) websites have provide reference service and Inter Library Loan (ILL), two (22.22%) websites have mentioned about Document Delivery Service, and few libraries provided referral services, newspaper clippings, Current Awareness Service and research assistance.

5.7 Research Support and Tools

Table-8: Information regarding Research support and tools

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Plagiarism	Yes	No	Yes	Yes	Yes	No	No	No	No	4 (44.44%)
Grammar Checker	Yes	No	Yes	Yes	Yes	Yes	No	No	No	5 (55.56%)
Paraphrase Tools	Yes	No	No	No	No	No	No	No	No	1 (11.11%)
Citation Tools/Guides	Yes	No	No	No	Yes	Yes	No	No	No	3 (33.33%)
Latex Editor	Yes	No	No	No	No	No	No	No	No	1 (11.11%)
Typeset	No	No	No	No	No	Yes	No	No	No	1 (11.11%)
Up-to-date	No	No	No	Yes	No	No	No	No	No	1 (11.11%)

It was evident from table-8 that only five (55.56%) libraries are providing grammar checking facility, while plagiarism checking facility was provided by four (44.44%) websites. Three (33.33%) websites have information Citation tools/Guides. One (11.11%) or the other libraries are providing service of paraphrase tool, latex editor tool, typesetting tool, and up-to-data tools.

5.8 Value added services

Table-8: Information regarding Value added services

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Federated Search	No	No	No	No	No	Yes	No	No	No	1 (11.11%)
Remote Access Facility	Yes	Yes	No	Yes	Yes	Yes	Yes	No	No	6 (66.67%)
Institutional Repository	Yes	No	Yes	No	Yes	Yes	Yes	No	No	5 (55.56%)
Book/Journal Recommendation	Yes	No	Yes	No	No	No	No	No	No	2 (22.22%)
New Arrivals	Yes	Yes	No	Yes	Yes	No	No	No	No	4 (44.44%)

Feedback form	Yes	No	No	No	Yes	Yes	No	No	No	3 (33.33%)
Recent Publications	Yes	No	No	No	No	No	No	No	No	1 (11.11%)
Patent	No	No	Yes	No	No	No	No	No	No	1 (11.11%)
Faculty Profile	Yes	Yes	No	No	Yes	Yes	Yes	No	No	5 (55.56%)

Table-8 indicates that six (66.67%) have provided information remote access facility and five (55.56%) of them provide links to institutional repository and faculty profile. Display of new arrivals was found on four (44.44%) websites and feedback form was found on three (33.33%) websites. Two (22.22%) websites provided provision of book/journal recommendation and one (11.11%) or other libraries provided federated search facility, recent publications, and patent information.

5.9 Open Source Resources

Table-9: Information regarding Free Resources

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
E-thesis	Yes	No	No	Yes	No	Yes	No	No	No	3 (33.33%)
open sources resources	No	No	Yes	Yes	Yes	No	No	No	No	3 (33.33%)
E-learning Platforms	Yes	No	No	Yes	No	Yes	No	No	No	3 (33.33%)

The above Table-9 indicates list of free resources that have been linked from library websites. It was found that only three (33.33%) websites linked to open e-thesis databases, e-books and e-journal databases and links open source e-learning platforms.

5.10 Web 2.0 Features

Table-10: Information regarding Web 2.0 Features

Criteria	IIS	IIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIT	IIT	Total
Facebook	No	No	No	No	Yes	Yes	No	No	No	2 (22.22%)
Instagram	No	No	No	No	No	Yes	No	No	No	1 (11.11%)
Twitter	No	No	No	No	Yes	Yes	No	No	No	2 (22.22%)
YouTube	No	No	No	No	Yes	Yes	No	No	No	2 (22.22%)
LinkedIn	No	No	No	No	No	Yes	No	No	No	1 (11.11%)
Blog	No	No	No	No	No	Yes	No	No	No	1 (11.11%)
RRS Feed	No	No	No	No	No	Yes	No	No	No	1 (11.11%)

FAQ	Yes	No	No	Yes	No	Yes	No	No	No	3 (33.33%)
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Table-10 indicates that only few libraries are providing web 2.0 features. Facebook, Twitter and YouTube was used by two (22.22%) of websites. Instagram, LinkedIn, Blog, RRS Feed was found one (11.11%) or the other websites from the respective library websites.

5.11 Statement of Responsibility

Table-10: Information regarding Statement of Responsibility

Criteria	IIS	IIIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIIT	IIT	Total
Separate to Link	Yes	No	Yes	Yes	Yes	Yes	No	No	No	5 (55.56%)
Postal Address	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	6 (66.67%)
Phone	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	6 (66.67%)
Fax	Yes	No	Yes	No	Yes	Yes	No	No	No	4 (44.44%)
Email	Yes	No	Yes	Yes	Yes	Yes	Yes	No	No	6 (66.67%)

Table-11 is concerned about that statement mentioned in the respective library websites. It was clearly stated that six (66.67%) libraries are providing details about postal address, phone number, and email id of concerned person/in-charge of the library. Five (55.56%) websites have provided dedicated webpage link and four (44.44%) libraries have fax numbers.

5.12 Site Aids and Tools

Table-11: Information regarding Site Aids and Tools

Criteria	IIS	IIIT	JNCASR	NIMHNS	NIT	IIM	NLSIU	IIIT	IIT	Total
Keyword Search	Yes	No	Yes	No	No	Yes	No	No	No	3 (33.33%)
Site Map	No	Yes	Yes	Yes	No	No	No	No	No	3 (33.33%)
Contact Us	Yes	No	No	No	No	Yes	Yes	No	No	3 (33.33%)
Visitors Count	No	Yes	No	No	Yes	Yes	No	No	No	3 (33.33%)
Chat Bot	No	No	No	No	No	Yes	No	No	No	1 (11.11%)

Table-11 depicts that site aids and tools of library websites of national importance of Karnataka. The analysis found that three (33.33%) websites provided keyword search facility, site map, emails us query/contact us, visitors count, and Frequently Asked Questions (FAQ's). Only one (11.11%) library provided instant chat bot facility from the websites.

6. Conclusion:

After conducting a content analysis of library websites of Institutes of National Importance of Karnataka, it can be concluded that libraries are evolving and adapting to the digital age. The analysis revealed that libraries are using their websites to provide users with a variety of services beyond just lending books. Libraries are now offering online resources such as e-journals, e-books, databases, citation database, and access other specialist database as well as access to various research tools and online learning platforms. Additionally, libraries are connected with various Web 2.0 tools to publicize resources and services to the patrons.

Overall, study indicates that libraries are embracing the digital age and are committed to providing users with a wide range of resources and services. While the traditional role of libraries as repositories of books and information remains important, libraries are expanding their offerings to meet the changing needs of their users. Through their websites, libraries are connecting with their communities and providing access to resources that can enrich and enhance their lives.

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