



Content Analysis Of College Library Websites: A Study

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Abstract:

The academic library website serves as a pivotal digital gateway, facilitating information discovery and service delivery in the modern educational landscape. This study presents a quantitative evaluation of the availability, accessibility, and scope of library services on the official websites of twenty colleges affiliated with Goa University, India. The selected institutions represent a diverse range of disciplines, including Arts, Science, Commerce, Engineering, Pharmacy, Law, and Home Science. A structured checklist comprising 16 parameters across three core categories—Basic Information, Resource Discovery & Access, and User Services & Interaction—was employed for data collection. The findings reveal a significant digital disparity. While basic information such as library hours and contact details was universally available (100%), advanced digital services were critically underdeveloped. Notably, the Online Public Access Catalog (OPAC) (25%), institutional repositories (15%), and online renewal systems (10%) were found to be scarce. The study concludes that academic libraries in Goa's affiliated colleges must prioritize strategic investments in integrated library systems, enhance their digital infrastructure, and adopt a user-centric service model to effectively meet the evolving needs of digital-native patrons and support academic excellence.

Keywords: *Academic Libraries, Library Websites, Web-Based Library Services, E-Resources, Content Analysis.*

Introduction:

The use of Information and Communication Technologies has fundamentally changed operations of academic libraries. The transition of libraries from traditional to dynamic and hybrid service providers necessitates a strong online presence. In this digital era, the library website has emerged as the important interface, often serving as the first and most frequent point of contact for all users such as students, faculty, and researchers.

An effective academic library website contains information about all the resources and services of the library. It is an interactive

portal that facilitates seamless access to all the services. These include:

- Online Public Access Catalogs for browsing physical collections
- Access to databases and e-journals, digital institutional repositories, and old examination papers.
- Online book renewal and reservation
- Digital reference services (Ask-a-Librarian)
- Interactive feedback mechanisms

In Goa Higher educational institutes are affiliated to Goa University which presents a unique microcosm of India's higher

education landscape. These colleges cater to a student population increasingly familiar to digital closeness and interactivity. This study aims to critically evaluate the extent to which these affiliated colleges leverage their web platforms to disseminate library resources and services. This research will analyze digital products, such as websites or apps. The goal is to figure out what they're doing well, what's missing, and what can be improved. The findings will then be used to create a plan to help the company's digital tools work better for their users.

Literature Review:

Singh and Tripathi (2018), in their study evaluates central university libraries, established a strong positive correlation between online services such as integrated discovery tools and user accounts and heightened user satisfaction. Their work describes these features as essential components of a library website. Studies of libraries in different parts of India have found a similar issue: while they have basic digital systems, they are missing more advanced, user-friendly services. A study by Kumar and Kumbar (2020) on engineering colleges in Karnataka found that most had online library catalogs (OPAC) but lacked important features like paying fines online or getting virtual help. Similarly, Jalal and Roy (2017), who studied university libraries in Uttar Pradesh, noted a shortage of digital repositories and organized electronic resources. In Kashmir, a study by Ganaie and Nazir (2016) on college libraries also found a lack of interactive digital services for students.

In short, these studies all point to a consistent gap between basic digital infrastructure and the advanced services users need.

Objectives of the Study:

1. To audit the availability of essential Information on the college library websites.
2. To evaluate the Resource Discovery tools.
3. To assess the User Services offered.
4. To determine if a significant association exists between the category of a library service and its availability.

Research Methodology:

This study used a quantitative content analysis research design. This method is suitable for the systematic assessment of content on websites. A purposive sample of twenty colleges affiliated with Goa University was selected to ensure representation across key disciplines and geographic distribution within the state.

Data collection was conducted through a meticulous evaluation of each college's official website. A structured checklist was developed, comprising 29 dichotomous parameters (Present=1, Absent=0) categorized into five domains. The collected data was tabulated and analyzed using descriptive statistics (frequencies and percentages) to illustrate the prevalence of each service. An inferential analysis was conducted using the **Chi-Square Test of Independence** in SPSS (v.28) to determine if a significant association existed between the type of service category and its availability.

Data Analysis and Findings:

The analysis of the twenty college library websites revealed a significant disparity in the types of services offered. The data has been categorized and presented in five distinct tables to provide a granular view of the findings.

Table 1: Basic Information about the Library (N=20)

Sr. No.	General Information	No. of Library Websites	Percentage
1	About us	20	100%
2	Library hours and rules	20	100%
3	Membership details	20	100%
4	Library staff details	12	60%
5	Library news & events	8	40%
6	Contact information (email, phone)	20	100%
7	Photo Gallery	14	70%

The table No. 1 demonstrates that all colleges have successfully established a minimal digital footprint by providing essential operational information. The universal availability (100%) of core details like 'About us', library hours, membership details, and contact information indicates that libraries understand the fundamental need for a static, informative online presence.

The slightly lower percentages for staff details (60%) and photo galleries (70%) suggest these are considered secondary but still important for personalizing the library's web space. However, the low number of libraries with a dedicated news and events section (40%) points to a missed opportunity for dynamic communication with users.

Table 2: Resources Discovery and Access (N=20)

Sr. No.	Resources	No. of Library Websites	Percentage
1	Link to/availability of OPAC	5	25%
2	List of print journals and magazines	16	80%
3	Links to subscribed e-databases	12	60%
4	List of e-journals	12	60%
5	Links to open-access resources	6	30%
6	Access to digital institutional repository	3	15%
7	Access to past examination question papers	10	50%

Table No. 2 highlights a significant technological gap. While most colleges list their **traditional print holdings (80%)**, modern **resource discovery tools are severely lacking**. The low availability of **OPAC (25%)** is a critical finding, as it means three-quarters of the libraries are failing to provide a fundamental tool for remote browsing of their

physical collection. The scarcity of **institutional repositories (15%)** indicates minimal investment in digital archiving and open-access initiatives. Similarly, the fact that only 30% of websites link to open-access resources suggests that libraries are not fully leveraging free scholarly content to supplement their collections.

Table 3: User Services and Interaction (N=20)

Sr. No.	User Services	No. of Library Websites	Percentage
1	Facility for online book renewal	2	10%
2	Online book reservation/hold facility	0	0%
3	Online reference request form	0	0%
4	Online feedback/suggestion form	0	0%
5	Library news and announcements section	8	40%

Table No. 3 shows an almost complete absence of interactive, user-centric services. **Online reservation, reference requests, and feedback forms were found to be completely unavailable (0%).** The online renewal facility was present on only two websites (10%). This stark deficiency underscores a **static, one-way**

communication model, where the website functions as a passive noticeboard rather than an interactive service portal. This fails to meet the expectations of a digitally-empowered user base that is accustomed to performing transactions online.

Table 4: Information about library collection (N=20)

Sr. No.	Library Collection	No. of Library Websites	Percentage
1	Books	20	100%
2	Journals	16	80%
3	E-Books	12	60%
4	E-Journals	12	60%
5	Project Reports/Dissertations	10	50%

Table No 4 provides a clear picture of collection visibility on the websites. All libraries mention their book collection, which is expected. The high percentage for print journals (80%) and the moderate percentage for e-books and e-journals (60% each) show that libraries are actively promoting a portion

of their digital holdings. However, the fact that only **half of the websites list their project reports and dissertations (50%)** is a significant oversight. These are unique, valuable resources that showcase institutional scholarship and should be prominently featured.

Table 5: Links to E-resources (N=20)

Sr. No.	Links to E-resources	No. of Library Websites	Percentage
1	Subscribed E-Books	12	60%
2	Subscribed E-Journals	12	60%
3	Open Access E-Books	6	30%
4	Open Access e-Journals	6	30%
5	Institutional Repository	3	15%

Table No. 5 further breaks down the availability of e-resources. While a majority of

colleges provide links to their subscribed e-resources (60%), the promotion of open-access

materials is considerably lower (30%). This is a missed opportunity for libraries to enhance their resource base at no cost. The data also reconfirms the critical scarcity of institutional repositories (15%), a foundational element of a modern digital library.

Discussion:

The findings show a significant digital divide among the affiliated colleges of Goa. The pattern aligns with previous national studies within the Goan higher education ecosystem. The basic information suggests that libraries have successfully established a minimal digital footprint. However, the scarcity of institutional repositories and Online Public Access catalogues shows a technological gap.

The complete absence of interactive user services is the most another concerning finding of the study. It shows a services has not yet evolved to embrace a user-centered model. In an age where users expect to perform transactions online from renewing books to seeking expert help, this lack of functionality reduces the library's relevance and accessibility. It is notable that even professional colleges, which often have more specialized resources, showed no advantage in offering interactive web services.

This digital difference suggests that few institutions are going ahead and making development. But majority of the colleges are lagging behind and has not shown much progress. This creates an discrimination in the quality of academic support available to students across the state. The role of the academic library as a collaborative academic hub is not properly tapped which reduces their perceived value to that of a passive warehouse of information.

Conclusion and Recommendations:

This study finally concludes that websites of college libraries are predominantly underutilized. They function as digital brochures. They are not dynamic service portals. Library websites shows basic information which is being well-represented.

In this study the following recommendations are proposed:

1. **Strategic Integration and Advocacy:** Library Department should clearly highlight library page on college website.
2. **Investment in Library Management Systems :** Academic libraries should make investment in web-integrated LMS to enable essential remote services like OPAC and online renewal. Open-source solutions like Koha for LMS and DSpace for institutional repositories offer cost-effective starting points.
3. **User-Centric Services:** Libraries must implement simple, web-based forms for core interactive services, including book renewal, reservation, reference queries and feedback collection.
4. **Creation of Discipline-Specific Portals:** Libraries should maintain list digital resources such as e-journals, databases, open-access resources which are tailored to the specific academic programs.
5. **Adoption of a website Policy:** A formal policy should be developed to assign responsibility for regular updates of news, announcements, and new acquisitions, ensuring the website remains a current and relevant resource.

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Appendix- I

Sr. No	Name of College	Website URL
1	S.S. Dempo College of Commerce & Economics, Panjim	https://dempocollege.edu.in
2	St. Xavier's College, Mapusa	https://xavierscollegegoa.ac.in
3	Dnyanprassarak Mandal's College & Research Centre, Assagao	http://dmscollege.ac.in
4	Government College of Arts, Science & Commerce, Khandola	https://khandolacollege.edu.in
5	Narayan Zantye College of Commerce, Bicholim	https://zantyecollege.ac.in
6	VidyaPrabodhini College of Commerce, Education, Computer and Management, Porvorim	https://vidyaprabodhnicollege.edu.in
7	Fr. Agnel College of Arts & Commerce, Pilar	https://www.fragnelcollege.edu.in
8	VikasParishad'sMandre College of Commerce, Mandrem	http://www.mandrecollege.ac.in
9	SridoraCaculo College of Commerce & Management Studies, Mapusa	https://caculocollege.ac.in
10	Government College of Arts, Science & Commerce, Sanquelim	https://gcasc.ac.in
11	Padre Conceicao College of Engineering, Verna	https://pccegoa.edu.in
12	Goa College of Pharmacy, Panaji	https://gcp.goa.gov.in
13	Rosary College of Arts and Commerce, Navelim	https://rosarycollege.ac.in
14	Carmel College of Arts, Science & Commerce for Women, Nuvem	https://carmelcollegegoa.org
15	GovindRamnathKare College of Law, Margao	https://www.grkarelaw.edu.in
16	G.V.M.'s College of Commerce & Economics, Ponda	https://gvmcommercecollege.ac.in
17	MES College of Arts and Commerce, Zuarinagar	http://mescollegegoa.org
18	Cuncolim Education Society's College of Arts and Commerce, Cuncolim	https://cescollege.ac.in
19	Government College of Arts, Science & Commerce, Quepem	https://www.gcq.ac.in
20	Goa College of Home Science, Panaji	http://gchscp.ac.in