

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

April 2021

Importance of Web Based Services During the Pandemic: A Critical Analysis of the Content of College Library Website

Bala Mandrekar

Narayan Zantye College of Commerce, Bicholim, Goa. India, bmandrekarresearch@gmail.com

Maya Carvalho e Rodrigues

maya@nirmalainstitute.org

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



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

Mandrekar, Bala and Rodrigues, Maya Carvalho e, "Importance of Web Based Services During the Pandemic: A Critical Analysis of the Content of College Library Website" (2021). *Library Philosophy and Practice (e-journal)*. 5304.

<https://digitalcommons.unl.edu/libphilprac/5304>

Importance of Web Based Services During the Pandemic: A Critical Analysis of the Content of College Library Website

Mr. Bala K. Mandrekar

Librarian, Narayan Zantye College of Commerce, Bicholim, Goa. India

Email: bmandrekarresearch@gmail.com

ORCID: <http://orcid.org/0000-0002-3350-7989>

Dr. Maya Carvalho e Rodrigues

Librarian, Nirmala Institute of Education, Altino Panaji, Goa, India

Email: carvalhomaya24@gmail.com

ORCID: <https://orcid.org/0000-0002-0722-0423>

Abstract:

Library websites are instrumental in the promotion and disseminating of information to all users. Academic and research activities are web-based services that play an important role. The present study was carried out to examine the extended library services over the internet by the college libraries in Goa (India) to their user community during the covid-19 Pandemic. The web pages of all the college libraries were analysed to see if the contents of the library meets the standards. Forty college libraries were chosen for the study but only Twenty nine college library websites were found to have their existence felt on the college web page and the Twenty nine college library websites were accessed and examined during this study. The websites were accessed from 27th July 2020 to 26th November 2020. In the study, it was found that the contents were not well-organized and well-structured to meet the user needs during this pandemic period. The study suggests there is a need to develop a unique type of library website which will develop well-organized content that will provide better quality services to satisfy the information needs of the academic user. It was also found out that eleven college libraries do not have their existence on the college website or on the internet. The findings in the study will further help the researchers to study the design concepts and various sections to be included in the library website which will extend better services for the user in future over the internet.

Keywords: Library website, Content analysis, college libraries, library webpage, Web accessibility, user community, Covid-19 Pandemic.

Introduction:

The library website is the reflective image of the library. The World Wide Web has made a tremendous impact on the functioning of academic libraries. In the contemporary age of the Internet which has brought about tremendous change in information technology. The functioning of the libraries has shifted from traditional functioning to use modern ICT (Information Communication Technology) and Artificial Intelligence. Researchers are depending on web-based resources for their academic and research activities. Many college library websites provide general and inadequate information on their webpage which makes them inaccessible for the user community since they are not updated regularly. The library website should be well-designed and well-structured that will provide the required, useful and adequate information for the academic user community.

During this pandemic period the users were depend on the library websites or social media tools to satisfy their needs of information. Academic library web sites are libraries virtual presentation to the world. Beyond providing information about libraries and library services, academic library web sites provide access to online catalogues, electronic databases, subject resources, library instruction/tutorials, and digital collections. Academic library Web pages are portals to knowledge that support faculty and student research and educational needs, in line with the institution's mission. A library website helps to build a long and strong relationship with the users by promoting library services. To build a credible relationship with the user library image needs to be projected through the library website, it is hard for any library to establish a credible relationship with the users. To establish strong relationships between the library and users the librarians have to reasonably and cautiously step towards setting up an effective library website so that it could not only it could help everyone to know about the library at a glance but also feel the effectiveness of web-based services. Present day's library websites act as a main window to access library sources and services. It has become a starting point to access academic or scholarly information. The growth and use of online information sources increase its importance and the present generation is very much dependent on electronic journals, e-books and electronic databases. Usability analysis of libraries website is paramount because libraries' website is taking more attention to serving primary sources of information for their users; and for many services and sources, library users depend on the library websites.

Literature Review

Khatri and Baheti (2013) conducted an evaluative study of university websites and their library webpages and found that very few of the university websites provide detailed information about the library and its resources, services. They further suggested that the library website needs to be evaluated periodically using well-established criteria for web design, accessibility, arrangement, etc. Ivory and Hearst (2001) had an survey of usability evaluation methods, analysed existing techniques, identified different aspects of usability evaluation automation that are likely to be of use in future research, and suggested new ways to expand existing approaches to support usability evaluation better. Pareek and Gupta (2013) studied 52 academic library websites in Rajasthan, and they revealed that the library website is the most significant segment for showcasing its systems and facilities, despite the fact that there are numerous ways to contact them. They went on to say that the library's website should be more concise, have clearer terminology, and link to other libraries and open access services. The website must be updated at regular intervals by which the user be informed of the happenings of the library. They have concluded that academic library websites in Rajasthan must be improved to meet the growing needs of internet users in the state. Verma, and Krishna Devi (2016) in their study evaluated the web contents of twelve IIM's (Indian Institute of Management) and found out that the websites are attractive to the users since they provide information in a graphical form. Seven IIM's have the facility to view their website in more than one language. Proper navigation tools are also used to link various web- pages. They suggested that the IIM's must have their own institutional repositories so the scholarly articles of IIM's could be made available globally. Chow, Bridges and Commander (2014) suggested that the academic libraries' website could be designed and managed from the angle of best practices. They also found that as a part of professionalism librarians only manage the websites. Kanmadi and Kumbhar (2006) in their study concluded that the students are not interested in library websites since they provide inadequate and general information. Subulakshmi and Manivannan (2016) in their study observed that there exists a difference between college websites and library websites with government and self-financing colleges. Self-finance college libraries provide better facilities to their students in comparison to government colleges. Louise, Dolom and. Belen (2018) suggests that the 'About Us' in a website can be used as a platform for promoting and distinguishing the institutions which will provide substantial information for users. Wasan and Chakravaty (2018) in their study

suggest, library websites need improvement & library websites should be updated regularly from time to time taking accessibility and other factors into consideration. The librarian should make a proper placement and design a library website where users will get the information quickly and effectively possible. Haridasan and Uwesh (2013) suggested that the use of graphics and animations on library websites attract users and found helpful to search and browse its content. They also stated that libraries with the help of web 2.0 applications such as RSS and SNS's like Facebook twitter etc. can help to promote the website. Konnur and Margam (2010) conducted a study related to five select academic library websites of Bangalore city. In this study, they found that the Indian Institute of Science (IISc) library website is excellent than other academic library websites in selected university library websites. Vasishta (2011) in his study found that university library websites work as the best communication medium to extended information about e-resources. The library website works as a gateway to information and knowledge. It enhances the maximum use of library online services and electronic resources. Aharon (2012) conducted a study to examine academic library websites in the years 2000 and 2010. The result of the study discloses that the content of academic library websites in the years 2000 and 2010 has greatly transformed over the last decade which shows the increasing usage of e-resources and emerging technology with the core aim of facilitating library users. Prakash, B (2013) in his study, analysed the content available in Central University Libraries Websites in India. It mainly focuses on the information available in the library websites, features of the library websites, online library services, links to other information sources, value-added services and so on

Objective of the study:

1. To know the services provided by libraries over the internet during this pandemic period.
2. To access and analyse the web content of college library websites during pandemic.
3. To know the links provided for library e-resources & other e-contents.
4. To identify the link pages provided on the website.

Scope for the study

A total of 40 college libraries affiliated to Goa University were chosen as a sample for the study which imparting education in arts commerce and science and Professional college Libraries such as Law, Education, Pharmacy, Theatre art, Music, Agriculture and Hospitality.

Methodology:

The technique used for the data collection is observation, access and evaluation of the respective college library websites. The checklist was prepared for the collection of data (Appendix I). A total of 45 quantitative evaluation points were considered for the study.

A total of 40 (forty) colleges libraries were chosen for the study affiliated to Goa University. In the study it is found that 22 (55%) college library websites are having their existence on the college website, 01 college library (2.5%) is having an independent website, 06 college libraries (15%) are hosted on free domain websites (Yolasite, Weebly, etc.) and 11 (27.5%) college libraries are not having their existence on the internet.

Analysis and Interpretation of Data:

The technique used to evaluate the contents of the library website is observation, access and evaluation of the respective college library websites. A total of 45 (forty five) quantitative evaluation points were considered for the study. The data is presented in tabular form.

Table 1. General information about library on a web page

Sr. No.	General Information	Library Websites	%
1.	About us	27	78.3
2.	Working hours of library	21	60.9
3.	Vision & Mission of library	05	14.5
4.	Library Rules	15	43.5
5.	Membership details	06	17.4
6.	Library Advisory Committee	09	26.1
7.	Library Staff	11	31.9
8.	Library News & Events	08	23.2
9.	Ask a Librarian	05	14.5
10.	Feedback facility	06	17.4

Libraries are imperative foundation of a healthy community. From the above table no. 1 it was observed that 78.3% of college libraries provide provided information about 'About us' on the website. 'About us' reflects the image of the library. The library website could be a window to and component of the web at large. 09 college libraries (26.1%) have an advisory committee. The role of the Library Advisory Committee (LAC) is of policy matters, collections, services, and facilities. The responsibilities of the Library Advisory Committee are to facilitate coordination between Students, Faculty and the library. 06 college libraries (17.4%) are obtaining feedback from the users of the library. Feedback is about

listening actively, taking the time to analyze, and then thinking of the best possible solution to perform better and to improve their focus and results.

Table 2. Information about Library Collection

Sr. No.	Library Collection	Library Websites	%
1.	Books	21	60.9
2.	Periodicals (Journals/magazines)	21	60.9
3.	Newspapers	18	52.2
4.	Project Reports	08	23.2
5.	Thesis/Dissertations	01	2.9
6.	CD/DVD's	09	26.1

Library collection has changed from physical to digital, from atoms to bits. Librarians help students learn the best ways to access and use quality information and resources. Above table no. 2 indicates that 21 libraries (60.9%) have presented their basic contents i.e. availability of books and journals on website. The useful library collection depicts the image of the library. The final year students visits the library for their project work and it was found that only 08 libraries (23.2%) do provide information about the past project collection. 52.2% libraries mentioned on their websites about the newspapers they subscribes.

Table 3. Extended Library Services over the Internet

Sr. No.	Library Services	Libraries	%
1.	E-Books (NLIST)	29	100
2.	OPAC	04	11.6
3.	Reference Service	11	31.9
4.	Newspaper Clipping	07	20.3
5.	Document Delivery Service	05	14.5
6.	Remote access	09	26.1
7.	Question papers	08	23.2
8.	Syllabus	18	52.2
9.	Subject Contents	04	11.6

The use of Internet tools and services by libraries are changing the overall development of the academic libraries. From the above table no. 3 reveals that all the library websites (100%) provides E-Book facility (Subscribed or Open access) for the students and faculty members. It is found that only 52.2% of colleges provided syllabus over the internet. 04 libraries (11.6%) provides OPAC service. Library users will prefer to OPAC search for a Books and other material that is fast, easy to retrieve. Thus, libraries should have OPAC facility on their website. Reference and information services have always been the main component of library services. They provide personalized assistance to library users in accessing suitable information resources to meet their needs and it is seen that only 11 libraries do provide it. Librarians can increase the users of libraries by providing valuable information of library holding through the Internet.

Table 4. Links to e-Resources

Sr. No.	Resources	Library Websites	%
1.	NLIST	17	49.3
2.	Subscribed e-Journals	18	52.2
3.	Open Access e-Journals	18	52.2
4.	E-Books	18	52.2
5.	Institutional Repository	14	40.6
6.	E-Thesis & Dissertations	02	5.8
7.	Online Newspapers	10	29
8.	E-Databases	05	14.5

Above table no. 4 shows that College libraries do provide various links to e-resources and it is seen that this links are not provided correctly. It is seen that most 17 college libraries do subscribe to INFLIBNET which provides access to the e-resources to the colleges where 6000+ e-journals and 31,35,000 e-books are available. 14 Libraries (40.6%) do have their institutional repositories. 11.6% libraries provides webopac link so that the user can access the resources available in library. New technologies have always been of interest to the libraries both for the potential of increasing the quality of services and for improving the efficiency of operations. E-resources are digital databases containing electronic representation of books , journals and other forms of reading materials. Library resources now can be accessed via be web 24 hours a day.

Table 5. Use of web tools for extending library services

Sr. No.	Social Media App	Libraries	%
1.	Facebook	01	2.9
2.	Twitter	01	2.9
3.	Blog	00	00
4.	Youtube	01	2.9
5.	Linkedin	01	2.9
6.	Email service	02	5.8
7.	SMS service	02	5.8

The social media played an important role to reach to the users during this pandemic period. From the above table no. 5 it is found that libraries are lacking behind to provide services over the internet using this social media tools. There is a need for the library resources to be marketed, so that the maximum usage of the available resources is possible. Above table no. 6 indicates that Social networking tools helps academic librarian to share information with Research Scholars and students in the easiest way in academic library environment. The librarian and library staff have to be very active on social media platforms and project the library available resource to the users. The librarians must use above social networking sites to market their products and services.. Libraries are using social media to share events and pictures, educate people about services, and highlight their collections.

Table 6. Links to NME-ICT

Sr. No.	NME-ICT	Library Websites	%
1.	Swayam	04	11.6
2.	NDLI	09	26.1
3.	NPTEL	02	5.8
4.	Shodhganga	06	17.4
5.	E-PgPathshala	03	8.7

The national mission on education through Information and communication technology aims to leverage the potential of ICT in teaching and learning process by high quality, personalized and interactive knowledge modules over the Internet. From the above table 6

it is seen that libraries are not aware of the various e-resources provided by MHRD under NME-ICT. Only 11.6% of libraries provides links to Swayam portal & 26.1 % of libraries connected to NDLI. The libraries need to take initiatives to link their available resources on their websites, so that the user community will benefits and access the resources . Few libraries do provide links to Swayam portal. All the courses provided on the Swayam portal are interactive and prepared by the best teachers from the country and are available, free of cost to any learner. The librarians need to provide link for Shodhganga on their library websites which will benefit for the faculties and research scholars.

Table 7. Score of the libraries

Sr. No.	Grade	Score	Library websites
1.	Good	35 & Above	04
2.	Average	21-34	02
3.	Below average	11-20	10
4.	Poor	10 & below	13

Library assessment is a process undertaken by libraries to learn about the needs of the users and to evaluate how well they support these needs in order to improve library facilities, services and resources. From the above table no. 7, it is found that only 04 college library websites are good in providing various links to resources. The remaining library websites do need to overhaul the entire set up of the library websites so that the library website becomes a link between the user and library.

Suggestions:

- In this pandemic situation the physical communication is stopped and libraries need to active over the internet. In the study it was found that the contents on the library websites are not well-organized and well-structured. The library website should be regularly tested for its usability and quality for better service providing & Website must be updated regularly to bring more consistency to the contents of website.
- Many college library webpages are not hosted on college website, the librarians must initiate and convince their authorities to provide a space for library webpage on their college websites or librarians must maintain a library website on free domain available such as weebly, wixsite, yolasite Google site etc.

- Many library websites have not provided their links to essential e-resources such as open access journals, e-books and other e-contents since these are important from the user point of view. The librarians need to generate individual user id for users for subscribed Databases & e-resources which will provide remote access for users.
- Interactive knowledge modules such as Swayam, NDLI, E-PGPathshala, Shodhganga, NLIST, needs to be linked to the library websites.
- Social media tools such as Facebook, Twitter, LinkedIn, Youtube etc. can be used for marketing the resources of the libraries. The libraries shall develop mobile version of website which will increase the usage of the library
- There is a need to analyse the library services by obtaining feedback from the users. The libraries can use Google forms or other online services to take feedback from the users which will enable them to upgrade their services.

Conclusion

The result of this study reveals that there is a need to upgrade the college library websites which will provide accurate information to the users through its dynamic web pages. Libraries are playing an important role in supporting and disseminating information services through their websites Library websites are the best tool to access all the online resources. The increasing use of the Internet has changed the method of accessing and disseminating information about library activities, services, rules and regulations to the users. The library is the heart of the university and the material that is found in it is very fruitful for their users and library websites provided the information to the user without the physical appearance of the user in the library this saves the time of the user. Websites must be more informative and attractive. It should easily capture the attention of library users and website browsers. The evaluation of libraries websites must be done frequently so as to check the structure and the web content and information of the website. Because library websites compete with a host of other Internet services and organizations for clientele, they must capture and motivate the user; provide useful, innovative, and interactive services and products; give the library some form of identity; and encourage repeat visitation while holding the interest of users and simplifying their tasks. so, there is a need of the existence of a well-developed and well-organized library website to cater to the needs of users.

References

1. N. Aharony. An analysis of American academic libraries' websites: 2000-2010. *The Electronic Library*. 30(6), 2012, 764-776
<https://doi.org/10.1108/02640471211282091>

2. Arlitsch, K. Semantic web identity of academic libraries. *Journal of Library Administration*. 57, 2017
3. Chow, A. S., Bridges, M., & Commander, P. The website design and usability of US Academic and Public libraries. *Reference and User Services Quarterly*. 53(3), 2014.
4. Fernandez, M. The serials librarian. How Accessible is our collection? Performing an E-resources accessibility review. 74, 2018.
5. Gustafson, M. M. They Searched What? Usage Data as a Measure of Library Services and Outreach. *The Serials Librarian*. 74, 2018, (1-4).
6. Haridasan, S. & Uwesh, M. Content analysis of central university library websites in India: A study. *Journal of Information Management*. 1(2), 2013, 59-71. Retrieved from <http://splpjim.org/wpcontent/>
7. Hugar, J. G. Content analysis of engineering college library websites in Goa. *Library Philosophy and Practice*. 2019
8. Ivory, Melody Y. & Hearst, Marti A. The state of the art in automating usability evaluation of user interfaces. *ACM Computing Surveys (CSUR)*. 33(4), 2001, 470-516.
9. Kanmadi, S., & Kumbhar, B. D. Web-based services expected from libraries. *webology*. 2006
10. Khatri, Ajay Babulalji, & Baheti, Satyanarayan R. Evaluative study of University Web sites and their library web pages. *International Journal of Digital Library Services*. 3(1), 2013, 1-11p.
11. Konnur, P. V.; S. Rajani, & Maragam, Madhusudhan. Academic library websites in Bangalore city, India: an evaluative study. *Library Philosophy and Practice*. 2010, 1-14
12. Krishnadevi, K., & Manojkumar, V. Web content evaluation of National Institute of Technology (NIT's) libraries of North-Eastern states in India. *Library Waves*. 3(1), 2017.
13. Leng, C. B., & Ali, k. M. Open Access Repositories on Open Educational Resources: Feasibility of Adopting the Japanese Model for Academic Libraries. *Asian Association of Open Universities Journal*. 11(1), 2016, 35-49.
14. Margam, M. Content evaluation of Indian Institutes of Technology library websites. *World Digital Libraries*. 2012
15. P, S., & P, M. *Journal of advances in library and information science*. A study on college library websites as resource centre with reference to Arts & Science colleges in Tamilnadu. 5(2), 2016.
16. Pareekh, S., & Gupta, D. K. Academic library websites in Rajasthan. *Library Philosophy and Practice*. 2013
17. Patsoule, E., & Koutsabasis, P. Redesigning websites for older adults: a case study. *Behaviour and information technology*. 33(6), 2014.

18. Prakash, B. Content analysis of central universities library websites in India: an analysis. *E- library science research journals*. 2(1), 2013, 1-8.
19. Rameshbabu, B., Narendrakumar, A. M., & Gopalkrishnan, S. Credibility of university websites in Tamilnadu. *DESIDOC Journal of Library and Information Technology*. 29(3), 2009, 16-28. Retrieved from <https://publications.drdo.gov.in/ojs/index.php/djlit/article/view/248>
20. Tamizhchelvan, M., Ramesh babu, B., & Gopalkrishnan, S. *Journal of Advances in library and information science*. Performance of OPAC's in south Indian libraries. 1(1), 2012, 1-8.
21. Vasishta, S. A content analysis of the library websites of technical university libraries in North India. *Dissemination of electronic journals*. 2011, 278-289.
22. Verma, M. K., & Krishna devi, K. Web content and design trends of Indian Institute of Management (IIMS) Library websites: an Analysis. *Desidoc Journal of Library & Information Technology*. 36(4), 2016, 220-227. Retrieved from <https://publications.drdo.gov.in/ojs/index.php/djlit/article/view/9983>
23. Villanueva, L. S.; Dolom, M. A. & Belen, J. S. Genre analysis of the " About Us" sections of Asian Association of Open Universities websites. *Asian Association of open universities journal*. 13(1), 2018.
24. Wasan, S., & Chakravarty, R. Library Websites Evaluation of Higher Educational Institutes (HEIS) of India : A Web Analysis. *International Journal of Information, Library & Society*. 1(1), 2018.
25. Zhao, W., & Shuzhen, M. K. (2017). providing and maintaining access to electronic serials: Consortium and member university library's perspectives. *The serials librarian*. 72(1-4), 2017.

Appendix I

list of the colleges and library website address

Sr. No.	Name of the College	Library website/webpage
1	Carmel College for Arts, Commerce & Science for Women	http://www.carmelcollegegoa.org/library-1
2	CES College of Arts & Commerce	http://www.cescollege.ac.in/about-the-library
3	Dhempe College of Arts & Science	http://www.dhempecollege.edu.in/library1-2
4	Dempo College of Commerce and Economics	http://www.dempocollge.edu.in/library-tab/
5	Rosary College of Commerce & Arts	http://www.rosarycollege.org/library

6	Shree Mallikarjun College	http://www.dpmsmclib.weebly.com
7	DM's College and Research Centre	http://www.dmclibrary.yolasite.com
8	Fr. Agnel College of Arts & Commerce	http://www.fragnelcollegepilargoa.yolasite.com
9	Goa College of Home Science	http://www.goahomescience.gov.in/library.htm
10	Don Bosco College	-----
11	GVM's College of Commerce & Economics	http://www.libraryggpr.com
12	Govt. College of Arts, Science and Commerce, khandola	http://www.khandolacollege.edu.in/library
13	Govt. College of Arts, Commerce & Science, Quepem	http://www.gcq.ac.in/2page_id=5282
14	Govt. College of Arts, Science & Commerce, Sanquelim	http://www.gcasc.ac.in/library
15	Govt. College of Commerce & Economics, Borda	http://www.gccem.goa.gov.in/library
16	MES College of Arts & Commerce	http://www.mescollege.org/library
17	Parvatibai Chowgule College of Arts & Science	http://www.35.200.234.184/library_website/homepagejsp
18	Shri. Ravi S. Naik College of Arts & Science	http://www.librarypesponda.wordpress.com
19	Sant Sohrobanath Ambiyee, Govt. College of Arts & Commerce, Pernem	-----
20	Sridora Caculo College of Commerce & Management Studies	http://www.caculocollege.in/about-library
21	Goa Multi Faculty College	http://www.gmfclibrary.wweebly.com
22	St. Joseph Vaz College	-----
23	St. Xaviers College of Arts, Science & Commerce	http://www.xavierscollege-goa.com/library
24	Swami Vivekananda College of Commerce	-----
25	Vidyaprabodhini College of Commerce, Education, Computer & management	http://www.vidyaprabodhicollege.edu.in/vpccecm/library.php
26	Shree Damodar College of Commerce & Economics	http://www.damodarcollege.edu.in/library
27	Narayan Zantye College of Commerce	http://www.zantyecollege.ac.in/library.php
28	V. M. Salgaokar College of Law	http://www.vmslaw.edu.in/#
29	Govind Ramnath kare College of Law	http://www.gkarelaw.edu.in/library
30	Ganpat Parsekar College of Education	-----
31	Dr. Dada Vaidya College of Education	http://www.gvmcollegelib.weebly.com
32	PES College of Education	-----
33	Vrindavan Institute of Nursing Education	-----
34	Nirmala Institute of Education	http://www.nirmalainstitute.org/facilities/library
35	Goa College of Music	-----
36	Goa College of pharmacy	-----
37	Kala Academy College of Theatre Arts	-----
38	Goa College of Art	-----

- 39 Don Bosco College of Agriculture <http://www.donboscollegeofagriculture.com/library>
- 40 V. M. Salgaokar Institute of International Hospitality Education <http://www.vmsiie.edu.in/campus-library>
-

Glossary:

NLIST- National Library and Information Services Infrastructure for scholarly Content

NDLI- National Digital Library of India

NPTEL: National programme on Technology Enhanced Learning

NME-ICT: National Mission on Education through Information Communication Technology