

Web-Content Analysis of Library Websites of Selected NIRF Ranked Institutions 2025

Shikha Pandey

Research Scholar and Librarian, Government College Rampur Baghelan, Satna, M.P., India

Email: [shikha.pandey1412\[at\]gmail.com](mailto:shikha.pandey1412[at]gmail.com)

Abstract: *The library is an invaluable information source, and its website is essential for facilitating resource access in the digital age. It allows users to remotely explore collections and services. The website serves as a representation of the library's image, mission, and resources because modern users are web-oriented. Purpose: The purpose of the paper is to study the basic details and various facilities, resources available on the selected library website. Scope: The present study is confined to India's Selected National Institutional Ranking Framework (NIRF) ranked institute's library websites. As per the NIRF-2025 ranking, Eight Institutes were selected for the present study. Methodology: For the analysis of library website content, a total of 83 checklist items were prepared from the available literature and earlier studies. The checklist is categorized in to eight categories: General Information of Library, Library Collection, Library Services, E-Resources, Library Sections, Web 2.0 Tool, Research Support Services and Value Added Services. The content on the websites and web pages was thoroughly examined, and a Microsoft Excel was used to create a well-organized checklist for each of the chosen Institutions. Result: The finding reveals that among the chosen institutions, Amrita Vishwa Vidyapeetham provides the least amount of content, covering only 38 items (46%) of the checklist, whereas Jamia Milia Islamia exhibits the highest level of content availability overall, achieving 62 items (75%).*

Keywords: Web pages, Websites, NIRF, Content Analysis, Library Websites

1. Introduction

Libraries and information centers now serve as providers of access-based digital information resources rather than as repositories of printed materials. The web is the best instrument for that. Libraries are empowered by web services, which provide greater flexibility and make system customization and integration easier. Every academic institution needs a well-established library. The library is the foundation of any academic institution and gives its users access to the information they require. Library websites are crucial in the digital age of education. An essential tool for marketing its products, features, and usability is a website. Websites are now more accessible and have a larger user base because to the availability of electronic gadgets and mobile Internet data. As a result, companies should employ contemporary technology to communicate with their customers, stay up to date on current affairs, and produce high-quality material fast.

An academic library website makes it easier for patrons to interact with the library around-the-clock. These days, patrons can utilize the library without ever entering the actual building. Using the library's website, they can virtually ask reference questions, use online databases for research, electronically request interlibrary loans, and take use of several other web-based services. These services all make use of library websites, which must be updated often and have an easy-to-use user interface. (Connell, 2001).

NIRF- The Honorable Minister of Human Resource Development introduced the National Institutional Ranking Framework (NIRF) on September 29, 2015, after it was authorized by the MHRD (now the Ministry of Education). This framework describes a system for ranking educational institutions nationwide. The Core Committee recommends general criteria for rating different Institutions and Colleges established by MHRD. The Criteria are "Teaching, Learning,

and Resources," "Research and Professional Practices," "Graduation Outcomes," "Outreach and Inclusivity," and "Perception".

1.1 Objective of The Study-

- 1) To study the domain extension and basic details of the library websites.
- 2) To study the various facilities, resources available on the library website.
- 3) To study what web technologies are being used for delivering library service to the users.
- 4) To rank the website based on the findings.

2. Review of Literature

Mustafa, & Khan, (2023) Studied the validity, accessibility, and usability of ten chosen library websites from colleges connected to JNTU, Hyderabad. The survey indicates that most colleges had provided information on their infrastructure (80%) and services (80%) on their websites, and all of the libraries of the chosen institutions had provided information on their introduction (100%), collection (100%), and statistics (100%).

Sahoo & Panda, (2019) analysed 18 IIT library websites in India using a checklist consisting of 100 items. It was discovered that none of the eighteen IIT library websites meet all of the research criteria; three (16.7%) of the websites had a score of fewer than fifty out of a possible hundred on the checklist.

Tomar, Ahmed, & Singh, (2018) The website's content was examined using a framework created to ensure that the study's goals were met. According to analysis, NLUO ranked highest among the national law universities in India, with NLSIU, RMLNLU, NALSAR, NLSJA, and WBNUJS following closely behind.

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3. Scope of the Study

The present study is confined to India’s Selected National Institutional Ranking Framework (NIRF) ranked institute’s

library websites. As per the NIRF-2025 ranking, Eight Institutes were selected for the study. The names of the selected institutes including their abbreviation, year of establishment and NIRF ranks are as listed below.

S.No.	Name of the Institute	Abbrev. Used	City	Year of Est.	NIRF Ranked
1	Indian Institute of Science	IISC	Bengaluru	1909	1
2	Jawahar Lal Nehru University	JNU	New Delhi	1969	2
3	Jamia Milia Islamia	JMI	New Delhi	1920	4
4	University of Delhi	DU	Delhi	1922	5
5	Banaras Hindu University	BHU	Varanasi	1916	6
6	Birla Institute of Technology & Science -	BITS	Pilani	1964	7
7	Amrita Vishwa Vidyapeetham	AVV	Coimbatore	1994	8
8	Aligarh Muslim University	AMU	Aligarh	1920	10

4. Methodology

A judgmental sampling technique was employed in accordance with the study's requirements, and a content analysis technique was applied to the content of library websites. The shortlisted institutions were picked based on the 2025 rating list that was posted on the NIRF website (<https://www.nirfindia.org>). From November to December 2025, a thorough search and observation of the library's websites was conducted. The websites were studied using eight criteria and 83 checklists. The content on the websites and web pages was thoroughly examined, and a Microsoft

Excel was used to create a well-organized checklist for each of the chosen Institutions.

The final table ranks the library websites according to the content they published on their webpages. The results and scores were organized into two variables, yes = 1 and No = 0, in accordance with the specified checklist and criteria and to ensure bias-free and simple responses. The chosen library websites were assessed and examined by assigning points.

5. Data Analysis and Result-

5.1 Details of Institutions and Library Website

Table 1: Details of Institutions

S. No.	Name of the Institute	Name of The Library	Library Website	NIRF Score
1	Indian Institute of Science	JRD Tata Memorial Library	https://library.iisc.ac.in	85.05
2	Jawahar Lal Nehru University	Dr. B.R. Ambedkar Central Library	http://lib.jnu.ac.in	71
3	Jamia Milia Islamia	Dr. Zakir Husain Library	https://jmi.ac.in/zhlibrary	69.1
4	University of Delhi	Central Library	https://duls.du.ac.in	67.38
5	Banaras Hindu University	Sayaji Rao Gayakwad Library	https://www.bhu.ac.in/Main-Site-Central-Library	67.28
6	Birla Institute of Technology & Science -	Library	https://library.bits-pilani.ac.in	67.24
7	Amrita Vishwa Vidyapeetham	Central Library	https://amrita.edu/resources/library	67.05
8	Aligarh Muslim University	Maulana Azad Library	https://libraries/maulana-azad-library	65.35

5.2 Domain Extension

Initially, domain extensions- also known as Top-Level Domains, or TLDs—were created with the goal of classifying domain names into individual groups. They are identifiable as the final part of a website's URL and include extensions like .com, .net, .edu, .ac, .in, .org, and others. At first, each extension had a distinct purpose and described the type of website. The library websites of 90% of selected institutes have the same domain extension as “.ac.in” (or 9 institutes) but only 10% (or 1 institutes) of institute have a different domain extension, “.edu”.

Table 2: Domain Extension

S. No.	Domain	No. of Institute	Percentage
1	.ac.in	7	88
2	.edu	1	12
		8	100

5.3 Library Management Software

Depending of a library's size or area of expertise, the Library Management System (LMS) should be a complete, user-

friendly, and flexible system made to automate all internal operations. Koha is web-based and open-source, whereas SOUL is a proprietary (commercial) program that is usually desktop based and has a client-server architecture. It was created mainly for academic libraries in India. It was found that 88 of selected Institute’s libraries used Koha which is open source LMS and 12% used SOUL which is a proprietary software.

Table 3: Library Management Software-

S. No.	Library Management Software	Total	%
1	Koha	7	88
2	Soul	1	12
		8	100

5.4 Availability of the website

These days, libraries aim to meet all of their patrons' information needs by offering them not just traditional or curriculum-based material, but also information on any topic in the world as well as additional services. Websites are insufficient to present all of the services that a library has to offer its patrons. Table displays the accessibility of library

websites, and it was found that 100 % Institutes have dedicated website.

Table 4: Availability of the websites

S. No.	Availability of Library Website	Total	%
1	Library has a dedicated webpage
2	Library has a dedicated website	8	100

Table 5: General Information Available on Library Website

S. No.	General Information	Total	%
1	Introduction/About	8	100
2	Mission/Vision/Objective	5	63
3	Announcement/Notice/Updates	7	88
4	Working Hours	8	100
5	Contact Us	7	88
6	Email Id	7	88
7	Staff Detail	6	75
8	Rules & Regulations	6	75
9	Membership	8	100
10	Ask A Librarian	3	38
11	Last Update/Copyright	7	88
12	Feedback	5	63
13	Location/Map	4	50
14	Library Collection	7	88
15	Visitor Information	5	63
16	Seminar/Workshop	4	50
17	Newsletter	3	38
18	Librarian Contact Information	6	75
19	List of New Arrivals	8	100
20	Photo Gallery	7	88
21	Library Events	6	75
22	Annual Report	5	63
23	Floor Plan	4	50

The Table illustrates the general information available on the selected library websites. All eight libraries (100%) provide essential details such as an introduction, working hours, membership information, and lists of new arrivals. Based on the 23-item general information checklist, Jamia Millia Islamia (JMI) offers the most comprehensive coverage with 21 items. This is followed by AMU with 18 items, and BHU and BITS with 17 items each. IISC provides 14 items, while JNU and the University of Delhi have moderate coverage. Amrita Vishwa Vidyapeetham (AVV) provides the least general information, with only 11 items.

Table 6: Physical Collection of the Website

S. No.	Physical Collection	Total	%
1	Print Books	8	100
2	Print Journals	8	100
3	News paper	4	50
4	Magazines	4	50
5	Thesis/Dissertation	7	88
6	Bound Volumes	4	50
7	Manuscript	4	50
8	Government Publication	2	25
9	Conference Proceeding	1	13
10	Reference Sources	4	50
11	Rare Collection	6	75

The collections of all eight libraries (100%) include books and journals publications.

IISC, JNU, and BITS each have six different kinds of collections according to the 11-item checklist that was

created. JMI and BHU have the most collection types. AVV has the fewest collection types- just two- while AMU and the University of Delhi have seven. In conclusion, AVV has the fewest collections (2 out of 11), while JMI and BHU have the most (9 out of 11).

Table 7: Services of the Library

S. No.	Services	Total	%
1	Circulation	6	75
2	OPAC/Web-OPAC	8	100
3	Reference	5	63
4	Reprographic	4	50
5	News-paper Clipping Services	3	38
6	ILL	4	50
7	Referral	1	13
8	CAS	2	25
9	Document Delivery Services	3	38
10	Remote Access	6	75

On their websites, all eight of the libraries that were part of the study offer OPAC services. Only two libraries (25%) offer services related to current awareness, and JNU is the only library that offers referral services. Based on the 10-item service checklist, Aligarh Muslim University (AMU) offers the highest number of services, with a total of nine. IISC, JNU, and JMI each provide seven services, followed by BHU with five services and BITS with four. The University of Delhi offers only two services, while Amrita Vishwa Vidyapeetham (AVV) ranks lowest, providing only ILL services.

Table 8: E-Resources of Available on the Website

S. No.	E-Resources	Total	%
1	E-Books	8	100
2	E-Journals	8	100
3	E- Newspapers	5	63
4	E-Zines	2	25
5	Online Database	8	100
6	NDLI	5	63
7	DELNET	4	50
8	ETDs	6	75
9	NPTEL	3	38
10	SWAYAM	3	38

The Table indicates that all eight libraries (100%) provide access to core electronic resources such as e-journals, e-books, and online databases. Three libraries (38%) offer access to SWAYAM and NPTEL video resources, and only two libraries (25%) provide e-zines. Based on the 10-item e-resource checklist, Amrita Vishwa Vidyapeetham (AVV) offers the highest number of e-resources with a complete coverage of all 10 items. IISC provides 8 e-resources, while BITS offers 7. JNU, JMI, the University of Delhi, and AMU each provide 6 e-resources. BHU has the lowest coverage, offering only 3 e-resources.

Table 9: Library Sections

S. No.	Library Sections	Total	%
1	Circulation	6	75
2	Periodical	5	63
3	Acquisition section	4	50
4	Reprography section	3	38
5	Technical Processing section	3	38
6	Reference Section	3	38
7	Cyber/Internet section	2	25
8	Manuscript & Rare Document	5	63

The above table mentioned that Six (75%) libraries have a circulation section, five (63%) have a periodical, manuscript, and rare collection area, four (50%) have an acquisition section, and three (38%) have a reproduction, technical processing, and reference section, as indicated by the table. The analysis shows that BHU is the only library that provides all eight sections from the prepared checklist, achieving a full score of 8. Jamia Millia Islamia (JMI) includes six sections, while JNU and AMU each offer five. IISc features three sections, and both the University of Delhi (UoD) and BITS provide only two sections each. Overall, UOD and BITS have the least number of sections, whereas BHU has the highest coverage across all eight sections.

Table 10: Web 2.0 Tools

S.No.	Web 2.0	Total	%
1	Facebook	6	75
2	Instagram	4	50
3	You tube	4	50
4	Twitter	4	50
5	LinkedIn	3	38

As part of their social media presence, six libraries (75%) use Facebook. JMI and AVV use all five social media tools according to the five-item social networking checklist. IISc uses only two tools, while BHU, BITS, and the University of Delhi (UoD) use three. Notably, neither JNU nor AMU use any social media platforms. IISc has the lowest score among those with at least some presence, whereas JMI and AVV show the highest degree of social media integration overall.

Table 11: Research Support Services

S. No.	Library Sections	Total	%
1	Shodhganga	8	100
2	Shodhgangotri	2	25
3	Citation/Reference Management Tool	3	38
4	Grammarly	3	38
5	Plagiarism Checker	7	88
6	Abstract & Citation Database	6	75

Table 13: Total Information of The Websites

S.No.	Information	IISC	JNU	JMI	UOD	BHU	BITS	AVV	AMU
1	General Information of Library	23	14	19	21	19	17	11	18
2	Library Collection	11	6	6	9	7	9	6	7
3	Library Services	10	7	7	2	5	4	1	9
4	E-Resources	10	8	6	6	3	7	10	6
5	Library Sections	8	3	5	6	2	8	2	5
6	Web 2.0 Tool	5	2	0	5	3	3	3	0
7	Research-Support Services	6	4	6	4	5	2	1	3
8	Value Added Services	10	5	7	4	7	6	3	6
	Total Checklist	83	49	56	62	51	53	43	53

For the analysis of library website content, a total of 83 checklist items were prepared. The findings reveal significant differences among the chosen institutions. IISc received a score of 49 out of 83, JNU received a score of 56, JMI received a score of 62, UOD received a score of 51, BHU and AMU each received a score of 53, BITS received a score of 43, and AVV had the lowest score of 38. AVV provides the least amount of content, covering only 38 items (46%) of the checklist, whereas JMI exhibits the highest level of content availability overall, achieving 62 items (75%).

Table Indicates that, All the 8 (100%) libraries provide Shodhganga thesis repository to the users. 7 (88%) libraries provide Plagiarism checking facility as a research support services. Only 2 libraries provide Shodhgangotri. Out of 6 prepared checklists for Research Support Services JNU provide all the services (6/6), IISC, JMI and AMU provide (4/6), University of Delhi provide (5/6) services and BHU provide 2/6, /BITS provide 1/6 research support services. JNU provides maximum services and BITS provide only one service.

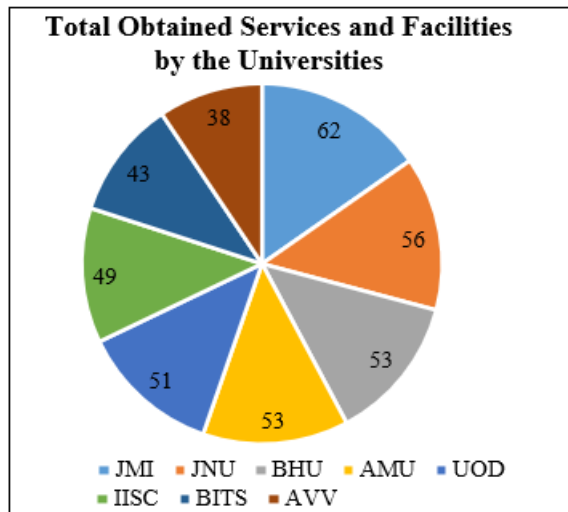
Table 12: Value Added Services

S. No.	Value Added Services	Total	%
1	E-Library	3	38
2	User Orientation/Awareness	5	63
3	Book/Journal Recommendation	3	38
4	Link To Open Access Resources	8	100
5	Faculty Publications	3	38
6	IRINS	5	63
7	Institutional Repository	7	88
8	Wi-Fi- Facility	2	25
9	Instant Chat	2	25
10	Reading Hall	4	50

All 8 (100%) library has link to Open Educational Resources while 7 (88%) libraries have Institutional Repository. Only 2 Libraries (25%) have Instant Chat and Wi-Fi Facility for the Users. Out of the ten value-added services assessed, JNU and the University of Delhi (UoD) each provide 7 out of 10 services. BHU and AVV offer 6 out of 10 services, while IISc provides 5 out of 10. JMI and AMU deliver the lowest number of value-added services, with each offering 4 out of 10. BITS offer a fewer number of services (3/10) JNU and UOD offer maximum number of the services with 7 and BITS provide lowest no. of services.

Table 14: Ranking of The Websites

S. No.	Institutions	Total Checklist	Total Obtained	%	Rank
1	JMI	83	62	75	1 st
2	JNU	83	56	67	2 nd
3	BHU	83	53	64	3 rd
4	AMU	83	53	64	3 rd
5	UOD	83	51	61	4 th
6	IISC	83	49	59	5 th
7	BITS	83	43	52	6 th
8	AVV	83	38	46	7 th



According to the table, JMI ranks first with the highest number of services, providing 62 out of 83 items (75%). JNU follows in second place with 56 services (67%). BHU and AMU share the third position, each offering 53 services (64%) University of Delhi came in fourth with 51 (61%) while IISC took fifth place with 49 services BITS received 43 services and ranked sixth, while AVV received the lowest rank with only 38 services and was ranked seventh.

6. Findings of the Study

The Study reveals that 75% (6 out of 8) of the libraries function under unique individual names, with the exception of two that are designated as Central Libraries. In terms of domain usage, 88% (7 out of 8) of libraries utilize the.ac.in domain, while only one library uses the.edu domain. When it comes to library management systems, 88% of libraries use the KOHA Library Management Software, whereas only BHU uses the SOUL LMS. All libraries maintain dedicated websites and provide a standardized set of information and digital resources, including membership details, new arrivals, printed collections, OPAC/Web OPAC, and key e-resources such as e-books, e-journals, and online databases. Additionally, 75% of the libraries actively use Facebook as a Web 2.0 tool and have a circulation area. Shodhganga and open-access electronic resources are available in all libraries, and 75% of them offer databases for abstracting and citations to aid in research. Overall, the results show that the chosen library websites have a robust online presence and uniform service offers. JMI ranked the highest followed by JNU and BHU. AVV has the least information on the website but it has maximum no. of resources (10/10).

7. Conclusion

The study described the kind of information that these libraries provide to their visitors and used 83 content criteria to evaluate the content of the library websites of a few selected NIRF-ranked institutions. The results indicate that in this digital age, the library website serves as the main source of information for users about the library's many collections and services, even if the online survey was restricted to the

websites of eight institutions. Although library websites differ in the type and manner of presenting their content, the coverage, authenticity, and correctness of the content determine the website's overall quality. The fact that no website can be regarded as and suggested as a model university library website is established by the inconsistent pattern of the results acquired.

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Appendix:

Table 5: General Information

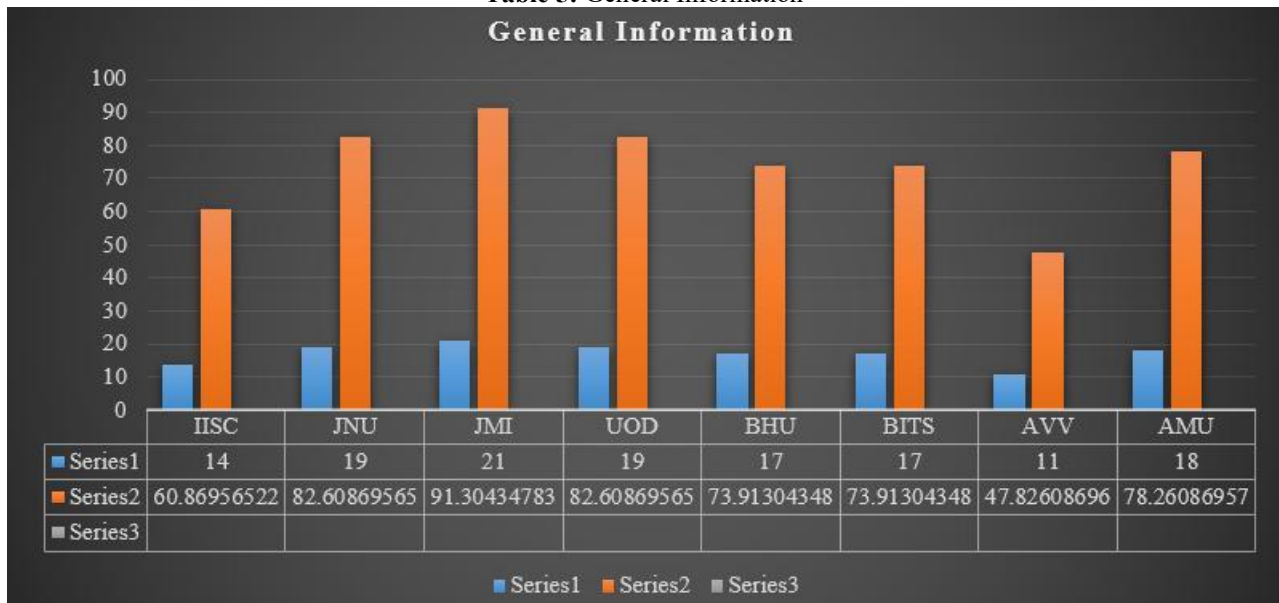


Table 6: Library Collections

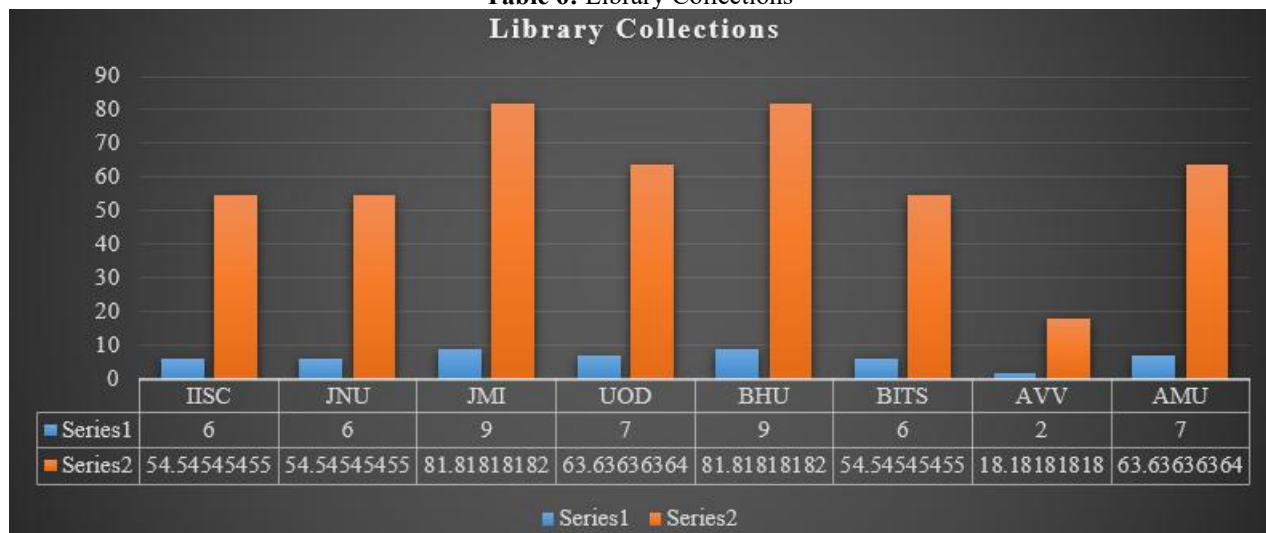


Table 7: Library Services



Table 8: E-Resources



Table 9: Library Sections



Table 10: Web 2.0 Tools

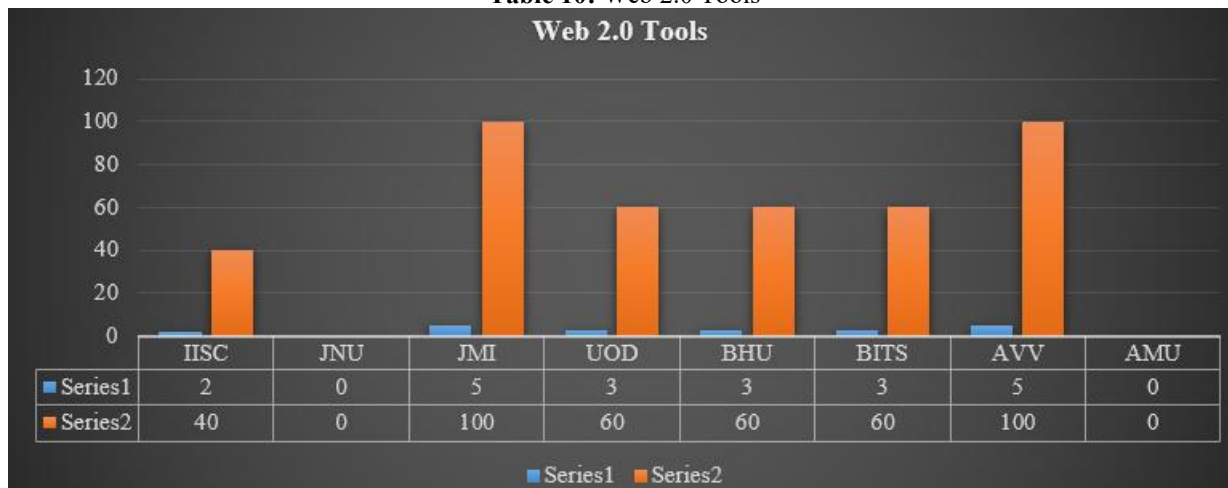


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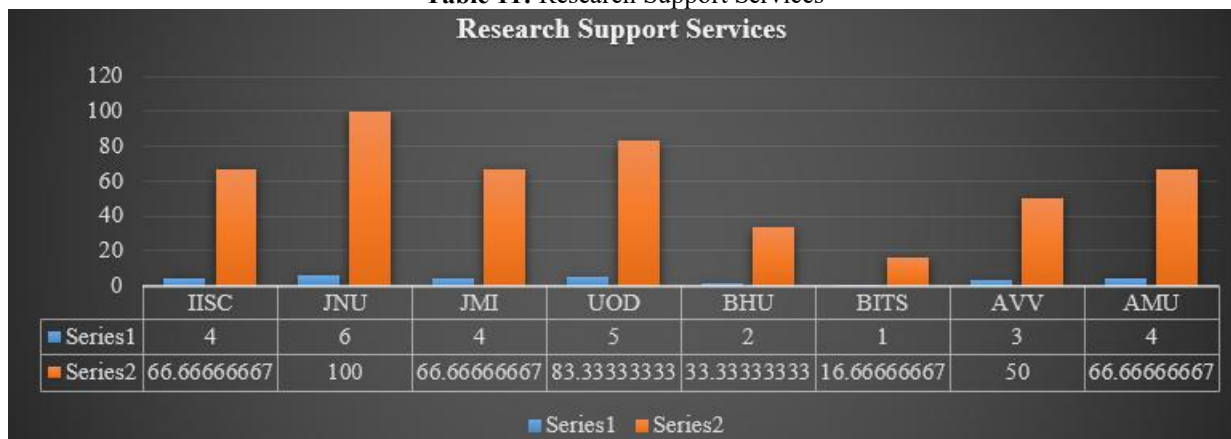


Table 12: Value Added Services



Table 13: Ranking of the Institutions

