CONTENT EVALUATION OF LIBRARY WEBSITES OF WOMEN COLLEGES IN UNIVERSITY OF DELHI: A STUDY

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The present study explores the contents available on the library websites of women colleges of Delhi University with NAAC grading A and A$^+$. The total 11 women college websites of NAAC grading A and A$^+$ were evaluated using a well-structured checklist having 34 criteria under four categories with different features such as accessibility, general information, library resources, library services and features of library website. In this study all 11 libraries provide introductory information, 10(90.91%) library websites provide information about E-database and library section, however most of the library websites 4(36.36%) are failed in providing information related to some essential services such as new arrival of books, library layout and library events/display notice, reprographic services, ask a Librarian and newspaper clipping services. Furthermore, study reports that Indraprastha College for Women (33) scores the highest point followed by Vivekanand College (32) scores and Jesus & Mary College (08) placed the last position among the selected colleges under the study. The finding of the study will help the college librarian and professionals to update their websites periodically and come up to the level of the user's expectation.

KEYWORDS: Content analysis; Library websites; College library; University of Delhi; NAAC

INTRODUCTION

The ICT and the Internet have changed the way people used to access information from the library. The growth of e-resources and their effective management is a challenging task for libraries and librarians (Thomas & McDonald, 2006). Academic libraries are extremely facing the issue of meeting various information needs & demands of users that have shifted from printed materials to electronic resources (Connell, 2008). In early-days needs of users were quite different, and easy for library staff to satisfy them. In the case of non-availability of resources, users were guided to some related resources or referred to other libraries if required by the library staff. Nowadays, the scenario is quite different as users approach

the library in both ways physically as well as virtually through their respective websites, and their demands are also different.. Most of the users prefer to access electronic resources due to their accessibility and various other benefits (Bharati & Madhusudhan, 2019).

UNIVERSITY OF DELHI

The University of Delhi is a premier central university of the country established in 1922 as a unitary, teaching and residential university by the act of the then Central Legislative Assembly. The University of Delhi has 91 affiliated Colleges that are spread all over Delhi with two campuses (North and South Campus), and some colleges are in East Delhi and West Delhi. These affiliated colleges include a few specialized colleges of medical sciences, college of commerce, college of professional courses and twenty colleges affiliated with Delhi University are for women only (University of Delhi, 2020).

NEED FOR THE STUDY

The websites of college libraries plays an important role in providing services to students and faculty members. A well-equipped library website is the mirror of the library and its services (Konnur, Rajani, & Madhusudhan, 2010). These websites allow the users to access different collections and also provide guidance on how to use the information. It also helps libraries to showcase their activities and market their services and products (Hugar, 2019).

However, some of the college library websites lack visibility and do not provide adequate, significant and detailed information. Their library websites failed to fulfil the needs and demands of their clientele as they seldom get updated and lack in quality both with respect to content and accessibility. These websites often create difficulties for users to access specified information which in result gives a wrong impression about the library's functioning and management among their clientele. Therefore evaluation of college library websites is essential to elucidate the items that should be present in the structure of the websites and which can be effectively obtained through analyzing and evaluating the content of library websites by using the predefined criteria (Yazdi & Deshpande, 2013).

REVIEW OF LITERATURE

A review of related literature is essential for a new study. For any study, the researcher must have adequate knowledge of the work that has already been done in the area of his/her study. The researcher reviewed only those studies, which were similar to the present study. Some reviews of the related literature that focus on the contents of library websites and its evaluation are as follows:

Bharati and Madhusudhan (2019) evaluated the content of Jawaharlal Nehru University (JNU) and Banaras Hindu University (BHU) library websites which covered both qualitative and quantitative data through a checklist with different aspects of twelve features such as; general information, resources and services, multimedia, my library features, organization and structure features, innovative web 2.0 features, currency, accuracy and relevance, search features, link and maintenance, user-interface features, informative feedback and support features.

A 5-point rating scale was used to provide a numerical rating for each feature and rank them on the basis of obtained value. It was found from the study that the content of both library websites was not organized in chronological order. However, the JNU library website is better than BHU as the overall score of JNU is 128 (75.29%) compare to BHU 74(43.52%) out of 170. A further suggestion has been made that both libraries must provide information within a single click to save the valuable time of the user. Devi and Verma (2018) have evaluated with certain criteria of 172 parameters and a five-point rating scale to rank 19 IITs and 29 NITs library websites. The study reveals that the IIT Kanpur library website scored 102.5 out of 172, which is the highest (ranked 1st) whereas NIT Agartala scored only 15.5 out of 172 and stood last position among all the engineering institution taken under study. The study further suggested that evaluation of library websites must be carried out on a regular basis to check the structure and information available on the website and keep the website updated. Babayi and Aminu (2018) identified the usability of two university library websites; American University of Nigeria (AUN) Yola and University of Nigeria Nsukka library websites based on 10 evaluation checklist criteria. The study found that both AUN and UNN library websites passed all 10 criteria, including visibility of system status, consistency, efficiency, feedback feature and flexibility. Further, the study recommended that academic libraries should have visibility of system status, web forms which will provide an opportunity to a user for sending feedback, evaluation of library websites should

be done at regular intervals to update their websites up to the level of user's expectations. Devi & Verma (2017) conducted a study to investigate the content of the library websites of 27 NITs in India, to evaluate the webpage of libraries on the basis of 108 criteria with 13 categories. It was found that the majority of the NIT libraries do not have their separate library website, and only five NITs have web 2.0 services to their respective websites. Further, the study revealed that NIT Agartala takes only 5.48 seconds for downloading their website whereas NIT Allahabad takes a maximum time i.e. 422.68 seconds.

Haridasan and Uwesh (2014) examined the content of the central university library websites in India, to determine their strength and weakness based on five criteria such as; general information, library collection, library services, e-resources and application of web 2.0 technologies. The study reveals that the majority of the university library websites under study provide information about library hours, library rules, membership, news and events and links to contacts on their websites. The study also suggests that libraries should promote their website by using web 2.0 applications such as RSS and social networking tools. Shukla and Tripathi (2011) have compared content available on websites of 20 central universities and 19 institutes of national importance, such as IITs and IIMs. The study reveals that library websites of the IITs and IIMs have better content than the central universities. The authors suggest that there is a need to improve the university library websites as the websites of any institution are the primary source of information. Vijayakumar et

al., (2009) evaluated the web contents on the portal of 7 Indian Institutes of Technology libraries on the basis of criteria such as library services, link provided by the library portal to another web resource, OPAC facilities, feedback provision through the library portal. A major observation from the study was that only some libraries had provided basic information about library collection, services, special collection, library hours etc. on the webpage of the library. It also found that all the library portals are different from each other, and suggestion has been made to develop a unique type of library portal for IITs, and there should be library cooperation among the libraries of IITs.

After reviewing the literature, it is found that many studies have been conducted on the evaluation of content analysis of University Library websites and other national institutes. Nevertheless, the researcher did not find any detailed study on college library websites. Hence, the researcher has attempted to study the evaluation of content analysis of library websites of colleges in Delhi University.

OBJECTIVES OF THE STUDY

The present study intends to assess the information and resources available on the college library websites using a checklist. The purpose of this study is to get the following objectives as follows:

1. To analyze the web contents of women college library websites of Delhi university;

2. To determine the library services and facilities provided by the websites of the respective college library;

3. To know about the accuracy, accessibility and currency;

4. To examine the different features of the college library websites under study and ranked them based on the content features.

SCOPE OF THE STUDY

The present study covers the library websites of women colleges affiliated to University of Delhi. The study is limited to the women colleges imparting undergraduate courses with NAAC Grading A and A+ only. The selected colleges are Daulat Ram College (DRC), Gargi College (GC), Indraprastha College for Women (IPC), Jesus & Mary College (JMC), Kalindi College for Women (KC), Kamla Nehru College for Women (KNC), Lady Irwin College (LIC), Lady Shri Ram College for Women (LSRC), Miranda House (MH), Shaheed Rajguru College of Applied Sciences for Women (SRCAS) and Vivekananda College (VC).

METHODOLOGY

In the present study, the selected women college library websites of Delhi University were studied to provide an overview of the information available and their logical arrangements on the website. It is an observational study in which structure, design, size, graphical presentation, library products, and services were taken into consideration. For the collection of data, a checklist was prepared based on some earlier studies conducted by different authors (Qutab & Mahmood, 2009; Rahman & Batcha, 2020). Based on the set criterion, the websites of college libraries under study were scanned thoroughly during April, 2020. The quality of the library

websites were evaluated based on some parameters like accuracy, currency and accessibility. The content of the study categorized into two variables 'Available' (1) and 'Not Available' (0). For the purpose of ranking of the college library website, the total score obtained by the college library has been calculated, and the collected data were analyzed and presented in tabular and graphical form.

ANALYSIS AND DISCUSSION

The data collected through the structured checklist method were organized and tabulated by using statistical methods, tables, and percentages. The analysis and interpretation of the collected data followed for the study.

List of Colleges

Table 1 shows the name, abbreviation, NAAC grading, uniform resource locator (URL) and year

Table 1: List of Colleges

Name of College	NAAC GRADE	Abbreviations of colleges	Estb. Year	URL
Daulat Ram College	A (3.36)	DRC	1960	http://www.dr.du.ac.in/
Gargi College	A (3.30)	GC	1967	http://gargi.du.ac.in/ *https://gargicolglibrary.webs.com/
Indraprastha College for Women	A (3.33)	IPC	1924	http://www.ipcollege.ac.in/ *https://sites.google.com/
Jesus & Mary College	A (3.26)	JMC	1968	https://www.jmc.ac.in/
Kalindi College for Women	A (3.03)	KC	1967	http://www.kalindicollege.in/
Kamla Nehru College for Women	A (3.33)	KNC	1964	https://www.knc.edu.in/
Lady Irwin College	A$^+$(3.44)	LIC	1932	http://www.ladyirwin.edu.in/
Lady Shri Ram College for Women	A (3.61)	LSRC	1956	https://lsr.edu.in/
Miranda House	A$^+$(3.61)	MH	1948	http://mirandahouse.ac.in/
Shaheed Rajguru College of Applied Sciences for Women	A (3.11)	SRCAS	1989	https://www.rajgurucollege.com/
Vivekananda College	A (3.01)	VC	1970	https://vivekanandacollege.edu.in/ *https://sites.google.com/site/libraryvivekanandcollege/

*Separate website for library

According to the present study, out of 11 women colleges of Delhi University 3(27.27%) college libraries have their separate library websites, while the rest of the college libraries show their presence through webpages linked to their parent organizations. Most of the college libraries webpages 5(45.45%) have domains ending with.ac.in, followed by 4(36.36%) ending with.edu.in, 2 (7.14%) with.edu.in, and only one college website ending with domain .org. The three college libraries having their separate

websites were developed using Google site features that exhibit their commitment and technology-savvy staff. The data presented in Table 1 shows that Indraprastha College for Women is the oldest (1924), and Shaheed Rajguru College of Applied Sciences for Women (1989) is the newly established college among the colleges under the study.

Accessibility of Library websites

Table 2 shows the accessibility of library webpages of selected colleges under study.

Table 2: Accessibility of Library websites

Accessibility		DRC	GC	IPC	JMC	KC	KNC	LIC	LSRC	MH	SRCAS	VC	Total 11 (%)
Direct link on parent's home page		0^*	1	1	0^*	0^*	1	1	0^*	0^*	0^*	1	**5(45.45)**
User friendliness	Chrome	1	1	1	1	1	1	1	1	1	1	1	**11(100)**
	Internet Explorer	1	1	1	1	1	1	1	1	1	1	1	**11(100)**
	Mozilla	1	1	1	1	1	1	1	1	1	1	1	**11(100)**
Total Score (04)		3	4	4	3	3	4	4	3	3	3	4	

*Under facilities

The analysis explains that only 5(45.45%) college libraries have a direct link on the homepage of their respective college website, and the remaining 6(54.55%) have links under facilities with the title "Library" on the college website. It is found that all the college libraries are accessible through the selected browsers i.e. Google Chrome, Internet Explorer and Mozilla.

General Information regarding college library websites

The data presented in Table 3 reveals that all selected college library websites have given introductory information about the library. All libraries have provided information related to library sections and library staff except libraries of DRC and JMC.

However, the data analysis reveals that among the 10 colleges that have provided information related to library staff, 5(50%) colleges have provided information under other sections such as the Administration and Staff of the college website. The remaining 5(50%) colleges have provided the same on their library webpage. The information related to the library collections is however provided by the majority of college libraries 9 (81.81%). About 8(72.73%) libraries have provided data related to infrastructure, and photo/video of college libraries, and 7(63.64%) libraries have informed their users about the

Table 3: General Information

General Information	DRC	GC	IPC	JMC	KC	KNC	LIC	LSRC	MH	SRCAS	VC	Total 11(%)
Introduction	1	1	1	1	1	1	1	1	1	1	1	**11(100)**
Library Hours	1	0	1	0	1	1	1	1	0	0	1	**07(63.67)**
Library Rules	1	1	1	0	1	1	0	0	0	1	1	**07(63.67)**
Membership	0	1	1	0	1	1	1	0	0	1	1	**07(63.67)**
Library Staff/Directory	0	1*	1	1	1*	1	1	1$	1*	1$	1	**10(90.91)**
Library Events/Display Notice board	0	1	1	0	0	1	0	0	0	0	1	**04(36.36)**
Library collections	0	1	1	0	1	1	1	1	1	1	1	**09(81.81)**
Library Sections	1	1	1	0	1	1	1	1	1	1	1	**10(90.91)**
New Arrivals	0	1	1	0	1	0	0	0	0	0	1	**04(36.36)**
Photo/Video	1	1	0	1	0	1	1	1	0	1	1	**08(72.73)**
Library Map/Location/ Floor plan/ Layout	0	0	1	0	0	0	1	0	0	1	1	**04 (36.36)**
Infrastructure	0	1	1	1	0	1	1	0	1	1	1	**08 (72.73)**
Total Score (12)	**05**	**10**	**11**	**04**	**08**	**10**	**09**	**06**	**05**	**09**	**12**	

*-Administration, \$-Staff

General Information regarding college library websites
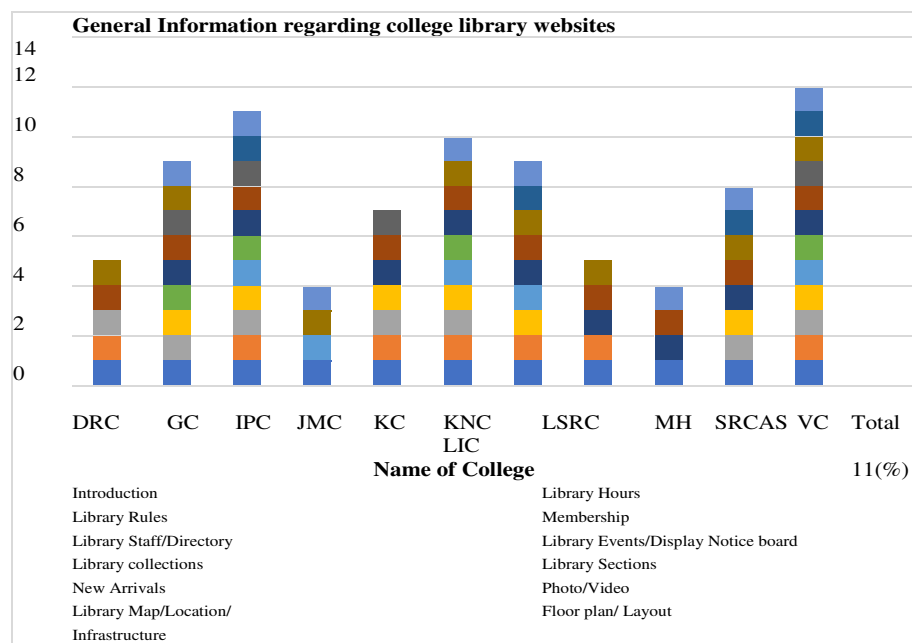
library rules, library hours and the criterion of membership.

Further analysis reveals that most of the libraries 4 (36.36%) lack in providing information related to some of the important services such as new arrival of books, library layout and library events/display notices etc. (Fig.1)

Information about resources and services

Table 4 describes the details of various library facilities and services provided through the websites of colleges.

Table 4: Information about Resources and Services

Resources and services	DRC	GC	IPC	JMC	KC	KNC	LIC	LSRC	MH	SRCAS	VC	Total 11(%)
Book Bank facilities	0	0	1	0	0	0	0	0	0	0	1	**2 (18.18)**
Reprographic Services/Photocopy	0	0	1	0	1	0	1	0	0	0	1	**4 (36.36)**
Differently-abled section	1	1	1	0	1	1	0	1	1	0	1	**8(72.73)**
OPAC/Web OPAC	0	1*	1*	0	1	1*	1	1	1*	1*	1	**9(81.82)**
E-Databases	0	1	1	1	1	1	1	1	1	1	1	**10(90.91)**
Ask a Librarian	0	1	1	0	0	0	1	0	0	0	1	**4(36.36)**
Newspaper/ Newspaper clipping	0	1	1	0	1	0	0	0	0	0	1	**4(36.36)**
Question Paper	0	0	1	0	1	0	0	0	0	0	1	**3(27.27)**
NLIST/ Remote access service	0	1	1	0	1	1	0	0	1	1	1	**7(63.64)**
DELNET	0	0	1	0	1	1	1	0	1	0	1	**6(54.55)**
Interlibrary loan/ document delivery services	0	0	1	0	1	1	1	0	0	0	1	**5(45.45)**
Feedback	0	1	1	0	0	1	1	0	0	0	1	**5(45.45)**
Total Score (12)	**1**	**7**	**12**	**1**	**9**	**7**	**7**	**3**	**5**	**3**	**12**	

*Web OPAC

Most of the college libraries under study show the presence of publisher databases 10(90.91%) and their library OPAC 9(81.81%) on their websites. Out of the total 9 colleges whose OPAC is available for their clientele, 5(50.56%) are providing web OPAC facilities. Under the study, 8(72.73%) libraries have particularly mentioned the availability of separate sections for differently-abled persons. Almost 7(63.64%) college libraries are found to have N-LIST membership to facilitate access to e-contents remotely. However, only a small number of libraries have shown information regarding DELNET membership 6(54.55%) on their websites. Furthermore, surprisingly few library

websites 5(45.45%) have information related to the provision of facilities such as interlibrary loan and feedback mechanism. A moderate number of libraries 4(36.36%) have listed Reprographic Services/Photocopy, ask a Librarian, and Newspaper clipping services. A relatively less number of libraries claimed to have uploaded Previous Year Question Paper 3(27.27%) and

provided Book Bank facilities 2(18.18%) through their websites for the students community.

Features of library websites

The data analysis evaluates the various features of websites/webpage of college libraries with the selected criteria (Table 5).

Table 5: Features of library websites

Features of library websites	DRC	GC	IPC	JMC	KC	KNC	LIC	LSRC	MH	SRCAS	VC	Total 11 (%)
Link to other websites	0	1	1	0	1	1	1	0	1	1	1	**8(72.73)**
Last update	0	0	1	0	0	0	0	0	0	0	0	**1(9.09)**
Navigation	0	1	1	0	1	1	0	0	0	1	1	**6(54.55)**
Direct Link	0	1	1	0	1	0	1	0	0	1	1	**6(54.55)**
Keyword Search	0	0	1	0	0	0	0	0	0	0	1	**2(18.18)**
Social networking site	0	1*	1	0	1	0	0	0	1	1	0	**5(45.45)**
Total Score (06)	**0**	**4**	**6**	**0**	**4**	**2**	**2**	**0**	**2**	**4**	**4**	

*Library

Only 1(9.09%) library gets updated regularly or at regular intervals, 2(18.18%) library websites are found to have a keyword search facility. Only a selected number of library websites have successfully passed the criteria set to check features related to navigation 6(54.55%) and having direct links to their library web-pages on their parent organization's homepage. A moderate

number of libraries have shown the use of social networking tools 5(45.45%) on their websites.

Rank of College library websites

The ranking of the college libraries of Delhi University under study is listed in the Table 6. The ranking of colleges has been done according to the score point obtained by the library's websites based on the availability of web content.

Table 6: Ranking of college library websites

Name of colleges											
Particulars	**IPC**	**VC**	**GC**	**KC**	**KNC**	**LIC**	**SRCAS**	**MH**	**LSRC**	**DRC**	**JMC**
Accessibility of library websites (max. score 04)	04	04	04	03	04	04	03	03	03	03	03
General Information about library website (max. score 12)	11	12	10	08	10	09	09	05	06	05	04
Library resources and services (max. score 12)	12	12	07	09	07	07	03	05	03	01	01
Features of library website (max.score 06)	06	04	04	04	02	02	04	02	00	00	00
Total (max. score 34)	33	32	25	24	23	22	19	15	12	09	08
Rank	**01**	**02**	**03**	**04**	**05**	**06**	**07**	**08**	**09**	**10**	**11**

It is found that Indraprastha College for Women (33) scores the highest point, followed by Vivekanand College (32) scores, Gargi College stands 3rd position with a score 25. However, Kalindi College for Women and Kamla Nehru College for Women obtained 4th and 5th positions, respectively. Jesus & Mary College placed the last position among the selected colleges under the study. (Fig.2)
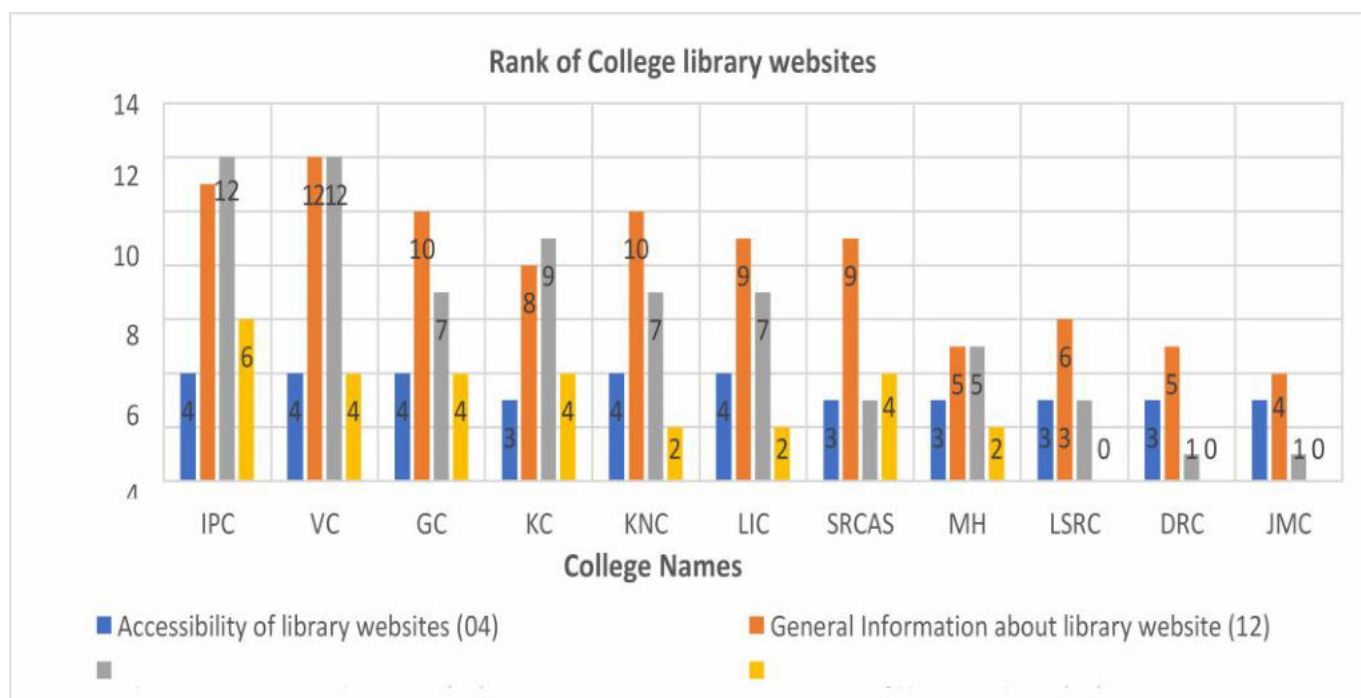

Fig. 2: Rank of College Library Websites

SUGGESTIONS

The following suggestions are proposed based on the findings of the study:

1. It is suggested that college library websites should have direct link with the college website.

2. College library should provide general information such as , new arrival of books, library events/display notices and library layout plan on the library website.

3. It is suggested that college library websites should have information related to resources and services available along with 'How to Access Guide' for easy access and retrieval of information.

4. College library website should be updated regualry.

5. The library website design should be dynamic so that it can be easily accessible through multiple devices. A mobile friendly website of a college library is the need of the hour.

CONCLUSION

The study evaluates college library's websites based on the characteristics such as general information, library resources and services, accessibility, social media, link and maintenance, search, information feedback and remote access features of eleven women college library websites of Delhi University. It was observed that all the library webpages differ in many aspects. Although most of the college libraries within the study reflect the presence of publisher's databases and their library OPAC on their websites, and even some are found to provide web OPAC facilities and availability of separate sections for the differently-abled persons, yet many libraries lack in providing information related to some important services such as new arrival of books, book bank facilities, old question paper archive, library layout and library events/display notice etc. on their websites. The study also found that most of the library's websites are not being updated regularly, and only a few of them have successfully passed the criteria set to check features related to navigation and have direct links to their library web-pages on their parent organization's homepage. However, a considerable number of libraries have shown the use of social networking tools on their websites.

This research reveals that the institutions that groom the best mind in our country failed to produce a quality web presence. The overall information architecture of college library websites is not intuitive and needs to be restructured, keeping in mind the mission/vision and objectives of their respective institutions. There are so many reasons behind their failure like insufficient funds, infrastructure, unskilled professionals, lack of interest, and absence of attention which is required most. It was found that substantial changes are needed to improve the efficiency, effectiveness and learnability, as well as the visual appeal of the library websites of these institutions. It is believed that the present study will serve as an example for further development of measurement frameworks for library website evaluation.

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