

Web Content Evaluation of the University Libraries of Assam

Ankita Saloi

Librarian, St. Joseph's School, Azara, Guwahati- 781017, Assam, India

Email id: ankitasaloi@gmail.com

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ABSTRACT

An institutional website or webpage is the presentation of any institution over the web. A library website is the best way to get different information about the library online. For providing effective library services and to attract users towards the library, a library website/webpage with its various library contents is very much important. This study is conducted to evaluate the contents of the university library websites of Assam. It is based on the information available in the website of the respective university libraries of Assam. From the study, it can be stated that all the library websites or web page of the universities of Assam are different among themselves in many aspects. Though they are trying to cope up with the web technology, still, most of the libraries are lagging behind in different areas.

Keywords: Assam, Content analysis, Content evaluation, University library, Web content analysis, Websites

INTRODUCTION

Libraries are growing organisms physically or digitally. According to the fifth law of library science, "The libraries are growing organisms" which denotes it should be updated over time. With the tremendous changes of ICT, Libraries have boosted their services by adopting different technological tools. This era is the witness of tremendous changes in information communication and technology and all the fields are trying to cope up with this new environment by adopting different technological tools or aids. Libraries are also not lagging behind, as it is always competing with the changing environment. Library website is the representation of a library over the web. It is the best tool to provide different information about the library. Library websites are playing a vital role in building

relationships with its patrons both inside and outside the library.

OVERVIEW OF THE UNIVERSITIES OF ASSAM

At present, there **are a total** 25 universities in Assam, out of which 2 central universities, 17 state universities and 6 private universities. The list of Universities of Assam along with their location, type, year of establishment and website link is shown in Table 1.

PREVIOUS STUDIES

Arandhara and Borah (2019) evaluated the contents of websites of two central universities of Assam i.e. Tezpur University and Assam University. From the study, they found that both the library websites are

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Table 1: Universities of Assam

S.No.	Name of the University	Location	YoE	Type	URL/ Website Link
1	Assam University (AU)	Silchar	1994	Central	http://www.aus.ac.in/
2	Tezpur University (TU)	Tezpur	1994	Central	http://www.tezu.ernet.in/
3	Assam Agricultural University (AAU)	Jorhat	1969	State	http://www.aau.ac.in/
4	Assam Rajiv Gandhi University of Co-operative Management (ARGUCOM)	Sivasagar	2010	State	https://argucom.assam.gov.in/
5	Assam Science and Technology University (ASTU)	Guwahati	2010	State	https://www.astu.ac.in/
6	Assam Women's University (AWU)	Jorhat	2013	State	http://www.awu.ac.in/
7	Bhattadev University (BHU)	Barpeta	2019	State	https://bhattadevuniversity.ac.in/web
8	Bodoland University (BU)	Kokrajhar	2009	State	http://www.bodolanduniversity.ac.in/
9	Cotton University (CU)	Guwahati	2017	State	https://cottonuniversity.ac.in/
10	Dibrugarh University (DU)	Dibrugarh	1965	State	https://dibru.ac.in/
11	Gauhati University (GU)	Guwahati	1948	State	https://www.gauhati.ac.in/
12	Krishna Kanta Handique State Open University (KKHSOU)	Guwahati	2006	State	http://www.kkhsou.in/web_new/
13	Kumar Bhaskar Varma Sanskrit and Ancient Studies University (KBVSASU)	Nalbari	2011	State	http://www.kbvsasun.ac.in/contact.php
14	Madhabdev University (MU)	North Lakhimpur	2019	State	http://madhabdevuniversity.ac.in/frontend/page/homepage
15	Majuli University of Culture (MUC)	Majuli	2019	State	Under Construction
16	National Law University and Judicial Academy (NLUJA)	Guwahati	2009	State	http://www.nluassam.ac.in/
17	Rabindranath Tagore University (RTU)	Hojai	2019	State	http://www.rtuassam.ac.in/
18	Sri Sri Aniruddhadeva Sports University (SSASU)	Dibrugarh		State	https://dibrugarh.gov.in/departments/sri-sri-aniruddhadeva-sports-university
19	Srimanta Sankaradeva University of Health Sciences (SSUHS)	Guwahati	2009	State	http://www.ssuhs.in/
20	Assam Don Bosco University (ADBU)	Guwahati	2008	Private	https://dbuniversity.ac.in/
21	Assam Downtown University (ADU)	Guwahati	2010	Private	https://adtu.in/
22	Kaziranga University (KU)	Jorhat	2012	Private	https://kazirangauniversity.in/
23	Krishnaguru Adhyatmik Vishwavidyalaya (KAV)	Barpeta	2017	Private	https://kav.org.in/
24	Mahapurusha Srimanta Sankaradeva Viswavidyalaya (MSSV)	Nagaon	2014	Private	https://www.mssv.co.in/
25	Royal Global University (RGU)	Guwahati	2013	Private	https://www.rgu.ac/

YoE= Year of Establishment

Sources:

- 1) (<https://www.mhrd.gov.in/central-universities-0>)
- 2) (<https://www.ugc.ac.in/stateuniversitylist.aspx?id=3&Unitype=2>)
- 3) (https://en.wikipedia.org/wiki/List_of_institutions_of_higher_education_in_Assam);
- 4) (<https://www.ugc.ac.in/privateuniversitylist.aspx?id=3&Unitype=3>)

different in many aspects. Tezpur university library website provided more information than that of Assam university Library website. Both the libraries are providing information about e-resources in their respective library website.

Das and Das (2018) in their study evaluated the contents of the websites of the seven IISER libraries. For the study, they took 62 items in the checklist for collecting different data. They found that the majority of the websites do not have the information on library sections.

Devi and Verma (2018) in their study, took 172 parameters and 5-point rating scale to rank the websites of the IITs and NITs library. The study was carried out to evaluate the contents of the websites of 29 NITs and 19 IITs libraries. The study revealed that IIT Kanpur Library website was in the first position while NIT Agartala library website was in the last rank.

Devi and Verma (2017) in their study evaluate the structure and contents of the websites of NIT libraries of the NE India. They also measure the accessibility, currency and accuracy of the websites where they have suggested many points for the improvement of the library websites.

Verma and Devi (2015) evaluated the contents of the library websites of the central universities of North-East India. They took total seven central university library websites of NE India for this study. The study revealed that majority of the central university libraries of NE India provided important information like about the library, library rules, library hours etc. except few. New Arrival was provided only by the Assam, Tezpur and Sikkim university libraries on their respective website.

OBJECTIVES

The main aim of this study is to assess the current content status provided by the websites of the university libraries of Assam. The specific objectives

are as follows:

- To measure the web availability and accessibility of the university libraries of Assam.
- To find out the information on library collection, services, and about different sections given by the university libraries of Assam in their library websites.
- To know about the web 2.0 applications adopted by the university libraries of Assam for promoting LIS products and services.

SCOPE AND LIMITATION OF THE STUDY

Research is an on-going process and every research has its scope and limitations. This study is confined only to those university libraries of Assam, which are having their own library pages or websites. At present, there are a total 25 universities in Assam. Out of total 25 universities only the 13 universities have their own library pages or websites. Some of the universities do not have their own official websites also till the date of data collection.

Library profiles of the Selected University:

The list of selected university libraries of Assam along with their name and website/webpage link is shown in Table 2.

METHODOLOGY

Methodology adopted for this study was totally web based, mainly survey and observation method over different library websites/ web pages. For collecting the relevant data, a checklist comprising 76 items was designed for evaluation of the web content of the university libraries of Assam. Different library websites or web pages of respective university libraries were visited. The data were collected from 3 to 5 October 2020. Collected data were analyzed and represented in tabulated and graphical form.

Table 2: Details of the Selected University Libraries of Assam

S.No.	University	Name of the Library	URL of the Library Webpage or Website
1	AU	Rabindra Library	http://www.aus.ac.in/library_old/
2	TU	Central Library Tezpur	http://www.tezu.ernet.in/Library/
3	AAU	Rev. B. M. Pugh Library	http://www.aau.ac.in/academics/library
4	ASTU	Central Library ASTU	http://astu-opac.koha.co.in/
5	BHU	Bhattadev University Central Library	http://bhattadevuniversity-opac.koha.co.in/
6	BU	Padmashri Madaram Brahma Central Library	http://bulibrary.in/
7	CU	Dr. Surya Kumar Bhuyan Library	http://skblibrary.cottonuniversity.ac.in/
8	DU	Lakshminath Bezbaruah Central Library	https://dibru.ac.in/portals/Inblibrary/temp/index.htm
9	GU	Krishna Kanta Handiqui Library	https://www.gauhati.ac.in/library/k-k-handiqui-library
10	KKHSOU	Central Library	http://library.kkhsou.in/
11	NLUJAA	NLUJAA Library	https://librarynlujaa.blogspot.com/
12	ADBU	ADBU Library	https://dbuniversity.ac.in/Library.php
13	MSSV	Central Library	https://www.mssv.co.in/lib_mssv_o.php?index

DATA ANALYSIS AND INTERPRETATION

Availability of the websites/ web pages of the University Libraries of Assam

A library website or webpage is an important technological tool for providing effective library services as well as to attract the user to a particular library. Table 3 gives information about the availability of the websites/web pages of the university libraries of Assam. It is observed from the present study that out of total 25 university libraries of Assam, there are only 13, (52%) university libraries having their own

Table 3: Web presence of University Libraries of Assam (N=25)

Library Websites/Webpage	Total No. of Universities
Available	13 (52%)
Not Available	12 (48%)

Table 4: Accessibility of University Libraries Website/Webpage (N=13)

Accessibility of Library Website/Webpage	Total No. of Universities
Direct Link on Parent university's Home Page	7 (53.85%)
Link under "facilities" "Others" etc	6 (46.15%)

library websites of webpage. For this study this 13 university libraries have been taken which are having their own library website/web page.

Accessibility of the University Libraries Website/ Webpage of Assam

A website of any institution should design in a way that a person can easily get his/her required information. It is very much important to provide the link of the library website or webpage in the home page of the parent institution. From Table 4, it is seen that there are a total 7, (53.85%) universities which are providing the direct link of their university libraries in their institution's home page.

General Information provided in the Websites/ Web pages

It is very much important to provide the details of the various general information of a particular library on their website or webpage. General information includes information about the library, library rules, library hours, contact information etc. Table 5 gives the general information provided in the website/ webpage of the university libraries of Assam. It is observed that, All

Table 5: General Information of the Library (N=13)

Contents	Total No. of Universities
About Library	13 (100%)
Mission/Objectives/Vision/History	5 (38.46%)
Library Rules	12 (92.31%)
Library Hours	12 (92.31%)
Library Location	8 (61.54%)
Library Services	10 (76.92%)
Library Sections	4 (30.77%)
Library Collections	7 (53.85%)
Floor Map	2 (15.39%)
Library Team	10 (76.92%)
Library Committee	5 (38.46%)
Top Circulating books	2 (15.39%)
Contact Information	9 (69.23%)
Gallery	5 (38.46%)

the 13 (100%) university libraries of Assam have provided the information about the library while only 5 (38.46%) have given information about the library mission/vision/history or objectives. 12 (92.31%) libraries have provided the information on library rules and library hours while 10 (76.92%) libraries have provided information about the library staff and library services. Only 7 (53.85%) libraries have provided information on their library collection, 4 (30.77%) libraries have provided information on different sections of the library and 9 (69.23%) libraries have provided the contact information in their respective website/webpage.

Information provided about the Library Resources in the Library Website/webpage

Library resources are the integral part of a library. It can be physical or digital/book material or non-book material. Table 6 gives the information about library resources that was provided by the university libraries of Assam in their respective website/webpage. Majority of 7 (53.85%) libraries have provided information about the various periodicals available in the library while 6

Table 6: Library Resources (N=13)

Library Resources	Total No. of Universities
Book	6 (46.15%)
Periodicals	7 (53.85%)
Back Volumes	4 (30.77%)
Theses	5 (38.46%)
Dissertation	5 (38.46%)
Newspaper	4 (30.77%)
Manuscripts	2 (15.39%)
Conference Proceedings	1 (7.69%)
Govt. Publications	2 (15.39%)
E-book	4 (30.77%)
E-journal	5 (38.46%)
E-database	1 (7.69%)
ETD Repository	1 (7.69%)
CD/DVDs	4 (30.77%)
VHS Cassettes	1 (7.69%)

(46.15%) libraries provided information on books. 5 (38.46%) have provided information on theses and dissertation. 5 (38.46%) libraries have given information of E-journal while only 4 (30.77%) libraries have provided information on e-books. 4 (30.77%) libraries have provided the information on available CD/DVDs in their particular library.

Information provided about the Library Services in the Library Website/webpage

Libraries are playing a pivotal role in disseminating the information to its user by providing different services. Library service includes circulation service, reference service, Current Awareness service, reprography service etc. Table 7 gives the details about the different library services provided by the university libraries of Assam, which are mentioned in their respective library website/webpage. From Table 7, it can be stated that majority of 12 (92.31%) libraries are providing OPAC/ Web OPAC service. 10 (76.92%) libraries have given information on circulation service while 7, (53.85%) libraries mentioned about the reference service and CAS. 9 (69.23%) libraries have given information on

Table 7: Library Services (N=13)

Library Services	Total No. of Universities
Circulation Service	10 (76.92%)
CAS	7 (53.85%)
Reference Service	7 (53.85%)
OPAC/Web OPAC	12 (92.31%)
DDS	2 (15.39%)
Reprography service	9 (69.23%)
ILL	6 (46.15%)
Book Bank Service	2 (15.39%)
News & Events/ Notices	7 (53.85%)
Digital Library service/ Institutional repository	9 (69.23%)
Video Library	2 (15.39%)
User Orientation	5 (38.46%)
Library 2.0/web 2.0	4 (30.77%)
Book Display	6 (46.15%)

reprography service and Digital library service. 7 (53.85%) libraries are providing notice through their website or webpage. 6 (46.15%) libraries informed about ILL and Book display service while 5 (38.46%) of them provided information on user orientation programme. 4 (30.77%) libraries have provided link of different web 2.0 tools in their respective website. Only 2 (15.39%) libraries have given information on DDS, Book bank and video library services in their respective library website/webpage.

Information on Value Added Service provided in the Library Website/Webpage

In the era of increasing choices, libraries are trying to add value to their services to attract more and more users and it can be best given by the library website or webpage. Table 8 gives the details of value added services provided by the university libraries of Assam in their respective website/webpage. From the table 8, it can be stated that, Out of 13 libraries, 12 (92.31%) libraries have the remote access to e-resources. 7 (53.85%) libraries have given information about plagiarism checker / citation tool while 5 (38.46%)

Table 8: Value Add Service (N=13)

Value Add Service	Total No. of Universities
Remote access to e-resources	12 (92.31%)
Web Research support	5 (38.46%)
Plagiarism/Citation tool guide	9 (69.23%)

libraries are providing research support service through their university library websites/web pages.

Link/ Information on adopted Web 2.0/ Lib 2.0 tools mentioned in the Library Website/Webpage

Due to the enormous growth of technology, libraries are also growing by adapting different technological tools. Web 2.0/Library 2.0 is also one of among those technologies, which offers various opportunities to the LIS professionals to serve their users as well as to reach their user beyond the walls. Table 9 gives information about the web 2.0/Lib 2.0 tools provided by the university libraries of Assam. It is seen that majority of 4 (30.77%) libraries have provided information or link about their existing Social Networking Sites (SNS) while 3, (23.08%) libraries have provided link of their blogs and Instant messaging in their particular library website/webpage.

FINDINGS

The key findings of this present study are as follows:

1. Though the most of the libraries of the entire world are having their own library website, the university

Table 9: Web 2.0/ Lib 2.0 (N=13)

Web 2.0/ Lib 2.0	Total No. of Universities
Blogs	3 (23.08%)
SNS	4 (30.77%)
RSS	0
Instant Messaging	3 (23.08%)
Social bookmarking	0
Wikis	0
Others	0

libraries are still lagging behind in this area. Out of total 25 universities, only 13 universities have their own library website/webpage.

2. It is seen that there are only 7, (53.85%) universities which are providing the direct link of their university libraries in their institution's home page.
3. All the university libraries have provided information about the library while 10, (76.92%) libraries have mentioned about the library services, which are being provided by the respective library.
4. Only 9, (69.23%) libraries have provided contact information of the library in their respective website/webpage.
5. 7 (53.85%) libraries have provided information on their library collection where 6 (46.15%) library gave the total collection of books, 7, (53.85%) library gave information about the total collection of periodicals etc.
6. Only 10 (76.92%) libraries have provided information on circulation service while it is the most important service of library.
7. Out of total 13 libraries, 9 (69.23%) libraries are having their digital library/institutional repository.
8. Only 2 (15.39%) library mentioned about the book bank service in their respective library website/webpage.
9. Out of total 13 libraries, 12 (92.31%) libraries are providing remote access to different e-resources while 9 (69.23%) libraries are providing plagiarism ad citation guide for the help of the researcher.
10. Only 4 (30.77%) libraries have provided the link of the social networking sites in their website.

SUGGESTION AND CONCLUSION

A library website plays the pivotal role in presenting the whole library over web. It is observed from the study that all the library website or webpage websites or webpages of the universities of Assam are different

among themselves in many aspects. They are trying to cope up with the web technology but still, most of the libraries are lagging behind in different area areas. Most of the libraries are suggested to provide better contents to meet the user needs. In order to attract user towards the LIS product products and services, A library website should provide more and more information. Library team should adopt different web 2.0 tools for promoting the library resources and services.

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