The Study of Library Contents Available on Websites of Academic Colleges in South Goa

Dissertation submitted in partial fulfillment of the requirements of

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Master of Library and Information Science

By

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CERTIFICATE

This is to certify that the dissertation entitled "The Study of Library Contents Available on Websites of Academic Colleges in South Goa" is a record of work submitted by **Miss Shreya Sitaram Gadkar** in partial fulfillment of the requirement of the degree of Master of Library & Information Science of Goa University Is how own work carried out under the guidance and worthy of examination.

Dr. Carlos Fernandes

Research Guide

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DECLARATION

I declare that this dissertation entitled **"The Study of Library Contents Available on Websites of Academic Colleges in South Goa"** is my original contribution and the same has not been submitted on any occasion for any other degree or diploma of this University or other University/ Institute. To the best of my knowledge, the present study is the first comprehensive work of its kind from the area mentioned. The literature related to the problem investigated has been cited.

Date: /05/2022

Place: Taleigao Plateau

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(Shreya Sitaram Gadkar)

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INTRODUCTION

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INTRODUCTION

1.1 : Introduction

What is a library website?

Library websites are essential tools that are used to store, process, and disseminate information about a library. In traditional library systems, face-to-face interactions between library users facilitate an understanding of the information needs of individual users. In today's virtual world of high permeation of the Internet in day-to-day activities, many libraries have hosted their websites to have virtual interactions with their users. To this end, the library's challenge is to provide access to quality content in electronic form, promoting better visibility for their print resources, as well as offering various value-added electronic services.

Academic library websites should be designed to meet user expectations which will also save the time of the user. The overall information architecture of the academic library website should facilitate easy access to its information resources by the users in other to give the user adequate satisfaction. The usability of a website focuses on how well users can learn and use a site to achieve their goals and objects. It also refers to how satisfied users are with that website.

According to the Jisc programme (2011), usability is about ease of use: a highly usable website enables the user to achieve their goals quickly, with minimum fuss or frustration, and without error, and that user experience encompasses a more emotional dimension like the desire, joy, meaning, reflection, and value or frustration user experience in retrieving required information from the website. Information retrieval menus typically represent the key topics or categories of information.

A library website means an internet-based application. It is a website that is owned, maintained, and used for the library for the purpose of providing information to users and the general public about the library and its various contents offering procedures and initiatives.

The library website has become a significant aspect of higher educational institutions. It becomes difficult for the users to access and retrieve information if the websites is not properly designed. The starting point in the development of internet-based library services is the development of the library's website. A well-designed site can go a long way in facilitating library users to access library resources and services at their own convenient time and place. Librarians now use the web to channel information both to remotely and on-site. Earlier the library websites used to be static providing only factual information about the library with some links to external resources. Therefore, library websites need to be user-friendly in design, access, and use.

The library website preserves and disseminates the various contents and services to the users. It provides different types of databases on the portal so that each and every user of the library can get access to it. These databases, often called "Electronic Resources," allow people to search library catalogues, journal articles, and a wide variety of other data from an extremely diverse group of information providers, each with unique searching interfaces. Each individual entry listing for an electronic resource includes descriptive information to help users determine whether it is the resource to meet their needs. The more extensive the information, the better equipped users are to make an informed decision. All of the sites included the title, URL, a description, and access information with each entry.

The websites are the most important part of any academic institution as they make a list of the facilities and the series provided by them. Only developing a library website is not enough and further it has to maintain properly to provide updated information to library users. Along with that the contents available in the website must be informative as well as the detail instructions of the web contents should be provided so that the user can easily get all the information they are seeking for. The availability of contents offered on the library website is the major factor for the present study.

1.2: Objective of the study:

1. To analyse the library contents on the college library website in South Goa.
2. To know the various libraries' contents provided on the website.
3. To suggest or compare the various libraries' contents of all websites.

4. To know which college library website provides better services than other college libraries.

1.3 : Scope of the study:

The scope of the study was restricted to only selected college libraries. Hence only 20 college libraries of South Goa have been selected for the study from which 15 has been taken for the study.

1.4 : Hypothesis:

1. The contents available on institutional websites are not known to users.
2. The services through the website are lesser known to students and the teaching community.
3. The library fraternity has less confidence in e-contents and its facilities.

1.5: Limitation of the study

This study is limited to 15 college libraries functioning in South Goa.

1.6: Research Methodology

1. The investigator has browsed all the literature available on the topic.
2. Further investigator has visited all the websites dealing with library contents of the college website.
3. The investigator has conducted interviews with all the librarians regarding the availability of library content on the institutional website.
4. The investigator has discussed with experts to analyse the functioning of the topic.
5. The investigator has tried to collect different information by using different tools such as questionnaires, interviews, and personal discussions.

6. This investigator has made use of suitable statistical techniques in finalizing the data with required charts and graphs in a presentation to make the interpretation clear and precise.

1.7: Population of the study

This study was limited to 15 college libraries functioning in South Goa.

1.8: Organisation of study

Chapter 1 – This chapter deals with the introduction.

Chapter II – This chapter deals with the review of literature.

Chapter III – This chapter focuses on the features, needs, different concepts and evaluation of academic library website information.

Chapter IV – This chapter intends to study the library contents on the websites of the libraries at National and International level.

Chapter V – This chapter deals with the data analysis and interpretation.

Chapter VI – This chapter focuses on the findings and suggestions.

Chapter VII – This chapter deals with the conclusion of the study.

1.9: Conclusion

The study helps to understand the various web-based services in an academic library website such as web OPAC, accessing subject gateways, e-journals, e-books, and electronic databases. The library website is the primary source of the institution where they disseminate and provide access to information to their users. To help the user the library website should be more effective and dynamic and up-to-date information should be properly displayed on the website of their institution.

1.10: References:

hugar, D. J. (2019). Content analysis of engineering college library websites in Goa. *Library Philosophy and Practice*.

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CHAPTER - II

LITERATURE REVIEW

2.1 : Introduction

A Review of literature is an essential requirement for any field of research as it is necessary for the scholars/ researchers to know well in advance the quantum of literature unfolded on a particular subject.

A Literature review is an integrated summary of existing research on a particular topic and the literature review surveys scholarly articles, journals, books, and other sources relevant and appropriate to a particular area of research. The review should describe, summarize, enumerate, objectively evaluate, and clarify the previous research. It gives a theoretical base for the research and helps the researcher/author determine the nature of the research. It helps to know what others have said about the topic, what theories have been addressed to it, and what are the defeats in the existing research, so that others may be not repeated the same research. Therefore, Literature Review plays a vital role in research activities.

1. (hugar, 2019) The study has stated that ICT- led developments have created new opportunities and challenges for libraries in the creation, dissemination and storage of information. Almost all College libraries are nowadays using the web environment to provide high-quality information for their users, mostly in digital format. The current study reveals the content analysis of Goa University affiliated engineering college library websites in Goa. The data was collected from the websites of the concerned engineering college libraries through a checklist prepared for this purpose. The websites of the libraries were thoroughly analysed and scanned, based on the analysis we have ranked them. The main aim of this paper is to guide the librarians in improving their library websites. This article gives a detailed account of the study and offers suggestions for developing and managing better library websites.

2. (Mandrekar, 2021)The study highlighted the library services over the internet by the college libraries in Goa during the covid-19 pandemic. Web pages of all the college libraries were analysed to see if the contents of the library meet the needs. 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. It was found that the contents were not well organized and well-structured to meet the user's needs during the 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 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 the future over the internet.

3. (Joshi, Joshi, & Kamat, 2021)This study describes in this digital era of abundant information production, there is an increase in demand of high - quality digital information. With the greater demand from users to serve their information needs, the job of the librarian has become critical in terms of delivering services to its patrons. The content richness of the website is the key factor to attract users and facilitate them in navigating through its web pages. These websites are playing a key role in helping students and faculty to carry out their studies and academic work. Thus, the need arises to continuously evaluate these web pages to keep them updated or use. This study evaluates 25 selected educational college library web pages in Goa from the usability perspective.

   For this study 9 main parameters were used to evaluate library web pages. The checklist was made for measuring its various dimensions regarding its usability, validity, efficiency, and, effectiveness. The results showed that the web pages are partially usable and hence there is a need to improve their usability. The study further suggested evaluating these web pages to check the relevancy and validity of the information available on the web page. The study revealed that most of the college websites provide an Online Public Access Catalogue but none of the websites mention the availability of plagiarism checking facilities. The study has shown that web pages are lagging in exploiting the potential of the library portal. It also suggests keeping the web page updated as it is frequently used by college students and faculty. This study is capable of providing a basic framework that can be used to design and improve academic library web pages.

4. (Kenchakkanavar, 2014)It focuses on the various aspects of e-resources. E-resources are becoming more and more important for the academic community users. It helps the users for any kind of information they needed the most at any convenient time and place.

5. (Singh, 2016)The study has revealed that this age called information age whole activities of human being concerned with information. Web technology makes easy to spread and retrieve information around the world. Invention of web technology is a great achievement in the field of information and communication technology. It is used to provide information in the form of text, audio, video, image, and animation files. Library applied web technology to extent library services and information products to its users. This study conducted to analyse content of central university library websites of Delhi. The main purpose of the study is to investigate application of web technology in the context of content analysis of university libraries. The study shows that maximum library websites

are well developed and designed and enrich with e-resources. In this study it is revealed that Jawaharlal Nehru University library website is best and South Asian University library website is worst according to evaluation criteria. Through this study find that Jawaharlal Nehru University library websites provides best products and services than other central university library websites in Delhi. From this study concluded that University libraries are playing an important role in higher education, research and disseminating information through their websites.

6. (Kumar, 2014) The present paper is intended to be written on the evaluation of the library website and its content quality. A website of an establishment should truly represent the philosophy and purpose of the establishment. In the case of a library the website is the only way to make the services available to the last users in the row. The paper focuses on the importance of a quality website for a library regardless of the nature of the library. It also emphasizes on the accuracy and authenticity of the contents provided on the website. Evaluation criteria for a quality website have also been discussed. Finally, a comparative study of the contents available at the websites of eight new Indian Institute of Technology (IITs) has been presented. The paper may be said to be a single source guide in developing a website for a big/small library.

7. (Rahman, 2020)This study examines the accessibility, accuracy, currency and user-friendliness in ten selected library websites of the colleges affiliated to the University of Delhi. It further, discusses services and facilities being offered by the websites. The data were collected through a well-structured checklist from the selected colleges under study. The study reveals that maximum number of college libraries have mentioned information related to introduction 9(90%), library staff 8(80 %), library hours 6(60 %) and membership 6(60 %) on their websites. However, study also report that none of the library websites/web-pages have features of social networking tools, feedbacks, regular updates and they also lack in providing question papers, news-clippings, user manual and single window search. The study findings reveal that Deshbandhu College library scored thirty-eight (38) out of43 which is highest (ranked 1st) whereas Ramjas College scored only five (05) out of 43 a stand last. The study suggests, for carrying out such evaluative studies which is the need of the hour to enable the institutions to update their websites periodically and come up with flying colors on user's expectations.

8. (Yebowaah & Plockey, 2017) this study highlights Academic libraries are the hub of knowledge and hence are considered integral parts of academic life. Academic libraries have been in existence for over 500 years and are still very useful today to all educational institutions. The advent of Information and Communication Technology has led to the use of electronic resources in libraries. However, empirical studies have shown that the use of these resources by faculty members is very low. The objective of this study therefore, was to examine the use of electronic resources by lecturers of the University for Development Studies, Wa

campus. Primary data were collected from 80 lecturers through the use of a simple random sampling procedure. The data were collected with the aid of a questionnaire and analysed through the use of binary logistic regression model. The results indicate that 88.8% of the respondents were users of the library and 65% were aware of the availability of e-resources in the library. This suggests that awareness is high but utilization is low. The determinants of e-resource utilization in the library include the purpose of Library visits and sources of awareness of the e-resources in the library. Besides, it was discovered that inadequate Library infrastructure, low internet bandwidth, and inadequately trained library staff were the major challenges confronting the use of e-resources of the library. The study, therefore, recommends that efforts to improve the use of e-resources in the library should include ways of creating user awareness, training/workshops for users and staff, and responding to the challenges confronting utilization.

9. (Haridasan & Uwesh, 2014)this study has stated libraries are playing an important role in supporting and disseminating information services through their websites. A study of these websites will help to identify the content available on them so that the evaluation may help improve the existing sites to provide rich and relevant information to the library users. The checklist comprised of general information, nature of links, collection, services, social networking sites, and application of web 2.0 technology, and so on. The investigator selected 13 university library websites for the study on the basis of content available on the websites. The study revealed that the majority of the university library websites in India provides an informative link to contacts, news, and events. The libraries should present different contact information (librarians, technical experts, circulation desk, digital services etc.) on their websites. A few websites provide opportunities for user interaction in the form of feedback. A few library websites provide links to a mission statement, location, sitemap, and library tour. A good number of the libraries provide the library hours, library rules and membership. These are very useful features for quick access of pages. About fifty percent of the libraries provide some information of their history on their websites. The use of graphics on academic library websites attracts and motivates library patrons to enter the site and examine its content. Another important aspect to be considered is the currency which includes the uploading date which should be mentioned on the library websites to make the users aware of the currency regarding the material they are using for their research and other purposes.

10.   (Lin, Joo, & Lu, 2011)Study aimed to develop a usability evaluation model and associated survey tool in the context of academic libraries. This study not only proposed a usability evaluation model but also a practical survey tool tailored to academic library websites. A usability evaluation model has been developed for academic library websites based on literature review and expert consultation. Then, the authors verified the reliability and validity of the usability evaluation model empirically using the survey data from actual users. Statistical analyses,

such as descriptive statistics, internal consistency test, and a factor analysis, were applied to ensure both the reliability and validity of the usability evaluation tool. From the document analysis and expert consultation, this study identified eighteen measurement items to survey the three constructs of the usability, effectiveness, efficiency, and learn ability, in academic library websites. The evaluation tool was then validated with regard to data distribution, reliability, and validity. The empirical examination based on 147 actual user responses proved the survey evaluation tool suggested herein is acceptable in assessing academic library website usability. This research is one of the few studies to engender a practical survey tool in evaluating library website usability. The usability model and corresponding survey tool would be useful for librarians and library administrators in academic libraries who plan to conduct a usability evaluation involving large sample.

11.   (Kumbhar, 2011)Has elaborated the growth of website is increasing very fast. So, it is necessary to study about reliability of them. An attempt has been made in this paper to analyse the library web portals of University libraries in Maharashtra in order to enhance the effective use of library web sites to become more user friendly for information access. Present paper is aimed to study and analyse the various aspects of State university libraries Websites of Maharashtra. Study has selected twelve state universities from all over the Maharashtra. The analysis of the data represents the extent and level of credibility possessed by these Universities. This study evaluates the content of university library websites.

12.   (Silvis, Bothma, & De Beer, 2019)This paper is to provide an integrated list of heuristics and an information architecture (IA) framework for the heuristic evaluation of the IA of academic library websites as well as an evaluation framework with practical steps on how to conduct the evaluation. A set of 14 heuristics resulted from an integration of existing usability principles from authorities in the field of usability. A review of IA literature resulted in a framework for dividing academic library websites into six dialogue elements. The resulting heuristics were made applicable to academic library websites through the addition of recommendations based on a review of 20 related studies. This study provides heuristics, a framework and workflow guidelines that can be used by the various evaluators of academic library websites, i.e. library staff, web developers and usability experts, to provide recommendations for improving its usability. The focus of the usability principles is the evaluation of the IA aspects of websites and therefore does not provide insights into accessibility or visual design aspects. The main problem that is addressed by this study is that there are no clear guidelines on how to apply existing usability principles for the evaluation of the IA of academic library websites.

13.   (C.A & P, 2021)This study has stated that the library is one of the fastest growing sectors in the modern education system. University libraries in the present

era are providing high-quality digital information to the user community. Most of the university libraries have either their own library website or integrated it into the home page of the parent organization. They are the channels that link library patrons with its resources and services and provide unique opportunities for the users to judge its relevance to them. Digital libraries have integrated all the resources into its website and the majority of the services can be accessed online. In order to provide the best services to the users, library websites should be vibrant and the contents should match the information needs of the users. Periodic evaluation of library websites will help the authorities to improve their effectiveness. In the present study, contents of thirteen central university library websites in India have been analysed 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. The study will be more useful to the librarians, website designers and policymakers in improving their websites.

14. (Balaji B. & Kumar, 2011)Evaluated to discuss the present status of using new generation web technology, social media and Web 2.0 features among the technological university library websites in south India. It seeks to assess the library websites as a primary platform and one-stop portal for information services and to examine how much library websites are effective in providing web-based information services. The library websites of the technological universities in south India were evaluated on the basis of a relative weight checklist. The criteria for the checklist were drawn on the basis of availability of websites for library, resource discovery tools, access to scholarly content and Web 2.0 tools. The various issues and challenges in adapting new web technologies in the academic environment are discussed. Using the current web development technologies and deploying for mainstream web information services is not widespread as web information services are yet to take off widely in academic libraries. The majority of university libraries are found to be working in the conventional library settings and the diffusion rate of web information services is relatively low. As this is an assessment of the existing online information infrastructure facilities of the engineering universities in south India, the awareness of web-based information services, their viability, and service values can be enhanced. More emphasis to improve upon the current learning, online educational facilities and benchmarking electronic information services for Sustainability is highlighted.

15. (Devi & Verma, 2018)Evaluated and analysed the web contents of Indian Institutes of Technology (IITs) library website/web pages. Survey and observation method was used to collect the primary data from the respective library websites of19 IITs library websites/web pages where 128 criteria have been designed and data were collected during the month of November 2016 that was further verified between the periods of 1st March – 15th March 2017. The study reveals, only four

IITs have a library webpage and one has a dedicated page for the library. And very less IIT library website/web pages have provided the information about the collections, services, value – added services, and Web 2.0 tools link. The evaluation of the websites will help to upgrade the IITs library website which will be useful for other institutions too.

16.   (TUNGA, 2021)this study states Institute libraries as resource centres and disseminators of information occupy a primary place in Institute setup. Library websites integrate it resources and services and has to be taken in designing and developing from perspective of users' needs. The present study is concerned with web-based content analysis of library websites of Institute of National Importance in West Bengal, India. The required content information has been collected through searching, browsing and analysing the selected library websites of said Institutes during October to December, 2020. The library websites of studied Institutes were identified from Google, Wikipedia and other E-Resources. Only five Institute libraries of IIM, Kolkata; ISI, Kolkata; IIT, Kharagpur; IIEST, Shibpur and WBNUJS, Kolkata have separate library homepage which are direct accessed by the library users. Remaining other nine studied Institute library websites are accessed through their Institute websites. ISI library, Kolkata got highest total score of 27 out of 40 points ranked with 'Very Good/Above Average', followed by IIM library with 23 points ranked with 'Good/Average'; both IIT and WBNUJS Libraries with 22 points ranked with 'Good/Average' and BI Library with 17 points ranked as 'Good/Average'. Out of fourteen Institute libraries, none of the Institute library website obtained 'Excellent' ranked of content analysis on library websites. The main purpose of this study is to guide the Library & Information Science Professionals in improving their existing Institute library websites.

17.   (Pareek, 2013)Focuses services are the most growing and the fast-changing segment of academic libraries nowadays. Survey of web sites of 52 academic, libraries, i.e., government, deemed self-financed universities and research centres libraries of Rajasthan based on 133-item checklist. The purpose of this paper is to investigate library web sites in Rajasthan, to analyse their content and navigational strengths and weaknesses and to give recommendations for developing better web sites and quality assessment studies.

18.   (Samrgandi, 2020)Despite the indispensable technological shifts, the success of a website is anchored on effectiveness, perception, valuableness, satisfaction, reliability, and efficiency dimensions. In this research, heuristic evaluation enabled to assess the primary content elements on academic library websites homepages. The heuristic method's findings were compared to task-based usability tests. Usability heuristics results correlate to task-based usability testing findings by supplementing measurement of users' expectations in multifaceted magnitudes. Cultural and one's national origin determines students' assessment and usability of

universities' libraries' websites to a great deal. Universities can benefit from optimized operational performance by upholding underlying principles of heuristic model to achieve exceptional outcomes. This study derives ultimate satisfactory consciousness that heuristic evaluation's principles guide to design an academic library's website that complements efficiency and satisfaction.

19.   (Barman, 2021)The purpose of the study is to derive the current status of web contents of library websites of Agricultural Universities in India and to examine the web-based library services provided via their websites and to determine the rank of the library websites on the basis of content analysis. For data collection in this study, survey and observation methods were applied. Data are collected from the library websites of Agricultural Universities of India with the help of a checklist prepared on the basis of previous studies done. The findings show that most of the surveyed libraries have up-to-date library websites or web pages with the information of adequate services and facilities. Most of the library websites provide access to e-resources and provide remote access to their resources.

20.   (Borpatra Gohain, 2019)This paper tries to portrait the usage of library website as a tool for promotion of library services in the selected college libraries affiliated to Dibrugarh University. A pre-structured questionnaire has been used for the collection of primary data under the scope of the study. A total 12 colleges has been selected randomly for the study. This study helps in identifying the current status of library websites & ICT infrastructure as a whole in the colleges of Upper Assam.

21.   (Brower, 2004)Evaluated the analysis included forty-one academic health sciences library (HSL) Websites as captured in the first two weeks of January 2001. Home pages and persistent navigational tools (PNTs) were analyzed for layout, technology, and links and other general site metrics were taken. Websites were selected based on rank in the National Network of Libraries of Medicine, with regional and resource libraries given preference on the basis that these libraries are recognized as leaders in their regions and would be the most reasonable source of standards for best practice. A three-page evaluation tool was developed based on previous similar studies. All forty-one sites were evaluated in four specific areas: library general information, Website aids and tools, library services, and electronic resources. Metrics taken for electronic resources included orientation of bibliographic databases alphabetically by title or by subject area and with links to specifically named databases. Based on the results, a formula for determining obligatory links was developed, listing items that should appear on all academic HSL Web home pages and PNTs.

22.   (Ukwattage, 2019)Studies library websites are essential elements of academic libraries which used to disseminate information among the library users to support their teaching, learning and research activities. This study analysed the contents of library websites of academic health sciences libraries in Sri Lanka. Websites of

Sixteen academic health sciences libraries from universities in Sri Lanka had been examined. Furthermore, this study attempts to make suggestions on library web contents based on the library websites of prominent health universities in the world by special focused on availability of subject guide, user guide and instructional materials in particular websites. According to the study, Websites of academic health Sciences libraries in Sri Lanka mainly provide services of photocopying services, Inter Library Loan service, Online Public Access Catalogue, reference services while indicating printed, non-printed resources and special collections such as Ola leaf collection, theses and dissertations. Three academic health libraries which do not have a separate website or a web page are depending on their main library website even though they have separate libraries physically. In Sri Lanka, websites of Academic Health Sciences libraries do not provide instructional materials, tutorials, subject guide as user guide when compared with library websites internationally in respective field. It is essential to revisit on academic health science libraries websites in Sri Lanka and should convert the current web in to more millennial-friendly websites which can be fulfil information needs of health professionals and scholars with comprehensive content.

23.   (Jange, 2014)Library website is a showcase to the world and in fact a mirror of the library depicting its profile, activities, services and innovative practices for the benefit of the society as a whole. In this context, Library managers as Content Managers in the Internet era have designed library websites as a part of its parent institution and this study attempts to evaluate the library websites of Universities in Karnataka comprising of 16 General State Universities including a Central university and eight subject based universities of Karnataka state. The study evaluates these library websites and results are reported with respect to its content, information pertaining to library basics, services, collections, search tools, number of links, performance grade, load time and page size.

24.   (Kumar & Gopalakrishnan, 2016)There has been a considerable increase in awareness among the users about e –learning materials and the library has also enhanced the e-learning resources and services. A substantial amount has been ear marked by the academic institutions towards e-learning materials. In this study attempt has been made to identify the use and opinion of e-learning materials, sources and services among the LIS professionals working in 52 Universities in Tami Nadu. Out of 520questionnaires distributed 357 were responded and the response rate works out to 68.65%. The findings of the study indicate that E-learning, an important element, easy to learn, more enjoyable, interaction will be more, and the majority of the users prefer more e-learning materials in the library collection.

25.   (Kumar, Kannappanavar, & Mestri, 2009)This study examined the Indian Institutes of Technology are identified as premier institutes of higher education and

research in Technology in India. Having a common goal, there is a need for cooperation among the libraries of the IITs. To achieve this kind cooperation there is a need to design and develop a unique type of library portals containing resources and services of their individual libraries and also providing links to other IIT libraries. Further, there is also a need to form an educational network specialized among the IIT libraries.

26. (Fagan & Keach, 2009)This book is about managing the process of building and maintaining an effective library website can be as challenging as designing the product itself. Web Project Management for Academic Libraries outlines the best practices for managing successful projects related to the academic library website. The book is a collection of practical, real-world solutions to help web project managers plan, engage stakeholders, and lead organizations through change. Topics covered include the definition and responsibilities of a web project manager; necessary roles for the project team; effective communication practices; designing project workflow; executing the project; and usability testing and quality control. The techniques recommended are drawn from the experiences of the authors and from library and project management literature. The book is an essential text for library staff working as project managers or on web teams, library administrators, library school faculty and students, and web consultants working with libraries. Field-tested web project management guidance grounded in the literature of librarianship, project management and web development Consideration of the special needs of academic libraries Practical, step-by-step guidance for novices and experts in libraries of all sizes.

27. (Sasso, 2016)In this study distance learning library resources and services as provided by member institutions belonging to the Association of Research Libraries (ARL) were examined. The goals of this study were (a) to identify the types of distance learning library resources and services being provided, and (b) to gain insight into the experiences and perspectives of Association of Research Libraries' library personnel in delivering library resources and services to their distance learning library patrons. This exploratory study consisted of two phases, where both quantitative and qualitative methods were used. Phase one involved a content analysis of member institution's distance learning websites and library subject guides to reveal the types of library resources and services offered to their online, distance learners. ARL member institutions were analysed: (a) if the institution is an academic library, and (b) if the institution has either distance learning website and/or a library subject guide. Phase two of the study entailed personal, semi-structured interviews with library personnel at ARL member institutions. Library personnel were selected based on the number of library resources and services offered at their respective institution. Content analysis findings revealed that an academic libraries' web presence provides a prime gateway for distance learners to access library resources and services at their point of need. Conversations with academic librarians revealed efforts towards educating users, marketing their

collections and services, and discovering the information needs of their distance learning library users in order to meet them where they are.

28.   (Group, 2008) Academic Library Website Benchmarks is based on data from more than 80 academic libraries in the USA and Canada. The 125+ page study presents detailed data on the composition of the academic library web staff, relations with the college and library information technology departments, use of consultants and freelancers, budgets, future plans, website marketing methods, website revision plans, usage statistics, use of software, development of federated search and online forms and much more. Data is broken out by enrolment size, public and private status, Carnegie Class, as well as for libraries with or without their own web staff.

29.   (Primary Research Group , 2013)This report looks closely at how academic libraries are re-shaping their websites. The study is based on a survey of 56 academic library web staffs with data broken out by size and type of academic institution and other criteria. The 160 page study gives exhaustive data about academic library preferences in areas such as use of mashups, library social media sites, website staff and budgets, role of the college and library IT staffs, governance of the website, content entry policies, relations with the college IT and web staff, branding issues, college web conformity issues, preferences in content management systems, programming and scripting, division of web staff time among various priorities, use of blogs, listservs, email newsletters, RSS feeds and other communication vehicles, use of and plans for federated search, search box presentation strategy, and use of cascading style sheets. The study also covers ease of use issues for library staff focusing on how easy it is to perform certain website-related tasks such as entry of the same content to multiple site locations, ease of inserting and positioning videos, and ease of inserting tabular materials, among other tasks. Other issues covered include but are not limited to: use of freelancers and consultants, sources of advice, use of social bookmarking tools and much more.

30.   (Primary Research Group, 2014)The study examines how academic libraries are serving their institutions distance and blended learning programs, including the impact of the rapid development of MOOCs and the increasing use of lecture capture in online courses. The study looks at staffing, budgets, salaries and other nuts and bolts aspects of college library programs to serve distance learners. It also probes how librarians communicate with distance learners through online information literacy courses, online tutorials, instant messaging and a strong presence on course management systems, among many other ways. The study offers hard data on the percentage of distance teaching librarians that archive and use lecture capture materials, their spending on licensed films and other intellectual property for distance learners, and the ways that librarians track contacts with distance learning students and much more.

31.   (Primary Research Group, 2013)The study looks closely at how academic libraries present themselves in the course management system, and the role that they play in developing it and training faculty and students to use it. The report gives detailed data on library staff time devoted to the course management system, the role the library plays in information literacy regarding the course management system, the degree to which libraries offer courses through the CMS, and the degree to which library resources such as course reserves, LibGuides and other subject and course guides, inter-library loan requests, and other library services are integrated into the CMS. Data is broken out by size and type of academic library and for different CMS systems.

32.   (Lee, 2013) it aimed at connect patrons with the information they seek with these promising electronic tools! Improved Access to Information: Portals, Content Selection, and Digital Information focuses on how you can improve access to information using electronic reference resources. This book features nine of America's leading library administrators who give their perspectives, observations, and stipulations on how to meet the research needs of patrons in a digital age. The use of portals and their advantages are discussed in detail and from the different perspectives of information providers and users. Several authors offer instructive graphs, tables, and other illustrations to emphasize their findings. In Improved Access to Information, you'll learn more about: the variety of groups that libraries serve cooperative collection development the balance of print and electronic resources the evolvement of collection development in libraries to the concept of knowledge development the implementation of portals in research libraries the factors influencing the selection of electronic resources digitizing unique collections for preservation and improved access. The product of the 2003 University of Oklahoma Libraries annual conference, Improved Access to Information offers library administrators new approaches to overcoming the proliferation of electronic information and making it readily available to users. This book will help you provide essential research services to your users and secure your patron base.

33.   (Michalak, 2012)The ultimate goal of librarians is to provide comprehensive informational access to library users. Portals and Libraries provide an in-depth look at various libraries' challenges and the cutting-edge technology used in providing high-quality electronic access to users through portal systems. Respected authorities detail efforts to build a new kind of search and retrieval system that includes access to the Web as well as other vital collections and academic resources. The book discusses the implementation of access systems and their supporting technology, and spotlights strategies designed to encourage quality system-user feedback, increase the cooperation and diligence of staff, and more. Portals and Libraries comprehensively reviews library portals from their roots to their current state, with a look at assorted products, their implementation issues, and each one's advantages and shortcomings. The overall state of the portal system today as well as where it is heading in the future is examined in detail. The book also provides the ARL

Scholars Portal Working Group Final Report from May 2002 summarizing the group's work from its inception, and includes their recommendations of key portal features and needed functions. The text includes helpful screenshots, useful descriptive figures, and extensive references.

34.   (Bhardwaj, 2017)This book is about Digitizing the Modern Library and the Transition from print to electronic is a pivotal references source for the latest techniques and initiatives needed to transition libraries into the digital age. Featuring extensive coverage on relevant areas such as electronic resource management, library management software and semantic web, this publication is an ideal resource for faculty members, research scholars, students, information specialists and librarians in universities and in academic, public, and special libraries.

35.   (Egbert De Smet, 2016)This book is about Technology has revolutionized the ways in which libraries store, share, and access information. As digital resources and tools continue to advance, so too do the opportunities for libraries to become more efficient and house more information. E-Discovery Tools and Applications in Modern Libraries presents critical research on the digitization of data and how this shift has impacted knowledge discovery, storage, and retrieval. This publication explores several emerging trends and concepts essential to electronic discovery, such as library portals, responsive websites, and federated search technology. The timely research presented within this publication is designed for use by librarians, graduate-level students, technology developers, and researchers in the field of library and information science.

36.   (Veeranjaneyulu, 2012)This book revealed that now more than ever, thanks to capabilities made available by the web and Internet, libraries are making materials available to patrons on an almost immediate basis provided those patrons have Internet access. Many journal articles are now made available online by libraries, provided patrons have the right entry id or password; these articles can now be accessed without any need to go to a physical library.

37.   (Beard, 2016)University libraries around the world have embraced the possibilities of the digital learning environment, facilitated its use and proactively looking for to develop the provision of electronic resources and services. The digital environment offers opportunities and challenges for librarians in all aspects of their work - in information literacy, virtual reference, institutional repositories, e-learning, managing digital resources and social media. The authors in this timely book are leading experts in the field of library and information management, and are at the forefront of change in their respective institutions. University Libraries and Digital Learning Environments will be invaluable for all those involved in managing libraries or learning services, whether acquiring electronic resources or developing and delivering services in digital environments.

38. (Bolin, 2017)This is about 21st Century Academic Library: Global Patterns of Organization and Discourse discusses the organization of academic libraries, drawing on detailed research and data. The organization of the library follows the path of a print book or journal: acquisitions, cataloguing, circulation, reference, instruction, preservation and general administration. Most libraries still have public services and technical services, and are still very print-based in their organization, while their collections and services are increasingly electronic and virtual. This book gathers information on organizational patterns of large academic libraries in the US and Europe, providing data that could motivate libraries to adopt innovative organizational structures or assess the effectiveness of their current organizational patterns.

39. (Information Resources Management Association, 2020)Technology has revolutionized the ways in which libraries store, share, and access information, as well as librarian roles as knowledge managers. As digital resources and tools continue to advance, so too do the opportunities for libraries to become more efficient and house more information. Effective administration of libraries is a crucial part of delivering library services to patrons and ensuring that information resources are disseminated efficiently. Digital Libraries and Institutional Repositories: Breakthroughs in Research and Practice addresses new methods, practices, concepts, and techniques, as well as contemporary challenges and issues for libraries and university repositories that can be accessed electronically. It also addresses the problems of usability and search optimization in digital libraries. Highlighting a range of topics such as content management, resource sharing, and library technologies, this publication is an ideal reference source for librarians, IT technicians, academicians, researchers, and students in fields that include library science, knowledge management, and information retrieval.

40. (Rana, 2011) this study is about the IML Websites are mirror of their collection, services and user-focused gateways to rich, quality content and they play a key role in the learning and research processes. The dynamic library websites and web-based library services will enable the users to be attracting the libraries. Hence, the study was undertaken to reflect the need well-organized, dynamically maintained library websites for the study libraries. The most important single aspect of any website is its usability. The website of the academic library should reflect users' needs and expectations. The library website content, structure, and design need to reflect changes in user behaviour, technology, and information resources. Based on the findings, IML Websites in India have not come up to expectations as virtual expressions of the quality level of academic excellence. There is a lack of information organization in most of the study websites. Hence, it is essential for these libraries to implement internal as well as external and manual and automated periodic evaluations of their websites.

41.   (George, 2008)Targeted by Library and Information Science (LIS) professionals, this book concentrates on usability evaluation methods used to design usable and user-centered library websites. Aimed at the practitioner, it is a practical guide to methods that are used to gather information from potential users that shape the design of the website based on an interactive design process. From planning the study to writing the report, this book guides the reader through the process of usability evaluation using examples from the author's experience with usability evaluation of library interfaces. It describes usability techniques, procedures, report writing, and design changes that lead to a user-centered interface.

42.   (Hoffman, 2019)Libraries organize their collections to help library users find what they need. Organizing library collections may seem like a straightforward and streamlined process, but it can be quite complex, and there is a large body of theory and practice that shape and support this work. Learning about the organization of library collections can be challenging. Organizing Library Collections: Theory and Practice introduces the theory and practice of organizing library collections in a clear, straightforward, and understandable way. This book explores how academic, public, school, and special libraries typically organize their collections and why. It also discusses standardization and explains how cataloguing and metadata standards and policies are developed.

43.   (Tammaro, Verheul, & Witt, 2010)Initiatives at a cross-cultural level, where libraries, museums and archives work together in creating digital libraries, and making their cultural heritage collections available online, are emerging. Leading academic researchers from the cultural heritage and the publisher's sectors approach this issue: Digital library user experience: a focus on current user research; Digital library content: what users want and how they use it; Strategies for institutions: how cultural institutions and publishers respond to the digital challenge.

44.   (Buehler, 2013)Institutional repositories remain key to data storage on campus, fulfilling the academic needs of various stakeholders. Demystifying the Institutional Repository for Success is a practical guide to creating and sustaining an institutional repository through marketing, partnering, and understanding the academic needs of all stakeholders on campus. This title is divided into seven chapters, covering: traditional scholarly communication and open access publishing; the academic shift towards open access; what the successful institutional repository looks like; institutional repository collaborations and building campus relationships; building internal and external campus institutional repository relationships; the impact and value proposition of institutional repositories; and looking ahead to open access opportunities.

45.   (Nelson, 2014) The daily administration of an academic library often leaves you needing quick advice on the topic at hand. Nelson, an experienced

administrator writing from first-hand knowledge, delivers such advice in 30 topical chapters. Each chapter begins with an "Assertion," a one-sentence summary allowing you to rapidly scan the book and find what you need. When you're on the job you can dip into this guide for ready-to-use guidance on the full range of administrator responsibilities, such as How to think and act politically Preparing staff for safety and security procedures Influencing student and faculty's perception of the library as a basic component of education Fostering librarians' professional identity as teachers Communicating effectively, from email messages to meetings Assessment and systematic collection of data Commentary sections in each chapter offer observations and interpretation, with abundant examples of useful advice.

46.   (Yu, 2005)Content and Workflow Management for Library Websites: Case Studies provide practical and applicable web content management solutions through case studies. It contains successful database-to-web applications as employed in a variety of academic libraries. The applications vary in scope and cover a range of practical how-to-do-it examples from database-driven web development, locally created web content management systems, systems for distributing content management responsibilities, dynamic content delivery, to open-source tools, such as MySQL and PHP to manage the content. Issues and challenges associated with the development process are discussed. Authors will also discuss detours, sand traps, and missteps necessary to a real learning process.

47.   (Scott Breivold & Yu, 2008)A pronounced move from print subscriptions to electronic resources in all types of libraries has fundamentally impacted the library and its users. With the influx of resources such as e-journals; e-books; index, abstract, and/or full-text databases; aggregated databases; and others, the shift to electronic resources is rapidly changing library operational and organizational procedures. Electronic Resource Management in Libraries: Research and Practice provides comprehensive coverage of the issues, methods, theories, and challenges connected with the provision of electronic resources in libraries, with emphasis on strategic planning, operational guidelines, and practices. This book primarily focuses on management practices of the life-cycle of commercially acquired electronic resources from selection and ordering to cataloguing, Web presentation, user support, usage evaluation, and more.

48.   (Hricko, 2003)As the multifaceted environment of the Internet continues to evolve, Web accessibility has become a major issue in terms of providing effective communication to the public. Although Web accessibility guidelines exist, there are some academic institutions and areas of industry that have not developed guidelines to ensure that Web documents are accessible. The primary objective of Design and Implementation of Web-Enabled Teaching Tools is to explore the myriad of issues regarding Web accessibility, specifically focusing on those areas that cover the design and implementation of Web-enabled teaching tools.

49. (Wilson, 2004)Public and academic librarians, technology specialists, and all those front-line staff responsible for creating, designing and updating the library's web site will find an all-encompassing user-friendly guide designed to help them make the library's vast resources accessible online.

50. (Bhardwaj, Digitizing the Modern Library and the Transition from Print to Electronic, 2017) This book is about Digitizing the Modern Library and the Transition from print to electronic is a pivotal reference source for the latest techniques and initiatives needed to transition libraries into the digital age. Featuring extensive coverage on relevant areas such as electronic resource management, library management software, and semantic web, this publication is an ideal resource for faculty members, research scholars, students, information specialists and librarians in universities and in academic, public, and special libraries.

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Chapter - III

Its Concepts, Needs and Evaluation of content of the library website

<div align="right">**Chapter - III**</div>

<div align="center">**Its Concepts, Needs and Evaluation of content of the library website**</div>

3.1: Introduction

This chapter focuses on the different concepts and its relations towards library website information. It deals with features, needs, definitions and evaluation of contents of the library website. The researcher has tried to collect in depth information about the topic. Every effort is made to include all the related issues to know the comprehensive nature of library websites.

3.2: Definitions of the website

A library home page is a "Web page meant to serve as the primary gateway to a library Web site" (Stacy-Bates, 2000, para. 18). This welcome page is the first or "front" page of the library's Web site.

A group of World Wide Web pages usually containing hyperlinks to each other and made available online by an individual, company, educational institution, government, or organization.

A website is a collection of publicly accessible, interlinked Web pages that share a single domain name. Websites can be created and maintained by an individual, group, business or organization to serve a variety of purposes.

3.3: Features of the website

i. About Us Section

People care about who they're doing business with, which is why sharing your story and "why you do what you do," can make a real difference when trying to attract business. An "About Us" section on your website is a great way to tell

your company's history, talk about your mission, and outline your goas for the future.

ii. Well-Formatted Content That Is Easy to Scan

The average Internet user browses through the content on a web page instead of reading each and every word from top to down. Users tend to scan through key parts of the page quickly to determine if it is relevant to their needs. It is important to format your content with this in mind. Correct use of headings, sub-headings, paragraphs, bullets or lists help to break up text, making it easy for readers to scan.

iii. Contrasting Colour Scheme

The right contrast between the background of the website and content is one of the most basic yet most important web design principles that should never be overlooked. Lack of contrast, on the other hand, makes it very difficult for visitors to read your content.

iv. Domain Name

It all starts at the top with your domain name. You want something easy to remember, easy to spell and that is reflective of your business and brand. For some people the domain name is the business name however you need to consider if that name is memorable, already in use, or too long and cumbersome. If so then you should consider something short and sweet that customers won't forget.

v. Logo

A great logo is memorable and can showcase your brand. It should be prominently displayed on your website. The best brands have a logo that has spanned decades with minor adjustments as the years go past. If you don't already have a great logo you can easily update yours to something that if more effective and resonates with customers.

vi. Visual cues

No one wants to read a web site filled with links, so help your patrons by using icons to break up the text. You can also use visual cues to highlight specific materials types such as CDs, DVDs, or popular fiction. Grab viewers' attention by helping them to browse the site to find what they need.

vii. Promotion

The homepage is more than a gateway to resources it's the ultimate tool. It is where you promote events, collections, popular materials, technology, and various services. Use some combination of banners, photos, videos, blog posts, and other methods to draw attention. Placement is important; just because the information is on the homepage doesn't guarantee that patrons will view it. The sidebars and footer can be easily ignored, so put enticing information near the top, allowing visitors to find it as their eyes move downward. Be sure to refresh content regularly so that people don't just tune out. Give them reasons to come back and find out what's new.

viii. Clear Navigation

Navigation is one of the most essential features to your success. It starts with your navigation aspects at the top of your website that allows quick and easy movement with commonly used menu location and buttons. You should also have clear links to other pages and features within the body of pages so people can get where they want to go without unnecessary scrolling or movement. If people can't easily figure out how to get where they want to be they tend to get frustrated and leave.

ix. Contact Information

People need to know how to get a hold of you. Often a phone number and perhaps address and office hours should be displayed near the top of your website, depending on the type of organisation. Certainly, all of your contact information should be included below at the bottom as well because that is a common place people know to look. This should include address, email, phone numbers and working hours.

x. Primary Features

This covers the products, services, etc that your organisation provides. The primary features need to be featured with design elements used to highlight them in an engaging manner. After all, typically the reason someone ends up at your site is because they are interested in your primary function.

xi. Great Content

There is no room for bad content on a site. You need engaging, interesting copy on every page that describes your products or services, answers questions, and provides useful information.

xii. Social Media Buttons

You should always include links to the social media pages to encourage multi-platform interaction with your users'.

xiii. Accessible to All User

A user-friendly website should also be accessible to everyone including blind, disabled or the elderly. These users typically use screen-readers to access the Internet.

3.4: Needs

Needs of the website which includes the following:

i. Attractive, well-balanced design an interface that is visually pleasing will promote usability. Clutter in terms of either text or graphic elements may be harsh on the eyes, and even make it difficult for users to find what they want. A balance is needed.

ii. User-centric navigation the website should make it easy for a user to find information and resources on the site: intuitive navigation is vital in this regard. This includes the structure and display of the links in the header, footer, sidebar, and breadcrumb areas. Keep in mind that a navigation structure that makes sense to internal management and staff may not be logical at all to your audience.

iii. Quick access to the most used features with proper site architecture and navigation, not everything needs to be, or even should be, on the homepage. The homepage feature areas should be reserved for showcasing things that your users use often or care most about, such as upcoming events or library updates. On secondary pages, feature boxes can be an unobtrusive invitation to view such content.

iv. Clear indications of how the site's components function it should be easy for a user to use any resource on the site. Helpful iconography and text that is clearly

written and easily understood, as well as an instinctive layout, should improve such questions as, "How do I use this tool? What will happen if I click this link? Will I go to another site? Will I open another webpage, or perhaps a file of a type that I don't expect and possibly cannot even read?"

v. Carefully-written content Users should find the content useful, fulfilling a need; engaging, evoking emotion and appreciation; and credible, giving proof of the site's trustworthiness.

vi. URL persistence each page of the website should have a unique URL so that users are able to bookmark pages or get permalinks.

vii. Mobile responsiveness because more and more people are using mobile devices (smartphones, tablets, etc.) to access the web, your site needs to look great and function well on smaller screens. But at a minimum, your site needs a responsive design that adjusts the layout so that the mobile display maintains all of the usability features that the desktop platform provides.

viii. High level of accessibility, based on W3C Standards Accessibility involves making sure that all content is available and functional to all users, regardless of a user's browser, device, assistive technology, or physical impairment.

3.5: Different types of Library content include:

i. Ways to contact the library
   E.g., contact information, contact form, location information
ii. Various ways to get help from a librarian
   By phone, email, or chat and make sure that your users know all their options.
iii. Frequently asked questions (FAQs)
   Users appreciate this quick and easy resource.
iv. Branch locations and hours
   This information is extremely helpful if you have multiple branches with varying working hours.

v. Library blog

A blog can provide your users with valuable information so they keep coming back to the site and using library resources. A blog can also indirectly highlight your library's diverse and knowledgeable staff.

vi. RSS feed

This is a great way for users to keep up with the very latest.

vii. Social links

E.g., Facebook, WhatsApp, Twitter, Flickr, Video, YouTube, etc. If you include these, make it clear whether these are "share links" or links to the social media page.

viii. Calendar of events

Users should be able to quickly find information on upcoming events and maybe even register online for an event.

ix. Site search

Web users are very comfortable searching for everything and anything. Even if you already have an easy to navigate page structure, some people simply prefer to use the search bar.

x. Gateways to the library's electronic resources

The world is full of people who think Google is "it" for online research. Make it easy for your users to learn.

xi. Online catalogue

Online Public Access Catalogue in other words, the library catalogue. It is an online database of all of the resources held in the library. You can search **OPAC** to locate books in the library. It lists the number of the items, whether they are in the library or out on loan, and their call number.

3.6: General Information

A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. There are four major types of libraries, which are categorized according to their nature but all library has some similar type of information. Some general library information terms were taken for the purpose of content analysis of the selected study are as follows:

- Library Name
- Library Introduction/ About it
- History `
- Mission Statement
- Location
- Site Map
- Library Hours
- Library Rules & Regulation
- News and Events
- Membership
- FAQ
- Date of Updating
- Contact Address
- Feed Back
- Library Activity
- E-mail
- Phone Number
- Reader's history
- Photo gallery
- Library committee

3.7 : Library Collection

Many people would answer that it consists either books or journals and both. Basically, it is the resources of a library owns or leases to serve the needs and aspirations of its community. There are many types of library collections. Some of these are traditional and other one the transformed form in the digital format. The researcher has taken the following types of library collection for the purpose of evaluation of content analysis of selected research work:

- Books
- Audio/Video/CD/DVD
- Journal
- Dissertation
- Theses
- Projects

- Faculty Publications
- Special Collection
- Question paper
- Standards/Specification
- Location map
- Reports

3.8: Library Services

Library services means any activity associated with Library information resources, Library facilities, assets, staff or resources including in person, online, via telephone or correspondence. In the present era, libraries are IT based service oriented and these are known by their services. Librarians are always undergoing dynamic changes to meet this today's demand. The most important changes are the acceptance of information communication technology for providing library services. There are various services available.

These are enumerated below:

- Web OPAC
- RFID
- Document Delivery Service
- Reference Service
- Bibliographic service
- Reprographic Service
- Indexing Service/CAS/SDI
- Service for Researcher
- Training & Guidance
- Anti-Plagiarism

- Current addition/New Arrivals

- Inter Library Loan

- Renewal of Material

- Material reservation

- Ask Librarian/Library chat

- Book Recommendation

- Outsider membership

- Press Clippings

- Download forms

- Offline search service

- Citation management

- Institutional Repository

- Library alert/What's New

- Mobile view/QR Code

- Book Lending Service

3.9 : LIST OF ACADEMIC LIBRARY WEBSITE

Sr. No.	NAME OF THE ACADEMIC INSTITUTION	LIBRARY URL's
1	Government College of Arts, Commerce and Science, Quepem	https://www.gcq.ac.in/?page_id=5282
2	CES College of arts and Commerce, Cuncolim	https://cescollege.ac.in/about-the-library/
3	PES's Ravi S. Naik College of Arts and Science, Farmagudi Ponda	http://pesrsncollege.edu.in/website/index.php
4	PES College of Education, Ponda	https://www.pescoe.com/library/
5	PES's Rajaram and Tarabai Bandekar College of Pharmacy, Ponda	www.pespharma.com
6	GVM's GGPR College of Commerce and Economics, Bandoda	https://gvmcommercecollege.ac.in/library/
7	GVM's College of Education, Ponda	http://www.gvmcollegeofeducation.com/library.html
8	Parvatibai Chowgule College of Arts and Science, Margao	http://www.chowgules.ac.in/library/Homeage.jsp
9	VVM's Govind Ramnath Kare College of Law, Margao	www.grkarelawlibrary.yolasite.com
10	Rosary College of Commerce and Arts, Navelim	www.rclibrary.rosarycollege.org
11	Government College of Commerce and Economics,	http://gccem.ac.in/amenities/library/

	Borda- Margao	
12	VVM'S Shree Damodar College of Commerce and Economics, Margao	https://www.damodarcollege.edu.in/library/
13	Shree Mallikarjun College of Arts and Commerce, Canacona	http://dpmsmclib.weebly.com/library.html
14	MES College of Arts and Commerce, Zuarinagar	https://mescollege.org/library/
15	Carmel College, Nuvem	www.carmelcollegegoa.org

3. 10 : Evaluation of academic library website

1. There is no library website for the Government college of arts, commerce, and science in Quepem. The library information is available on the college's official webpage. Where just the contents' specifics are mentioned. The library module was added to the college's campus life website. They have only addressed the library, library hours, library collection, and library resources and services.

2. CES College of Arts and Commerce, Cuncolim has chosen the library module because it is located in the website's main navigation. The library's webpage includes information such as operating hours, library committee, library budget, total visitors, floor layout, and contact information. Patrons can access free online resources such as e-journals, e-books, e-dictionaries, e-encyclopedias, and e-newspapers through the library's knowledge portal. The syllabus, press release, NCC B certificate, examination key answers, and question papers are all available in the institutional repository. Users get access to e-resources through the library. Some are free to the public, while others require a library logia n id password. They have also given academic course question papers.

3. The library module has been added to the home menu of PES' Ravi S. Naik College of Arts and Science, Farmagudi Ponda. The library's webpage includes information about the library as well as a form for book recommendations.

They've supplied e-books, e-journals, e-dictionaries, e-encyclopaedia's, free e-resources, e-newspapers, student projects, and contact and library information.

4. PES College of Education, Ponda The library module has been added to the home menu. The library's webpage includes information on the library, its collection, free e-resources, e-books, library programmes, and a book request form.

5. PES's Rajaram and Tarabai Bandekar College of Pharmacy, Ponda has included the library module in the main menu. Library webpage has given the details of the library, working hours, OPAC, digital libraries, e-books, print journals, question papers, contact of the staff.

6. GVM's GGPR College of Commerce and Economics, Bandoda has included the library module in the home menu. Library webpage has provided about the library, its total visitors, website's last update. They have highlighted the activities, services, catalogue, e-resources, institutional repository, INFLIBNET N-LIST and contact details are provided.

7. GVM's College of Education, Ponda has included the library module in the facilities module. They have provided about of the library, library timing, library collection, helpful resources and services. They have just mentioned the list of journals, encyclopaedias, newspaper, magazine and also the location of the map.

8. Parvatibai Chowgule College of Arts and Science, Margao has a separate website for library. It has home, about us, different types of services, e-resources, e-books, knowledge hub, research support, public support, feedback and contact of the librarian. They have provided the bibliotheca on their website to search for a book. It requires to login credentials.

9. VVM's Govind Ramnath Kare College of Law, Margao has provided a library in the main module. It has home, about us, different types of services, e-resources, knowledge portal, services, an important document for download, event notices, law blogs, LLM assignments, contact details and digital repository. Has also mentioned the total visitors of the website, website designed by and some quick links to the resources.

10. Rosary College of Commerce and Arts, Navelim has included the library module in the home menu. Library webpage has provided about the library, its total visitors, website's last update. They have provided the knowledge portals wherein all the open-access resources, e-dictionaries, encyclopaedia's, free online courses, reference management software, e-newspapers, important website link can be accessed by the users. It is found that OPAC has been mentioned but it can't be accessed to it. They have also mentioned the information literacy, syllabus of the curricular, teaching plans, question papers, virtual library services, books to read and institutional repository in which Ph.D. The thesis and faculty publication has been provided on the webpage.

11. Government College of Commerce and Economics, Borda-Margao has included the library in the amenities. They have provided the OPAC, about the library, library timing, library collection, helpful resources and services and amenities of the library, contact of the institution, and some of the apps.

12. VVM'S Shree Damodar College of Commerce and Economics, Margao has provided a library in the main module. Has given the overview of library working hours, committee members, its total visitor's contact details, designed by, some apps are also included. In the institutional repository, it has media coverage, syllabus, published papers, and thesis. In the knowledge portal, they had given free online resources, e-journals, e-newspapers, goa government website link, virtual references, and OPAC. But OPAC cannot be accessed. They have provided subject gateways of economics, mathematics, commerce, management,

and finance. In the periodicals and newspapers, they have mentioned the subject-wise journals, periodicals, and a list of newspapers available in the library. New arrivals and digital library, question papers, readers club NDLI Club@damodar, books to read has been provided on the library webpage.

13. Shree Mallikarjun College of Arts and Commerce has an individual library website. It has about of the library, list of the periodicals and newspapers, free e-resources, some of the links, their library visitors and location map of the library.

14. MES college has included their library module in the campus life on their main website. In this they have included the overview of the library, rules and regulations, library staff, library collection, library services their facilities, digital library, question papers, knowledge portal, periodical and newspaper, news, readers club and library extension services to the ex-student of the college. The library has mentioned some social media apps, its total visitors of the website and also the SWAYAM course.

15. Carmel college of women has included the library module in the main menu of the homepage. The library homepage has the about the library. Its rules and regulations, library staff wherein it includes the details of the library staff. They have uploaded the question papers of the curricular. E-resources are also mentioned. Some are subscribing and some are open accessed. They have provided the OPAC, and it can be accessed by the users. The library has mentioned the location map, some social media app and some of the quick links.

3.11: Conclusion

Website usability plays a vital role in the success of a website. Good usability helps to provide a seamless experience for visitors and improves your chances of success. It is one of the factors that sets a professionally designed website apart from the rest. It can help to make your website a success.

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CHAPTER - IV

AT NATIONAL AND INTERNATIONAL LEVEL

4.1   : Introduction

This chapter intends to evaluate the library contents on the websites of the libraries at different levels. The first part deals with the libraries in India which includes The Delhi Public Library, Delhi; The Anna Centenary Library (ACL), Chennai Tamil Nadu; The National Library, Calcutta; Krishnadas Shama State Central Library, Goa; Indian Institute of Technology (IIT), Bombay. The second part tries to find out the content at international level which includes the library of Library of Congress, National Library of Australia, The British Library. This chapter will benefit immensely to know the latest trends and the implementation at different stages of library development.

4.2   : Study of library content at National Level

4.2.1: The Delhi Public Library, Delhi

The Delhi Public Library (DPL) was established in 1951 by then Ministry of Education, Government of India with financial and technical assistance from the UNESCO. The library was inaugurated by the first Prime Minister of India Pt. Jawaharlal Nehru on 27th October 1951. Since then, it has been developed into a premier public library system in the country covering the entire Metropolitan city.

At present, the Delhi Public Library is functioning under the administrative control of the Ministry of Culture, Government of India. Its Headquarter is located in Chandni Chowk opposite Old Delhi railway station. DPL provides free library services to the children, and adults irrespective of any distinction of sex, caste, creed, and religion. DPL also looks after their recreational needs to harness the latent potential of the members of the public by providing a suitable platform for socio-cultural activities.

Access: https://dpl.gov.in/

4.2.2   : Indian Institute of Technology, Madras

The Central Library which is one of the central support services of IIT Madras. The mission of the Central Library is to provide information services and access to bibliographic and full text digital and printed resources to support the scholarly and informational needs of the Institute Community. The Central Library is well equipped with modern facilities and resources in the form of CD-ROMs, On-line databases, audio video cassettes, books, e-journals, patents, e-standards, theses, reports, monographs etc. The library homepage will provide electronic access to various full text & bibliographical databases & e-journals. Links from the home page will direct you to information on library policies, hours, collections, services, sections and the location of materials.They have also provided different sections, e-resources, web-OPAC and different services on the website.

Access: https://cenlib.iitm.ac.in/

4.2.3   : The National Library, Calcutta

The National Library, foremost among the libraries in India, is one of the four designated libraries entitled to receive under the Delivery of Books and Newspapers (Public Libraries) Act, 1954 a copy of every publication published anywhere in the country. The library is a permanent depository of all reading and printed materials produced in India, or written by any foreigner, wherever published and in whatever language.

Computerisation and networking of the Calcutta University Library has been undertaken under the INFLIBNET programme of the UGC. The University Library has started automation of the library activities using SOUL, a versatile and user-friendly software from INFLIBNET Centre.

The Calcutta University Library has its own local Network connected with a server with terminals inside the library. Online Public Access Catalogue (OPAC) of the library has databases of books, journals, theses, dissertations, etc. In addition to the above, the University provides access to 7,000 plus electronic journals to its users in all the campuses under the UGC-INFONET programme.

The University Library has posted an online catalogue in the University Website consisting of records of books, Ph.D. theses, medical dissertations, BNCC Collection, Peace Studies Collection and others. Now users from across the globe can get information on the collection of the University Library.

4.2.4   : Krishnadas Shama Goa State Central Library, Goa

The State Central Library is the oldest Public Library in the state of Goa. It is located in Panjim city. The library was established on 15th September1832 by Vice Roy Dom Manuel de Portugal e Castro as 'Publica Livraria'. It is the oldest public library in the country.

The library is named Krishnadas Shama Goa State Central Library the founder of Konkani prose and father of Konkani literature in the written word of the 16th century.

The library has automated the library materials such as OPAC facility from where users can search different collection of libraries by different search options. They have their own website from which they provide e- resources to their multiple users.

Access: https://centrallibrary.goa.gov.in/home

4.2.5: Indian Institute of Technology (IIT), Bombay

The IIT Bombay has a large collection of books, journals and non-book materials. It has also a rich collection of resources in electronic media available locally on the Institute Intranet and accessible on the web. It has computerised all its functioning activities using a software developed in house that is being maintained and updated regularly. It uses state-of-the-art technology in its functioning and services. The Institute has established electronic submission of theses and dissertations as a signatory to the Networked digital Library of Theses and Dissertations initiative with the Virginia Tech University as leader of this worldwide project.

IIT Bombay provides the user an open access facility wherein they can get access to the library hours, contact details of the librarian, overview, and background of the

institutions, educational history, Research and development, Post/recruitment, External relations, Activities, Internal pages, RTI Home.

Access: https://www.culibrary.ac.in/

4.3   : The study of library contents at international level

4.3.1: Library of Congress

The library serves as the research arm of Congress and is recognized as the national library of the United States. Its collections comprise the world's most comprehensive record of human creativity and knowledge. Open to those ages 16 and older without charge or special permission, it is the world's largest library and a great resource for scholars and researchers.

The information accessible on the library websites are the library's collection, bibliographic databases, OPAC, Copyright information, A Global Gateway Website for the library's international collections and collaboration digital libraries built with international partners. (Billington)

Access: https://www.loc.gov/

4.3.2: Library of Australia

The National Library of Australia aims to provide Australians with high levels of customer service. With your assistance and feedback, we seek to continuously improve our service to the Australian community by responding to the changing

needs of our users; by providing access to the nation's library collections and services and by safeguarding our heritage building for future generation.

Access: https://www.nla.gov.au/

4.3.3: The British Library

The British Library is the United Kingdom's national library, as well as one of the world's largest libraries. Thousands of electronic journals, e-books, websites, and databases are available on the library's website.

If a user wishes to look for a certain book or piece of information, the library catalogue is a good place to start.

If a user is looking for a database, there are numerous options available, including bibliographic databases, full-text databases, e-journals, and e-books, as well as certain websites suggested by the staff.

Access: https://www.bl.uk/

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5. https://www.culibrary.ac.in/

6. https://www.library.iitb.ac.in/

7. https://www.loc.gov/

8. https://www.nla.gov.au/

9. https://www.bl.uk/

Chapter - V

Data analysis and Interpretation

DATA ANALYSIS AND INTERPRETATION

5.1: Introduction

The responses from 15 respondents were encoded, and the data was entered into Microsoft Word and analyzed using an Excel spreadsheet. Data was also collected using Google forms. The data is analyzed using techniques such as frequency distribution and figures.

5.2: Data collection and Librarians Analysis

1.   Designation
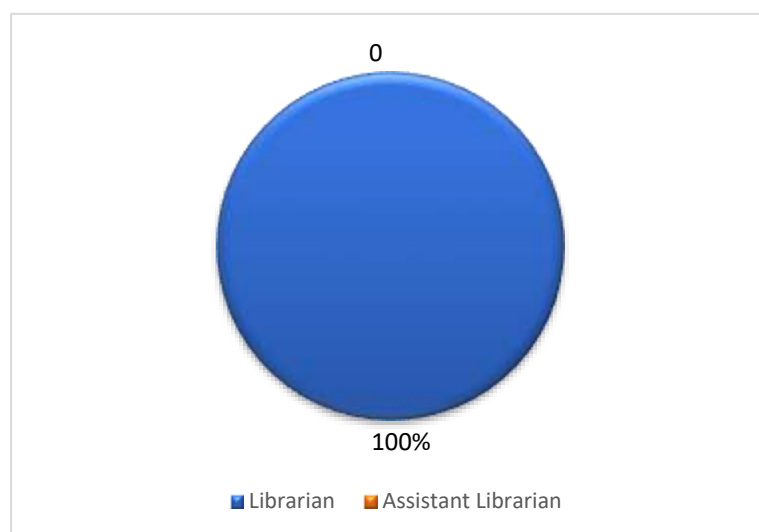
FIGURE 1: Designation of the respondents

The role/job of library respondent's working in academic colleges in South Goa is represented in the pie chart above. Almost every library response is a librarian, as the graph shows.

2. Is there a webpage for your college library?
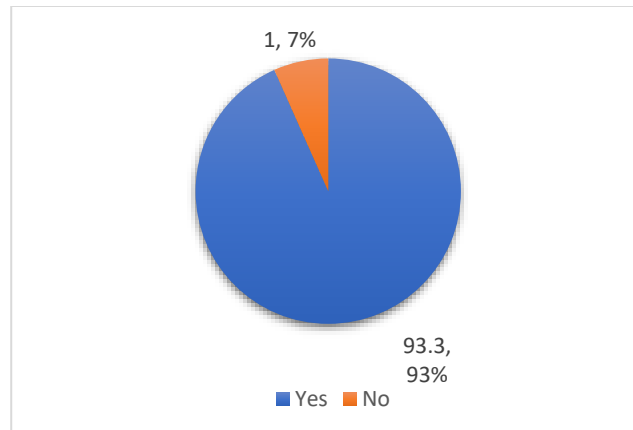
FIGURE 2: Library having Webpage

The accompanying pie chart indicates that library websites are found on the majority of college websites. That is, 14 (93.3%) institutions have their own library websites, while only 1 (7%) college does not.

3. Who created the website for your library?
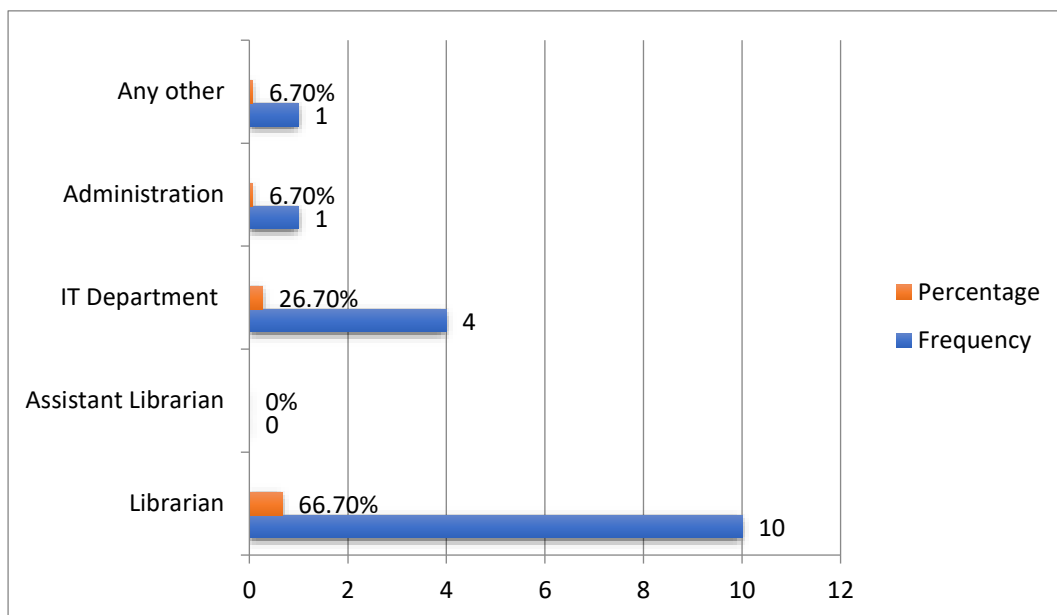
FIGURE 3: Creation of the library website

The table above illustrates that librarians update the majority of the college library website that is 10(66.6%). 4(26.70%) of the library website is updated by the IT Department, the Administration updates 1(6.70%), and any other updates 1(6.70%)

4.   Who are your targeted users?
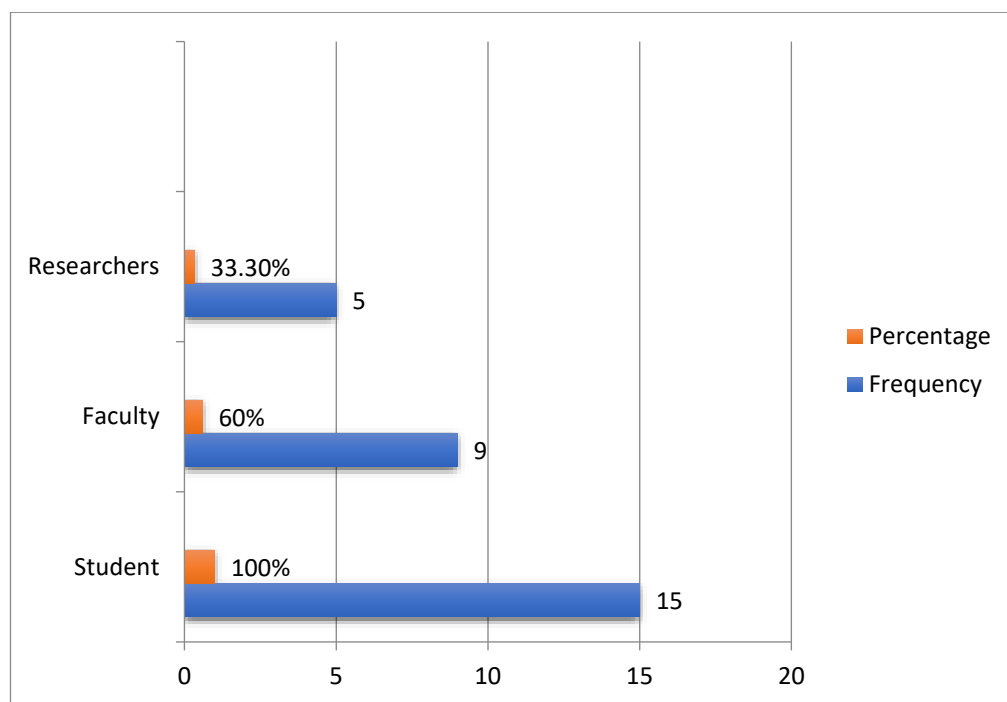
FIGURE 4: Targeted users of the library website

The table above shows the library's target users. According to the findings, 15 (100%) of the targeted users are students, 9 (60%) are teachers, and 5 (33.33%) are researchers.

5.   Is your library's website updated on a regular basis?
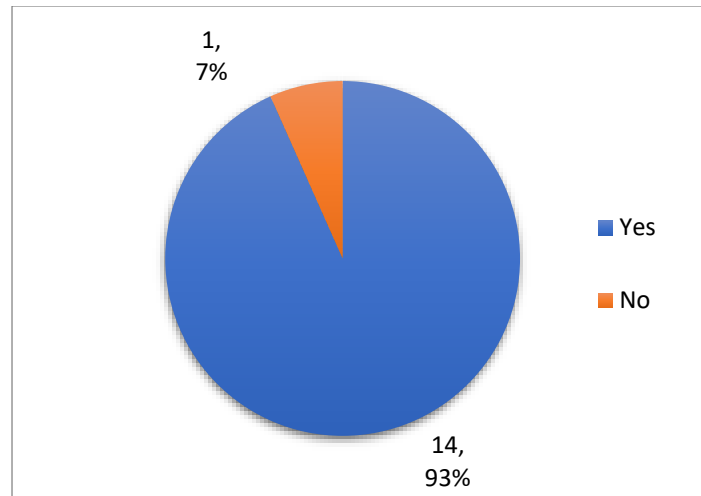
FIGURE 5: Updating of the website

The table above displays whether or not the library's website is updated on a regular basis. 14 (93%) of respondents said their library's website is updated on a regular basis, while 1 (7%) said it is not updated on a regular basis.

6.   If so, how frequently is your library's website updated?
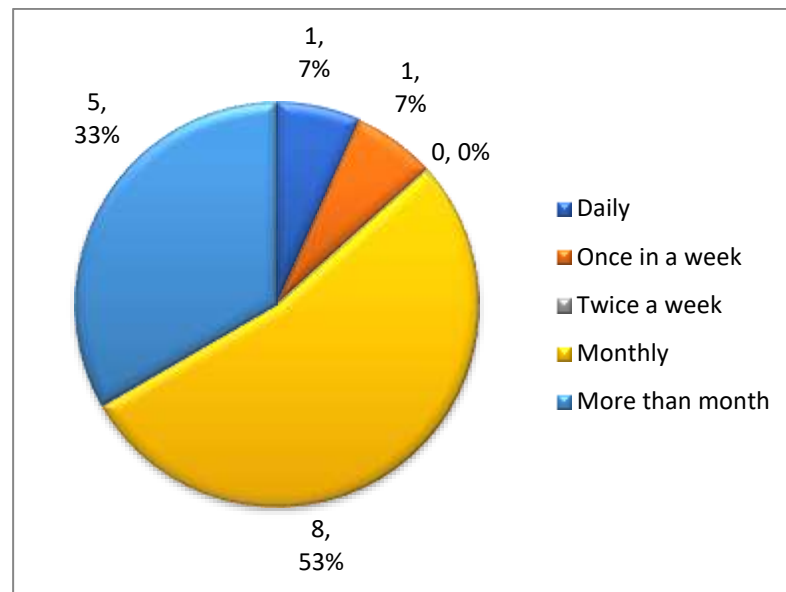
FIGURE 6: How frequently library's website is updated

The following pie chart shows that 17% of library websites are updated daily, 17% are updated once a week, 83% are updated monthly, and 5% are updated more than once a month.

7.   Do you have digital repositories for dissertations, theses, reports, faculty publications, and other types of content?
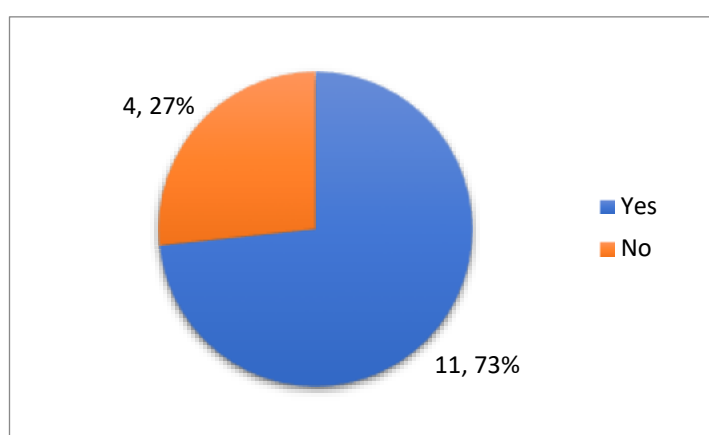
FIGURE 7: Availability of digital contents on library website

The above pie chart suggest that 11(73%) college libraries website are providing digital repositories whereas 4(27%) 4(27%) college library website does not have digital repositories as such.

8.   Is virtual reference available at your library?
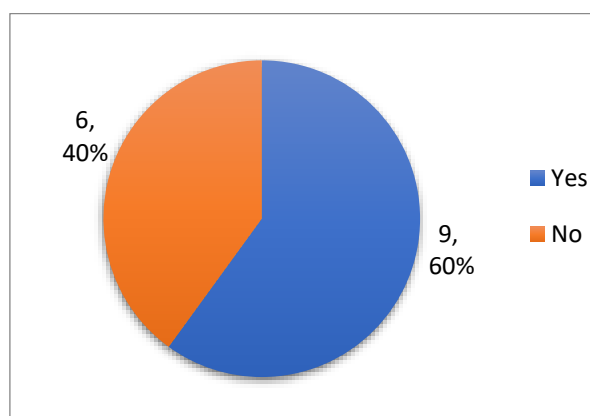
The following pie chart demonstrates that 9 (60%) libraries offer virtual reference services to their patrons, while 6 (40%) libraries do not.

9.   Please check the boxes next to the online resources available at your library.
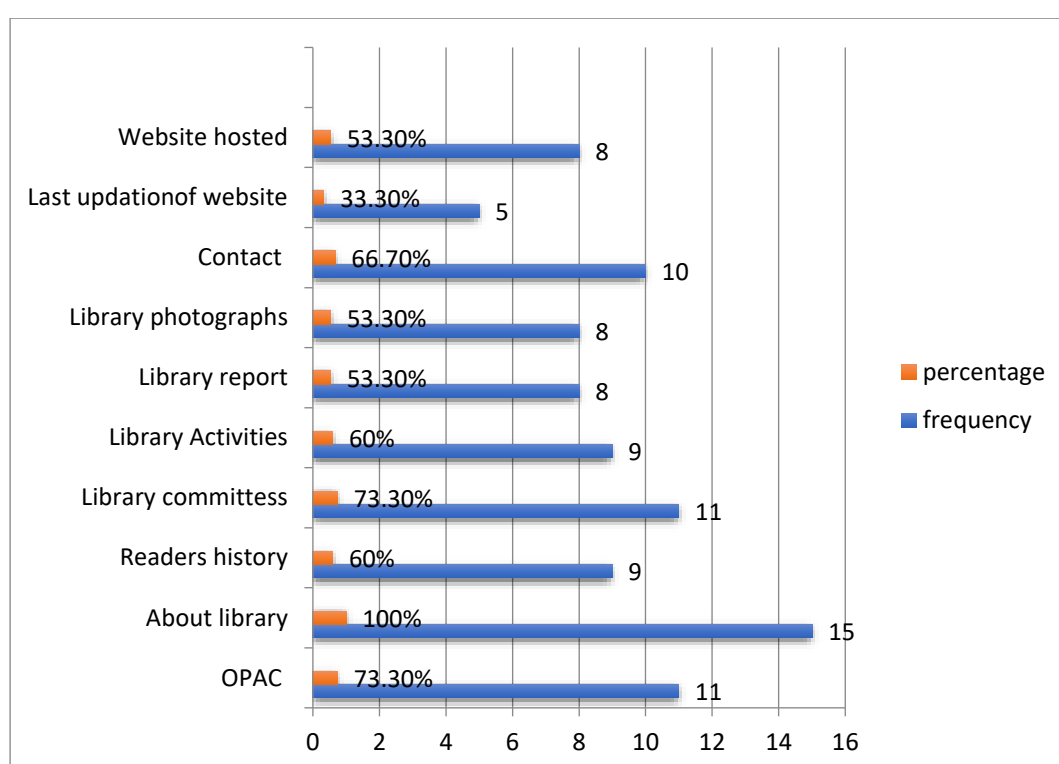
FIGURE 9: Availability of online resources on website

The above graph indicates that 53.30 % have hosted their library website, 33.30 % have updated their website, 66.70 % have specified contact information, and 53.30 % have mentioned the library photo gallery. Around 60% of respondents responded positively to the library activities mentioned on the library content website. The library committee is also available on the website in 73.30 %, along with reader history in 60 %, and information about the library is available on practically all

academic library websites, which is a very positive result. OPAC is used by about 73.30 % of library contacts on the internet, which is a positive activity by librarians.

10.   Is the following information available on your library's website?
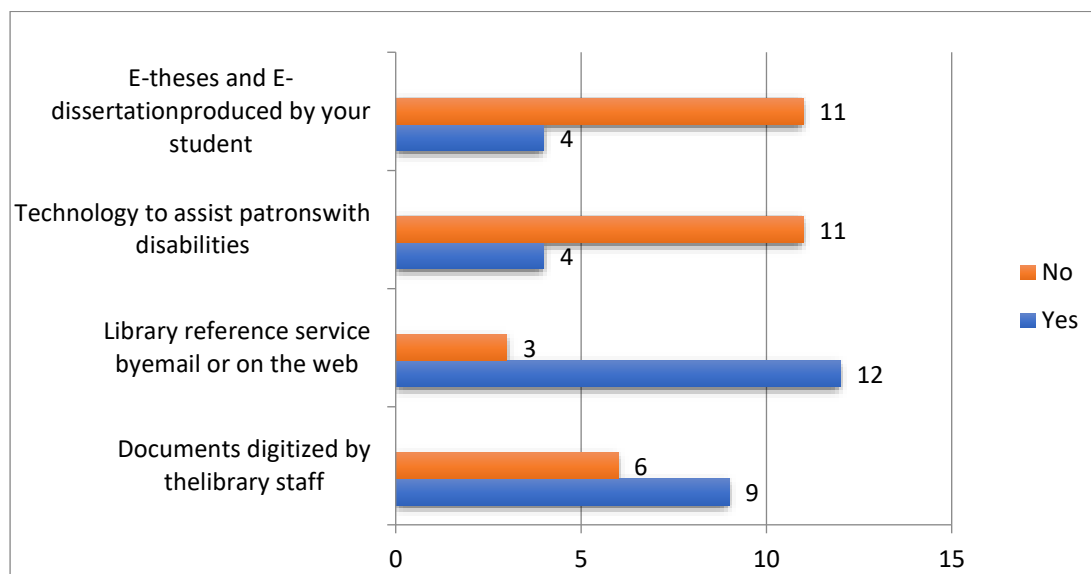
FIGURE 10: Availability of digitized library contents

The bar graph above depicts the results of a survey about the availability of digitized documents for library portals. Only 9 libraries (out of 15) said they have digitized staff documentation. Reference services are provided by email, according to 12 respondents. The library is concerned about people with disabilities, and 11 libraries stated that all theses and dissertations are available in electronic format for students.
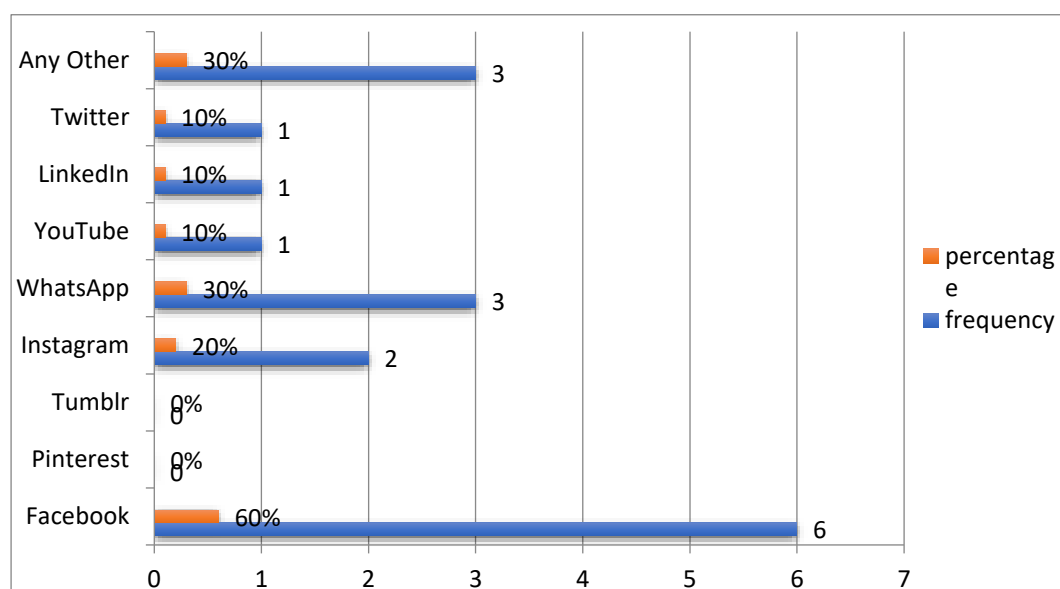
11.   Is there a remote access facility for your readers?
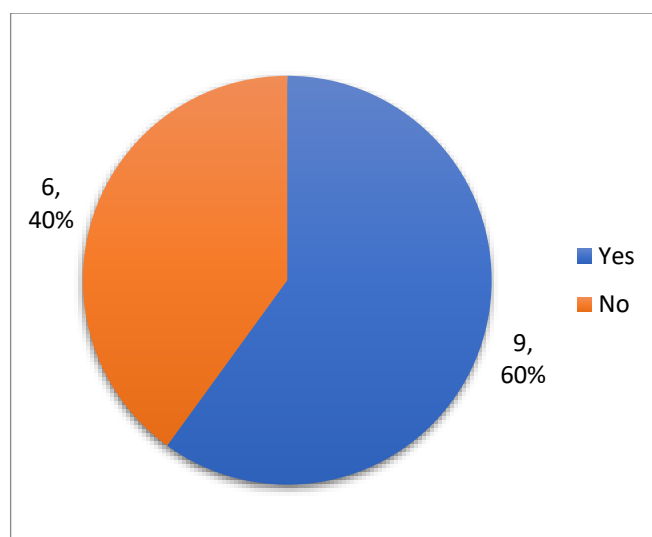
FIGURE 11: Availability of remote access to users'

The above pie chart shows that the 9(60%) libraries provide remote access facility to the users and 6(40%) libraries does not provides remote access facility to their users.

12.   Which social media platforms does your library utilize?

FIGURE 12: Use of social media on website

From the above graph majority of the websites utilizes 6(60%) Facebook, 3(30%) uses WhatsApp, 3(30%) uses other apps, 2(20%) uses Instagram, 1(10%) uses Twitter, LinkedIn, and YouTube.

CHAPTER - VI

FINDINGS AND SUGGESTIONS

CHAPTER - VI

FINDINGS AND SUGGESTIONS

6.1: Findings

1. Almost every role/job of the respondent is a librarian, according to the survey.

2. All of the librarians appear to be familiar with the website and its contents.

3. The study indicated that the majority of college websites include library webpages. In other words, 93.3% of colleges have their own library websites, whereas only 7% do not.

4. According to the survey, librarians update the majority of the college library website, which is 66.6%. The IT Department updates 26.70% of the library website, Administration updates 6.70%, and any other changes 6.70 %.

5. The study revealed the library's target users. According to the findings, 100% of the targeted users are students, 60% are teachers, and 33.33% are researchers. The researchers are the main user of every library website.

6. The study found that the majority of the information needed by readers is readily available, such as 53.30% of librarians hosting their library website, 33.30% of librarians updating their website, 66.70% of librarians specifying contact information, and 53.30% of librarians mentioning the library photo gallery. Around 60% of respondents said the library activities featured on the library content website were enjoyable. The library committee is also available on the website in 73.30 %, as is reader history in 60% of cases, and library information is available on virtually all academic library websites, which is a very favourable result. About 73.30% of library contacts on the internet use OPAC, which is a beneficial librarian activity.

7. The survey also revealed that consumers can access e-theses through the digitization of online reference services and technology. The findings of a survey on the availability of digitised documents for library portals have been discovered. Only 9 of the 15 libraries stated they had digitised employee records. According to 12 respondents, reference services are supplied via email. The library cares about people with impairments, and 11 libraries have said that all theses and dissertations are available to students in electronic format. Digital versions of 60 % of library services are available.

8. The study revealed that the 60% libraries provide remote access facility to the users and 40% libraries does not provides remote access facility to their users.

9. It is also observed that majority of the websites utilizes 60% Facebook, 30% uses WhatsApp, 30% uses other apps, 20% uses Instagram, 10% uses Twitter, LinkedIn, and YouTube.

10. It has been discovered that some library professionals have taken the initiative to install DSpace, and others have launched a Digital Library on their website.

11. According to the findings, one of the college librarians tried to construct a database of question papers, knowledge portals, teaching plans, information literacy, and books to read.

12. One of the librarians has begun to subscribe to e-books and open links to e-books, e-journals, and e-newspapers, as well as certain reference tools.

13. One of the librarians has made an effort to e-calibre software that provides e-books, e-journals, and e-contents.

14. Some librarians appear to be working on Institutional Repositories and Readers Club.

6.2: Suggestions

1. As new generations are more suitable to advanced technology, it is suggested that the library website must be updated regularly with all the contents on it.

2. Libraries should make an effort to construct or design and post all of the content on their website so that users are aware of the many services provided.

3. Most of the college library websites has OPAC but it is not web based and must be made web based immediately.

4. It is also suggested that librarian should take initiative for maintenance of the library-based document on website.

5. Most of the websites need updating and remodelling for quick retrieval so that every patron will get their needed information on a single search at any convenient time and place.

6. It is been suggested that the initiative of the librarians shall be proactive towards technology.

7. The collection development for the library must be done by librarians with proper maintenance of the catalogue.

8. It is also stated that an internet-savvy librarian is in high demand for development and retrieval of open-access resources.

9. To be a successful website, it is recommended that the college library website include the names of library committee members and faculty members, as well as their contact information, on library portals so that any user can get information at any convenient time and location.

10. It is recommended that every college library website provide all necessary content. So that every user has simple access to the library's resources through a single search.

11. Library professionals should make every attempt to digitise all of the content created by students, faculty members, and researchers. So that if a user wishes to access those resources in the future, it will be simple for them to do so.

CHAPTER - VII

CONCLUSION

7.1: Conclusion

In today's world, most individuals rely on modern technology to save time. People used to waste a lot of time trying to figure out library hours or manually searching for books in the library, but nowadays people are more user-friendly with technology. Iin my research my focus is on 'The study of library contents available on academic library website'. Throughout my research I have come to know that the majority of libraries provide information on their respective websites. They also give content-related information such as the title of the book, the author, and co-authors, as well as the author's related works, published year, and the name and address of the publisher. They help the reader or researcher save the most valuable time and money.

I surveyed 15 colleges in South Goa as part of my research, and only 14 of them have a library website. As a result of this, I've discovered that some colleges are still working on their library websites. It's also important to note that since most academic library websites include an OPAC, but it's not available online. However certain websites do not provide all of the services that users require. There is a need to improve the library's website's content and organisation.

However, I believe that the library professional should take an effort to provide all services and facilities on library website and complete their work as quickly as possible. Because most students nowadays utilise their academic website to check for essential announcements such as examinations, fees payments, circulars, and so on. for these colleges should prioritise library websites so that students can access e-resources such as e-journals, e-books, and e-periodicals; institutional repositories, which contain publications generated by teachers, students, and researchers; and databases to enhance their knowledge. The library professional should also update their website on a regular basis so that users receive current information.

The role of the library website is to organise information resources and provide access to information resources to students, and institutions will be successful if they

accomplish this work. I wish every student; researcher & others should get this facility in order to achieve their further aims and objectives

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Annexure

Questionnaire for librarians'

Questionnaire for librarians'

Topic of my dissertation: "The study of library contents available on websites of academic colleges in South Goa"

1. Email: _____

2. Name: _____

3. Designation

a) Librarian ☐
b) Assistant librarian ☐

4. Institute's name: _____

_____

5. Is there a webpage for your college library?

a) Yes ☐
b) No ☐

6. Who created the website for your library?

a) Librarian ☐
b) Assistant librarian ☐
c) IT Departmentt ☐
d) Administration ☐
e) Any other ☐

7. Who are your targeted users'?

a)Student ☐

b)Faculty ☐

c)Researchers ☐

8. Is your library's website updated on a regular basis?

a) Yes ☐

b) No ☐

9. If so, how frequently is your library's website updated?

a) Daily ☐

b) Once a week ☐

c) Twice a week ☐

d) Monthly ☐

e) More than a month ☐

10. Is your college website linked to the library's portal? If so, please include the address.

_____

11. Do you have digital repositories for dissertations, theses, reports, faculty publications, and other types of content?

a) Yes ☐

b) No ☐

12. Is virtual reference service available on your library website?

a) Yes ☐

b) No ☐

13. Please check the boxes next to the online resources available at your library.

a) OPAC ☐
b) About library ☐
c) Reader's history ☐
d) Library Committee ☐
e) Library activities ☐
f) Library photographs ☐
g) Contact number of librarians ☐
h) Last updating of website ☐
i) Website hosted by ☐

14. Is the following information available on your library's website?

Yes No

a) Documents digitized by the staff ☐ ☐
b) Library reference service by email or on the web ☐ ☐
c) Technology to assist patrons with disabilities ☐ ☐
d) E-theses and E-dissertation produced by your student ☐ ☐

15. Is there a remote access facility for your readers?

a) Yes ☐
b) No ☐

16. Which social media platforms does your library utilize?

a) Facebook ☐
b) Pinterest ☐
c) Tumblr ☐
d) Instagram ☐
e) WhatsApp ☐
f) Twitter ☐
g) YouTube ☐
h) Any Other_____

17. Please specify any special effort you have taken to at digital content on your library portal.

_____

_____