

AN EVALUATIVE STUDY OF LIBRARY WEBSITE OF SELECTED IITS

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ABSTRACT

This paper examine and explores of IITs library have to provide very flexible services focused more on individualized and distant contact with their clients. To answer new demands they not only have to move their services and resources to the Web but also should consider the different cultural and educational backgrounds of library users. In this context this article tries to analyze and compare the contents and usability of seven Indian Institute Technology out of sixteen (Kharagpur, Bombay, Madras, Kanpur, Delhi, Guwahati and Roorkee) library Web sites and presents conclusions regarding the basic functions they perform. Library Web sites were evaluated according to a detailed checklist prepared specially for this purpose.

Keywords: *Library Web Sites, Academic Libraries, Web Sites Evaluation.*

1. INTRODUCTION

In the present age, websites are being used as prime media of communication to the outside world. Acknowledging the need and usefulness of website, social, commercial and entertainment sectors have long been engaged in developing web-based information communication systems. With internet being the primary source of information, the distinctiveness of the libraries is gradually diminishing. To be relevant in the present day context, libraries need to go beyond their physical boundaries and working hours, to potentially expand library services and facilities to users located far-off. This necessitates libraries to use websites as means to provide access to information resources, online catalogues, news and events, besides providing information about library collection and facilities. However, merely having a website will not attract much of their users; they need to create such websites where users enjoy interactive experience and get into high quality online exposure that too in consonance with the rapid growth of online tools and

ease of access to online resources. Therefore, libraries using their websites for web-based library resources, interactive website quality may be a major factor for the enhancement of library facilities and services. Online interactive features ensure users' involvement with the library website, improves its information and communication quality, and develop 'cognitive and social connection between users and librarians.

2. OBJECTIVES OF THE STUDY

The purpose of the study is to determine the information content on the library Web pages of Kharagpur, Bombay, Madras, Kanpur, Delhi, Guwahati and Roorkee Indian Institute of Technology for better accessibility and use. More specifically, the study aims

- To assess the content of IIT library Websites.
- To know the existing facilities provided in the Websites of IIT libraries.
- To measure the aesthetic value, accuracy, currency, accessibility and user friendliness.
- To assess the relevancy and quality of graphics, animations which used in the selected libraries Websites?

3. SCOPE AND LIMITATIONS OF THE STUDY

The present study is conducted to develop criteria for evaluation of library websites based on content analysis of their content awareness. The criteria selected for the study are based on the content offered by the websites. A scale of evaluation criteria that has been developed was applied to the websites of Indian Institute of Technology of India.

Indian Institutes of Technologies (IITs) are a group of 16 autonomous engineering and technology oriented institutes of higher education and learning established and declared as Institutes of National Importance by the Parliament of India. The IITs were created primarily to train scientists and engineers, with the aim of developing a skilled workforce to support the economic and social development of the country.

The Present study covered 7 websites of IIT libraries out of 16(Kharagpur, Bombay, Madras, Kanpur, Delhi, Guwahati and Roorkee).The details of all the existing IITs are listed in Table 1, which gives a brief sketch of all 16 IITs in India with their year of establishment, located city/town with URL.

Table 1 List of IITs in India (chronological order)

Name of the IIT	Estd.Year	Short Name	City/Town	State/UT	URL
IIT Khragpur	1951	IITKGP	Khragpur	West Bengal	www.iitkgp.ernet.in/
IIT Bombay	1958	IITB	Bombay	Maharashtra	www.iitb.ac.in/
IIT Madras	1959	IITM	Chennai	Tamil Nadu	www.iitm.ac.in/
IIT Kanpur	1959	IITK	Kanpur	Uttar Pradesh	www.iitk.ac.in/
IIT Delhi	1963	IITD	New Delhi	New Delhi	www.iitd.ac.in/
IIT Guwahati	1994	IITG	Guwahati	Assam	www.iitg.ac.in/
IIT Roorkee	2001	IITR	Roorkee	Uttarakhand	www.iitr.ac.in/
IIT Ropar	2008	IITRPR	Rupnagar	Punjab	www.iitrpr.ac.in/
IIT Bhubaneswar	2008	IITBBS	Bhubaneswar	Odisha	www.iitbbs.ac.in/
IIT Hyderabad	2008	IITH	Hyderabad	Andhra Pradesh	www.iith.ac.in/
IIT Gandhinagar	2008	IITGN	Gandhinagar	Gujarat	www.iitgn.ac.in/
IIT Patna	2008	IITP	Patna	Bihar	www.iitp.ac.in/
IIT Rajasthan	2008	IITJ	Jodhpur	Rajasthan	www.iitk.ac.in/iitj/
IIT Mandi	2009	IIT Mandi	Mandi	Himachal Pradesh	www.iitmandi.ac.in/
IIT Indore	2009	IITI	Indore	Madhya Pradesh	www.iiti.ac.in/
IIT(BHU) Varanasi	2009	IIT(BHU)	Varanasi	Uttar Pradesh	www.iitbhu.ac.in/

4. CRITERIA FOR EVALUATING CONTENT OF WEB SITES:

There are five criteria for evaluation of library websites such as:

- General information;
- Information about library collection;
- Information about library services;
- Information about Non-Book material and E-resources and
- Links, search and retrieval interface.

5. RESEARCH METHODOLOGY:

The study is totally observational in which the structure, design, size, graphical presentation, library services and products of the websites of IIT libraries were observed. The primary data was collected from the websites of IIT libraries then input the primary data according to different point of view in the MS-excel sheet then created the tables and graphs that are presenting the

finding of study. The secondary data collected was from books, journals, internet, conference proceedings, and other sources

6. ANALYSIS AND INTERPRETATION OF DATA

A. General Information

The general information about library includes mission, statement of the library, working hours, library rules, sections, committee and other information. It also includes authority, copyright, domain name, Webmaster and aesthetic features of the website.

Table -1: General Information available in IIT Library websites

General information	IITKGP	IITB	IITM	IITK	IITD	IITG	IITR
About institution	Y	Y	Y	Y	Y	Y	Y
About library	Y	Y	Y	Y	Y	Y	Y
Mission statement	N	N	N	N	N	N	N
Working hours/holidays	Y	Y	Y	Y	Y	Y	Y
Membership	Y	Y	Y	Y	N	Y	N
Library rules	Y	Y	N	N	Y	N	N
Copy right	Y	N	N	N	Y	Y	N
Library Committee	Y	N	Y	N	Y	N	N
Library staff	Y	Y	N	Y	Y	Y	N
Site map/floor map	N	Y	N	N	Y	Y	N
Library section	Y	Y	Y	N	Y	Y	N
Webmaster	Y	N	Y	Y	Y	Y	N
Authority	Y	N	Y	N	Y	N	N
Domain name	ernet.in	ac.in	ac.in	ac.in	ac.in	ernet.in	ac.in
Copy right holder	N	N	N	N	Y	Y	N
Graphics	1	2	1	1	2	2	1
Quality	1	3	3	1	3	2	1
Audio-video	Y	Y	Y	Y	Y	N	N
Back ground colour	1	2	2	1	3	2	1
Information organization	1	3	3	1	3	3	1
Hit counter	Y	N	Y	N	N	N	N
Date of update	Y	Y	Y		Y	Y	Y

Note: Y=Yes, N=No, 1=Average, 2=Good, 3=Best

Table-1 clearly shows the general information available on IIT's Library Websites. All the Websites have information about library, working hours, domain name and Institutions. The entire website has no information about Mission statement. Only IITK library website has no information about date of update. IITD and IITR library websites have no information about membership. Hit counter is available only IITKGP and IITM. Library sections are not available

IITK and IITR. The IITB, IITM, IITD and IITG have best information organization. Audio-video service is not available on webpage of IITG and IITR.

B. Information about Library Collection:

Encyclopaedia of Library and Information Science says “Library collection is the sum total of library materials, books, manuscripts, serials, government documents, pam-plats, catalogues, reports, recordings, microfilms reel, micro cards and microfiche, CD’s etc., that make up the holding of a particular library”. The present study made an attempt to examine the availability of information about library collection on the Websites of respective IIT’s and the data is presented in table-2.

Table 2- Information about Library Collection

Library Collection	IITKGP	IITB	IITM	IITK	IITD	IITG	IITR
Books	Y	Y	Y	Y	Y	Y	Y
Journals	Y	Y	Y	Y	Y	Y	Y
Reference Sources	Y	Y	Y	Y	Y	Y	Y
Reports	Y	Y	Y	Y	Y	Y	Y
Thesis	Y	Y	Y	Y	Y	Y	Y
News Papers	Y	Y	Y	Y	Y	Y	Y
Conference Proceedings	Y	Y	Y	Y	Y	Y	Y
Annual Reports	N	N	Y	N	N	N	N
List of Print Journals	Y	Y	Y	Y	Y	Y	Y
Back volume of Journals	Y	Y	Y	Y	Y	Y	N
Ongoing Projects & Future Plan	Y	N	Y	N	Y	N	N
Monographs	Y	Y	Y	N	N	Y	N

Note: Y=Yes, N=No

Information about library collection is presented in table-2. All the library Websites under study have information on books, journals, reference sources, reports, thesis, newspapers, conference proceedings and list of print journals. Only IITM has information about annual reports. IITR has not information about back volume of Journals. IITKGP, IITB, IITM and IITG the information about monographs has been mentioned.

C. Information about Library Services:

Library service describes the facilities provided by a library for the use of book and dissemination of information. Information about library services includes CD service, Web OPAC, translation, video view, ILL, CAS, DDS, Database Access; Internet based services,

online off line document delivery, reference service, SMS queries, Indexing service, abstracting service, reprographic service, digital library, and circulation.

Table 3- Information about Library Services

Library Services	IITKGP	IITB	IITM	IITK	IITD	IITG	IITR
CD Service	N	Y	Y	Y	Y	N	N
Web OPAC	Y	Y	Y	Y	Y	Y	Y
Translation	N	N	Y	N	N	N	N
Video View	Y	Y	Y	Y	Y	N	N
ILL	N	Y	Y	N	Y	N	N
CAS	N	N	N	N	N	N	Y
DDS	Y	Y	Y	N	N	N	N
Database Access	Y	Y	Y	Y	Y	Y	Y
Internet based service	Y	Y	Y	Y	Y	Y	Y
Online Off line document delivery	N	N	N	N	N	N	N
Reference service/Desk E-mail queries	Y	Y	Y	Y	Y	N	N
SMS queries	N	N	N	N	N	N	N
Indexing service	N	N	N	N	N	N	N
Abstracting service/Bibliographic service	N	N	N	N	N	N	N
Reprographic service	N	Y	Y	N	Y	N	N
Digital library	Y	N	N	Y	N	Y	N
Reference service	N	Y	Y	Y	Y	N	N
Circulation	Y	Y	Y	Y	Y	Y	N

Note: Y=Yes, N=No

The table-3 illustrates the information available about the library services. All the IIT's library Websites have information on library services viz., Web OPAC, database access, internet based services. Only IIT Madras library webpage has facilitated translation service. IIT Madras library Website has provided more services as compared to other IIT library websites. All IIT library websites have not information about online off line document delivery, SMS queries, indexing service and abstracting service/bibliographic service. Only IITR library website has provide information about CAS service. IITG and IITR library Website has no facility of video view.

D. Information about Non Book Materials and E- Resources

The term non-book material used for those library materials, which do not come within the definition of a book, periodical, or pamphlet and which requires special holding e.g., audio-

visual materials, vertical file materials and similar items and have been not individually catalogued.

Table-4: Non Book Materials and E-Resources

E-Resources	IITKGP	IITB	IITM	IITK	IITD	IITG	IITR
E-Books	Y	Y	Y	Y	Y	Y	Y
E-Journals	Y	Y	Y	Y	Y	Y	Y
List E-Journals	Y	Y	Y	Y	Y	Y	Y
E-Database	Y	Y	Y	Y	Y	Y	Y
CD-ROM Database	Y	Y	Y	Y	Y	Y	Y
Non-Book Material	Y	Y	Y	Y	Y	Y	Y
CD	Y	Y	Y	Y	Y	Y	Y
DVD's	Y	Y	Y	Y	Y	Y	Y
Institutional Repository	Y	Y	N	Y	N	N	Y
INDEST	Y	Y	Y	Y	Y	Y	Y
New Archives	Y	Y	N	N	N	N	N

Note: Y=Yes, N=No

The data on Non-book materials and E-resources availability is presented in table-4. All IITs library Websites have provided the information on E-books, E-journals, list of E-journals, E-database, CD-ROM database, non-book material, CD, DVDs, and INDEST. Only IITB has all services provide information about E-resources. IITKGP and IITB are provided News Archives services on web page. Institutional Repository provides on IITKGP, IITB, IITK, and IITR library websites. IIT Bombay library website has provided more information on non-book material and e-resources as compared to other IIT's library Website.

E. Links, Search and Retrieval Interface

Table-5: Links, Search and Retrieval Interface (Y=Yes, N=No)

Dimension	IITKGP	IITB	IITM	IITK	IITD	IITG	IITR
Downloads	Y	Y	Y	Y	Y	Y	Y
News	Y	Y	Y	Y	Y	Y	Y
Suggestion Box	N	N	Y	N	N	N	N
FAQS	Y	N	N	N	Y	N	N
Images	Y	Y	Y	Y	Y	Y	Y
Contacts	Y	Y	Y	Y	Y	Y	Y
Links to External search engine/ Gateway	Y	Y	Y	Y	Y	Y	Y
User Education, Instruction, Help	Y	Y	Y	Y	Y	Y	Y

The links, Search, and Retrieval Interface includes downloads, news, suggestion box, FAQS, images, contacts, links to external search engine/gateway, user education, instruction, and helps on the all IITs library websites.

7. FINDINGS OF THE STUDY

The major findings of the study are:

- The results of the study clearly show that all library Websites have information about library working hours, domain name and Institutions. Information about mission statement is not available any IITs library websites. Only IITK library website has no information about date of update. The IITD and IITR library websites have no information about membership. Hit counter is available only IITKGP and IITM. Library sections are not available IITK and IITR. The IITB, IITM, IITD and IITG have best information organization. Audio-video service is not available on webpage of IITG and IITR.
- It is also found from the study that all the library Websites have information on books, journals, reference sources, reports, thesis, newspapers, conference proceedings and list of print journals available in their Website. Only IITM has information about annual reports. IITR has not information about back volume of Journals. IITKGP, IITB, IITM and IITG the information about monographs has been mentioned.
- It is evident from the study that all the IITs library Websites have information on library services viz., Web OPAC, database access, internet based services etc. Only IIT Madras library webpage has facilitated translation service. IIT Madras library Website has provided more services as compared to other IIT library websites. Only IITR library website has provide information about CAS service. All IIT library websites have not information about online off line document delivery, SMS queries, indexing service and abstracting service/bibliographic service.
- Study clearly indicates that all IITs library Websites have provided the information on E-books, E-journals, list of E-journals, E-database, CD-ROM database, non-book material, CD, DVDs, and INDEST. Only IITB has all services provide information about E-resources. IITKGP and IITB are provided News Archives services on web page. Institutional Repository provides on IITKGP, IITB, IITK, and IITR library websites. IIT Bombay library website has provided more information on non-book material and e-resources as compared to other IIT's library Website.
- This study results clearly indicate all IITs library Websites have given downloads, news, images, contacts, links to search engine/gateway, and user education facilities. IIT Delhi library Website has more links, search and retrieval interface other IITs library websites.

8. SUGGESTIONS

Based on the findings of the study, in this section an attempt has been made to suggest a few recommendations, which will help to creator or designer of the Website to make library Website more interactive, attractive and workable. It will also be helpful to the user of the library Web site to evaluate its content, quality of information, design, structure, and organization of information. The present study made the following recommendations for improvement of library Websites.

- The study result shows that majority of library Websites have not mentioned the ‘Webmaster’ in their home page. Since the Webmaster is one of the important components of the library Website, it is necessary to provide Webmaster information to know the person who has created the Website.
- Date of updating shows the currency of information available on the Web page. The present study result shows that there are all most library Websites have mentioned the date of publication but date of publication very old date. So it is very essential to mention the date of updating in the library Web site.
- Only two library Web sites have ‘hit counter’ facility. The hit counter shows the popularity of Web page. Therefore it is necessary to provide hit counter facility in the home page.
- Majority of library Websites have not mentioned the information on online document delivery and also question paper archives since previous year question papers are very helpful to the students, it is recommended to facilitate above mentioned services.

9. CONCLUSION

In the study, content analysis and usability of IIT library Websites have been examined. Though there is a growing number of ways and means of contacting users and showing the library’s services, the library Website should always be the main starting-point for searches and the one virtual “entrance” to the library. The main criteria for quality for a library Website can be summarized thus adequate language; clear structure; options for different user groups; all information up-to-date and short, concise information. The best preparation for creating a Website is for library staff to spend some time by surfing the Websites of similar libraries or organizations. This activity will give the staff an indication of what works and what does not, what is interesting to the online visitor and what is not pleasant to use. The library authority also

needs to be identifying the skilled manpower and form a Web team who will be responsible to present library to the global community through World Wide Web.

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