

# Evaluating the Digital Presence of Central University Library Websites in Northern India: A Web Content Analysis

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**Abstract:** *The primary purpose of the library's website and the scope of its contents are critical components of productive user services. The World Wide Web (www) has been essential because it brought about a number of categorical changes to the way we go about every aspect of our lives. The way we handle and distribute information has changed dramatically as a result of information and communication technology (ICT). The current study focuses on the Content Analysis of the library websites/webpages of Central University in North Zone. There are Total 57 Central Universities in India, but only 11 universities from 6 states in the north region were chosen for the study. The study was carried out using an online survey and observation method; based on the previous studies, a standard criterion was identified and 86 checklists were framed. The study's goal was to identify the university's domain structure, availability of the library website, collection, digital collection & services, facilities, value-added services, research support, and web 2.0 technologies used on the library website. The study's conclusions demonstrate that there was variation in how the content was presented across the libraries. They all included basic information about databases, printed books, journals, e-books, and the library. BBAU received the highest score, followed by BHU and RGNAU received the lowest score only (3/86).*

**Keywords:** Library Website, Web Content analysis, Content analysis, Central University, North Region of India

## 1. Introduction

Users can access a wide variety of information resources on library websites, such as databases, e-books, and other digital tools that aid in the study and comprehension of theoretical ideas in the subject. To guarantee that users may obtain the most recent information, university libraries must have comprehensive and current websites. It is now easier than ever to use any library's website (Suyal, N. & Madhusudhan, M. 2025). Websites for libraries serve as online portals to the resources and services they offer. Due of the many features and benefits of library websites a library website can carry out a variety of functions, and their significance might be prioritized in many ways (Tella, A. 2025). In this information age, the internet plays a crucial role. The internet's power to disseminate knowledge makes it crucial. Shukla and Verma state that "the increased use of the internet has transformed the technique of accessing and spreading details about the library's operations, services, policies, different departments, employees, etc. In addition to providing a fantastic platform for broadcasting library news, events, programs, resources, and services, academic institutions' websites also aid in the dissemination of information to all distant users. (Verma, N.K. & Shukla, A. 2014)

### 1.1 Brief details about Central Universities in India

In India, central universities are established by a parliamentary act. They fall under the jurisdiction of the Ministry of Education's (MoE) Department of Higher Education. Since the MoE distributes the funds through UGC, these universities have been placed under Central Government. As of March 31, 2026, there were 57 Central

Universities in India (UGC, 2026). Eleven Universities out of these 57 were chosen for the current study from the north region of India. ([ugc.gov.in](http://ugc.gov.in))

### 1.2 Statement of the problem

Users of libraries may be able to access a substantial amount of information on their websites, including both qualitative and quantitative information on collections, the availability of different services and facilities, and basic general informative content. Libraries' websites that offer information about their collections, services, and other resources are very beneficial to users. Libraries must therefore create suitable websites that are especially suited to user demands and make sure these websites are kept up to date in order to effectively serve patron needs. In order to keep the content current, users must be informed as soon as new technologies, information, research, and resources in the domains of science, statistics, and mathematics are developed. Because of this, libraries' roles are constantly evolving, and they must now provide both up-to-date material and beneficial new services to their active user base. Thus, the goal of the current study is to investigate, assess, and evaluate the collections, services, and content that are pertinent to users' needs as offered on the websites of eleven central university libraries in the North Region of India. (Kumar, P. 2026)

## 2. Literature Review

**Pradhan, S. & Bhutamwar, S. (2026)** Studied The design, functionality, usability, and productivity of NIT libraries' websites and webpages were assessed in this study using the checklist parameter, which comprises evaluative indications

of website and webpage content. The majority of NIT libraries' websites and webpages differ in terms of design and content presentation, according to study findings and observations. This study also shows that the majority of NIT libraries do not include extra resources, tools, and features on their websites, such as a search bar, site map, font resizing, and language selection options.

**Sarkas, S. & Roy, H. (2025)**, In order to evaluate the informative scope and digital services offered by nine key institutions in North East India, the current study examines the content found on their library websites. A Google search was used to conduct an online survey to assess the services and resources offered by these websites for libraries. The results showed that the information provided and the organization of each library website vary greatly. However, the study also discovered that a lot of libraries don't have information on some important services.

**Laskar, P. (2024)** Investigated the resources and services offered by two Central University Libraries: Rajiv Gandhi University Central Library and North-Eastern Hill University Central Library. to assess and contrast the availability and accessibility of both library' web content. The various factors are compared using web content analysis techniques. According to the report, the North-Eastern Hill University library offers more resources and services and is more technologically sophisticated than the Rajiv Gandhi University library.

**Gohain, A.B., Mishra, & Mera, V. U. (2023)** observed the content of central universities' websites in Northeast India. The checklist used in the current study was created utilizing a variety of criteria and evaluations carried out by earlier researchers. The study's methodology uses "Yes" and "No" criteria for content analysis, while Microsoft Excel is used for data tabulation and analysis. The availability of library websites or web portals, their accessibility, design elements, site descriptions, statements of duty and contact details, website tools and aids, e-resources, and Web 2.0 applications are only a few of the subjects included in the analysis.

**Indira, B. (2022)** Evaluated the websites of 68 degree colleges connected to Mahatma Gandhi University, Kottayam, spread throughout four districts in Kerala state, India. Additionally, the web-based services and e-resources offered—such as Web OPAC, digital repositories, and value-added services—have been assessed in this context. Only 50% of the colleges have active websites with web OPAC and online resource access, according to the data. According to the report, college library websites should incorporate features like online OPAC, remote access to e-resources, and other utility-based value-added services.

**Ambika, C.A. & Ganesan, P. (2021)**, Used 29 standard checklists to analyze the content of thirteen central university library websites in India. They are ranked according to the evaluation of the outcome, and some recommendations are made to improve the usability of the websites. The results of the analysis showed that there are differences across the websites, and the librarians need to work more to standardize them so they are comparable to those of other international

libraries. Regular assessment of library websites will assist the authorities in enhancing their efficacy.

**Rekha, H. R. & Chandrasekhar, M. (2020)**, Investigated the websites of Kerala state's medical colleges and their contents. Based on library collections, services, and facilities offered by the websites, the study's data was analyzed. The results indicate that electronic resources are the current trend and relevant across all industries. Every institution must have its own library website; if one isn't, a separate library link ought to be given.

**Sahoo, S. & Panda K.C. (2019)** This paper's primary goal was to use globally accepted evaluation criteria to examine and assess the web content and navigational strengths of the Indian Institute of Technology (IIT) library websites. The study recommended using Web 2.0 features on their website to boost user engagement, teamwork, and involvement with the library. The IITs might create a uniform guideline for creating library websites by consulting with web developers and librarians and adhering to W3C guidelines.

**Devi, K.K. & Verma, M.K. (2018)** Conducted a research on the library websites of 19 IITs and 29 NITs implementing a five-point rating system and 172 characteristics to rank the institutions. According to the survey, out of all the engineering institutions included in the analysis, the IIT Kanpur library website had the highest score, while NIT Agartala had the lowest. The study also recommended that libraries' websites be regularly assessed in order to maintain its structure, information, and content.

**Devi, K.K. & Verma, M.K. (2017)**, Examined the websites of NIT libraries in India's northeastern states was the main emphasis of the paper. The investigation reveals that the NIT library's website is unique in a number of ways. According to the survey, all of the NITs in North-East India have library websites, but only NIT Sikkim has one. According to the study, the NIT library's website has to be updated regularly so that users may trust the information on it.

**Verma, M.K. & Devi, K.K. (2016)**, Studied IIM universities' library websites. The library webpages were assessed using a checklist that was created based on earlier assessments of websites carried out by various writers. The current analysis shows that each IIM library homepage is unique in many ways. It is advised that every IIM institution establish its own library website where it is possible for them to independently present all the information about the services and facilities offered by the library.

**Verma, M.K. & Devi K.K. (2015)**, The study was carried out for analyzing the contents available in the library webpage of the Central Universities of the North Eastern States in India. The library's webpages were assessed using a checklist that was created based on earlier assessments of websites by various writers. According to the study, in order to give visitors useful information, the central university library homepage needs to include modern features and services.

### 3. Scope of the Study

The present study is confined to India’s North region Central University’s Library Websites. Eleven Central Universities were selected for the study. There are 6 states in North region- Named Uttar Pradesh, Haryana, Himachal Pradesh, Punjab, Rajasthan & Uttarakhand. The Universities which are selected for the study are 6 from the Uttar Pradesh ,1 from

Haryana,1 from Himachal Pradesh, 1 from Punjab,1 from Rajasthan and last one from Uttarakhand. Were selected. The names of the selected institutes including their abbreviation, their URL Extension, Name of the Library & URL of the Library Websites are as listed below in the Table.

**Table 1: Details of The University URL**

S. No.	Name Of The University	Abbreviation	URL
1	Aligarh Muslim University (U.P)	AMU	<a href="https://www.amu.ac.in">https://www.amu.ac.in</a>
2	Banaras Hindu University (U.P)	BHU	<a href="https://www.bhu.ac.in">https://www.bhu.ac.in</a>
3	Baba Saheb Bheemrao Ambedkar (U.P)	BBAU	<a href="https://www.bbau.ac.in">https://www.bbau.ac.in</a>
4	University of Allahabad (U.P)	UoA	<a href="https://www.allduniv.ac.in">https://www.allduniv.ac.in</a>
5	Rajiv Gandhi National Aviation University (U.P)	RGNAU	<a href="https://www.rgnau.ac.in">https://www.rgnau.ac.in</a>
6	Rani Lakshmi Bai Central Agriculture University (U.P)	RLBCAU	<a href="https://rlbcu.ac.in">https://rlbcu.ac.in</a>
7	Central University of Haryana (Haryana)	CUoH	<a href="https://www.cuh.ac.in">https://www.cuh.ac.in</a>
8	Central University of Himachal Pradesh (Himachal Pradesh)	CUoHP	<a href="https://www.cuhimachal.ac.in">https://www.cuhimachal.ac.in</a>
9	Central University of Punjab (Punjab)	CUOP	<a href="https://cup.edu.in">https://cup.edu.in</a>
10	Central University of Rajasthan (Rajasthan)	CUOR	<a href="https://www.curaj.ac.in">https://www.curaj.ac.in</a>
11	Hemwati Nandan Bahuguna Garhwal University (Uttarakhand)	HNBGU	<a href="https://www.hnbgau.ac.in">https://www.hnbgau.ac.in</a>

**Table 2: Details of The University Library Websites with URL**

S. No	Name of The University	Name of The Library	URL Of Library Websites
1	Aligarh Muslim University	Maulana Azad Library	<a href="https://www.amu.ac.in/libraries/maulana-azad-library">https://www.amu.ac.in/libraries/maulana-azad-library</a>
2	Banaras Hindu University	Central Library	<a href="https://bhu.ac.in/Site/UnitHomeTemplate/1_3240_4531_Main-Site-Central-Library">https://bhu.ac.in/Site/UnitHomeTemplate/1_3240_4531_Main-Site-Central-Library</a>
3	Baba Saheb Bheemrao Ambedkar	Gautam Buddha Central Library	<a href="https://www.bbau.ac.in/Library.aspx">https://www.bbau.ac.in/Library.aspx</a>
4	University of Allahabad	Central Library	<a href="https://www.allduniv.ac.in/facilities/service">https://www.allduniv.ac.in/facilities/service</a>
5	Rajiv Gandhi National Aviation University	Library	<a href="https://www.rgnau.ac.in/en">https://www.rgnau.ac.in/en</a>
6	Rani Lakshmi Bai Central Agriculture University	Library	<a href="https://rlbcu.ac.in/facilities/library">https://rlbcu.ac.in/facilities/library</a>
7	Central University of Haryana	Pt. Deen Dayal Upadhyaya Library	<a href="https://library.cuh.ac.in">https://library.cuh.ac.in</a>
8	Central University of Himachal Pradesh	Acharya Raghu veer Central Library	<a href="https://library.cuhimachal.ac.in">https://library.cuhimachal.ac.in</a>
9	Central university of Punjab	Ranganathan Library	<a href="https://library.cup.edu.in">https://library.cup.edu.in</a>
10	Central University of Rajasthan	Central Library	<a href="https://www.curaj.ac.in/library">https://www.curaj.ac.in/library</a>
11	Hemvati Nandan Bahuguna Garwal University	Central Library	<a href="https://library.hnbgau.ac.in/">https://library.hnbgau.ac.in/</a>

Above table shows that 10 out of 11 library has .ac.in URL extension, only Central University of Punjab has .edu.in URL extension.

**Table 3: Availability of Library Website**

S. No.	University	Library has Website	Library Has Webpage	Under Facility	Important Link
1	AMU	0	1	0	0
2	BHU	0	1	0	0
3	BBAU	0	1	0	0
4	UoA	0	0	1	0
5	RGNAU	0	0	0	1
6	RLBCAU	0	0	1	0
7	CUoH	1	0	0	0
8	CUoHP	1	0	0	0
9	CUoP	1	0	0	0
10	CUoR	1	0	0	0
11	HNBGU	1	0	0	0
		5	3	2	1

The aforementioned table shows that five out of the eleven universities have library websites: AMU, BHU, and BBAU have library web pages, UoA and RLBCAU have library websites under facilities on their website, and only RGNAU has library pages under important links on their website.

**4. Need of the Study**

A website is an assortment of linked webpages, pictures, videos, and other digital assets that are accessed by a shared universal resource locator (URL), which is made up of an IP

address or domain name to an Internet protocol-based network. One of the key resources for publishing the library's operations is its website. Programs, library resources, and facilities are described on websites. Location, sitemap, library hours, rules, news and events, membership, library tour, FAQ, date of updating, contact, feedback, and administrative activities, as well as the type of connections, collection, services, social networking sites, and use of web 2.0 technology, are all included in the information. In order to improve the current websites for giving visitors rich and pertinent information, the study aims to assess the web content of the library website. (Haridasan, S. & Uwesh,2014)

## 5. Objective of the Study

- 1) To analyze the Availability and General Information available of selected central university library websites.
- 2) To know the services and facilities provided on the websites.
- 3) To learn about the library's online resources, services, and facilities.
- 4) To determine which institute's library websites offers superior services and rank accordingly.

## 6. Significance of The Study

The purpose of the study is to evaluate the content on the websites of the top libraries in North India and its contribution to the global corpus of knowledge. The study's findings will help shed light on the general characteristics, scope, and content of Indian university libraries.

## 7. Methodology

In order to gather data for this study, 86 carefully considered and well-designed checklists has been created based on earlier relevant papers. Data were gathered between March - April of 2026 by visiting the websites of 11 Central Universities' libraries. MS Excel was used to evaluate and show the data in tabular form. A "Yes" or "No" mark is placed on each checklist. Additionally, each "Yes" receives point (1), and each "No" receives point (0).

## 8. Data Analysis & Discussion

In order to assess the library websites of eleven (11) Central Universities located in six states in the northern area of India during March and April of 2026, this study used a structured web-based content analysis. Google search were used to find university websites, and the accuracy of the URLs retrieved was confirmed by cross-checking. Using predetermined criteria, including general information, library resources, services, e-resources, library sections, research support services, Web 2.0 tools, and value-added services offered by the library, each university library website was methodically evaluated using the 86 Checklist based on prior research. The overall performance of the websites has been calculated for the aim of ranking university library websites. The gathered information was carefully examined to identify the

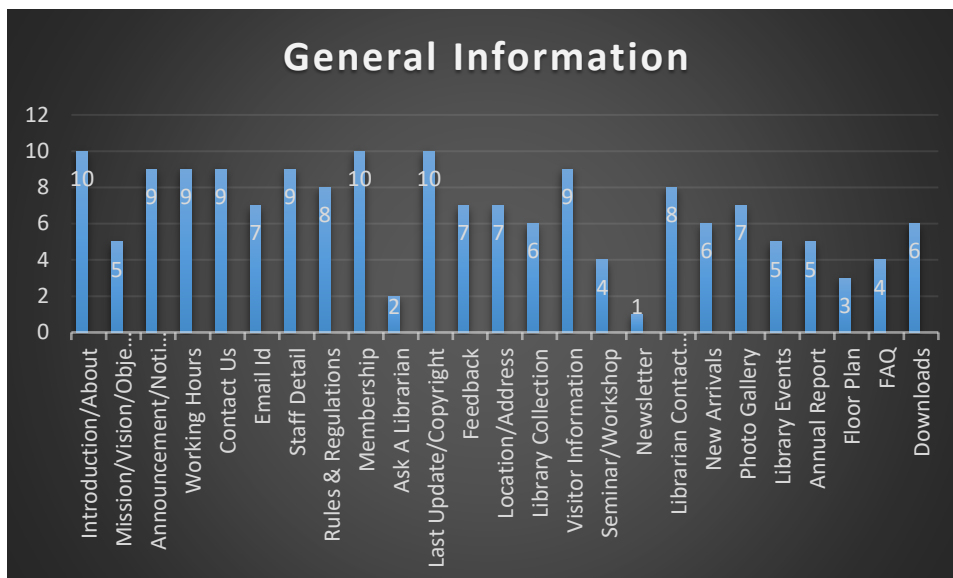
advantages and disadvantages of the library websites. To guarantee clarity and enable comparison ranking of the chosen university library websites, the results were displayed in tabular style.

### 8.1 General Information

It is essential to introduce the library to new users, students and teachers to receive basic information about the library through the "About Us" icon on the website homepage. The "Contact Us" symbol offers contact information, the "New Events or Notice Board" gives users with up-to-date information about the library, and the majority of libraries offer basic information about themselves on their websites, as seen in the table below. Table shows the General information of the selected universities, 10 out of 11 (90.9 %) universities provide information about Introduction/About, Last update and Membership, 9 out of 11 (81.8%) Universities provide Announcement/Notice, Working Hours Visitors Information and Contact us and staff details. 8 out of 11 (72.7%) university provide information about Rules & Regulations, Librarian contact information and Location /Address, 7 out of 11 (63.6%) university offer information about Email id. Feedback, Location/Address and Photo Gallery. 6 out of 11 (54.5%) Library Collection & Downloads link on their websites. 5 out of 11(45.4%) university has link of Mission, Vision, Objective, Library Events & Annual Reports. 4 out of 11 (36.3%) library websites has link of Seminar/Workshop & FAQ. Only CUOHP and CUoP has Ask a Librarian facility and University of Allahabad publish Newsletter. RGNUA does not provide any link regarding prepared checklist of General Information for the study on their website.

**Table 4: General Information**

S. No.	Criteria	Total	%
1	Introduction/About	10	90.9
2	Mission/Vision/Objective	5	45.5
3	Announcement/Notice/Updates	9	81.8
4	Working Hours	9	81.8
5	Contact Us	9	81.8
6	Email Id	7	63.6
7	Staff Detail	9	81.8
8	Rules & Regulations	8	72.7
9	Membership	10	90.9
10	Ask A Librarian	2	18.2
11	Last Update/Copyright	10	90.9
12	Feedback	7	63.6
13	Location/Address	7	63.6
14	Library Collection	6	54.5
15	Visitor Information	9	81.8
16	Seminar/Workshop	4	36.4
17	Newsletter	1	9.09
18	Librarian Contact Information	8	72.7
19	New Arrivals	6	54.5
20	Photo Gallery	7	63.6
21	Library Events	5	45.5
22	Annual Report	5	45.5
23	Floor Plan	3	27.3
24	FAQ	4	36.4
25	Downloads	6	54.5



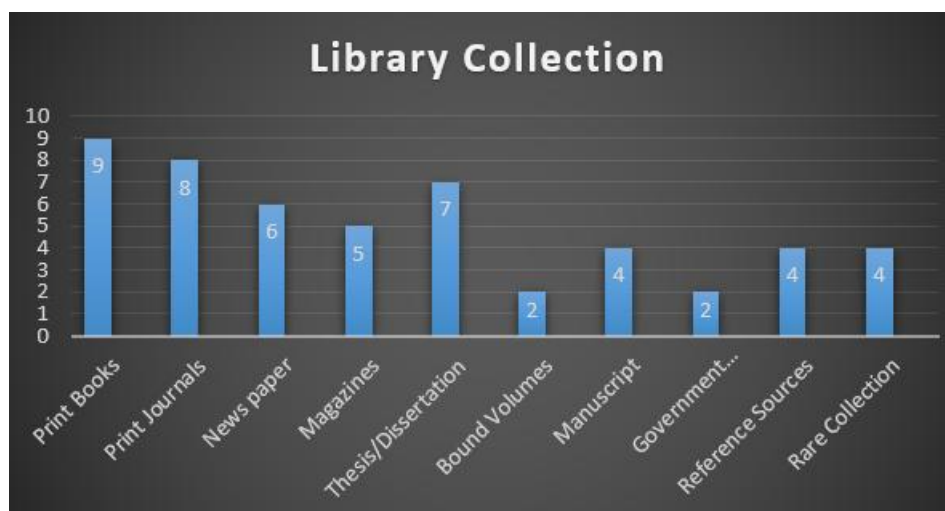
### 8.2 Library Collection

The academic community uses the college libraries' collections of textbooks, reference books, magazines, journals, newspapers, and other materials for both coursework and professional development. Information regarding the different kinds of information sources that are available on their websites is important for both teachers and students. Libraries should therefore include information about their collection on their website. The table shows that 9 out of 11 (81.8%) library website offers Print Books, 8 out of 11 (72.7%) Print Journals, 7 out of 11 (63.6%) Thesis/Dissertation, 6 out of 11 (54.5%) News Papers, 5 out of 11 (45.5%) Magazines, 4 out of 11 (36.4%) Manuscripts, Reference Sources and Rare Collection. Only two libraries provide information about Bound Volumes & Government

Publications. RGNAU & RLBCAU does not offers any link about library Collection on their websites

**Table 5: Library Collection**

S. No.	Physical Collection	Total	%
1	Print Books	9	81.8
2	Print Journals	8	72.7
3	News paper	6	54.5
4	Magazines	5	45.5
5	Thesis/Dissertation	7	63.6
6	Bound Volumes	2	18.2
7	Manuscript	4	36.4
8	Government Publication	2	18.2
9	Reference Sources	4	36.4
10	Rare Collection	4	36.4



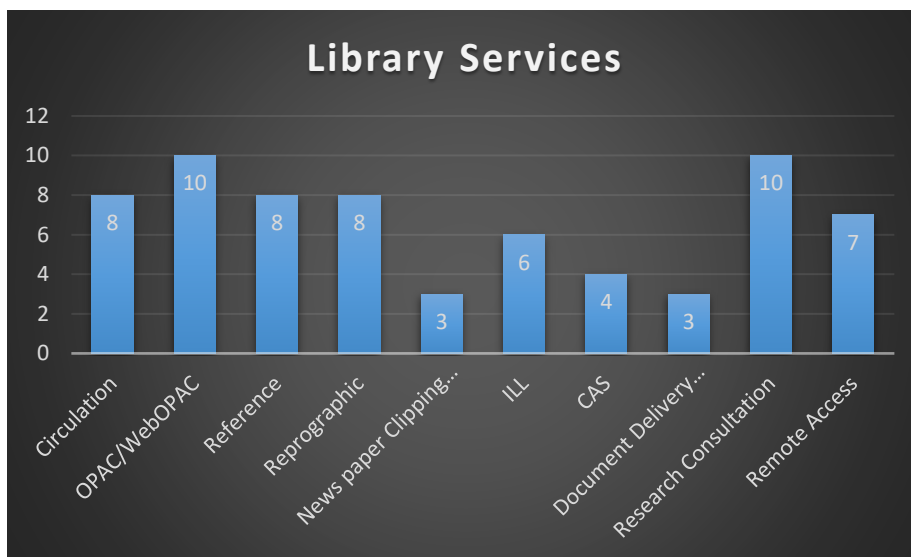
### 8.3 Library Services

College libraries provide a range of services to the academic community, including faculty and undergraduate students, that facilitate efficient use of information resources. The Table shows that 10 out of 11 (90.9 %) websites offers link of OPAC/Web-OPAC & Research Consultation Services. 8 out

of 11 (72.7 %) library websites offer Circulation, Reference & Reprographic Services. 7 out of 11 (63.6%) websites offer Remote Access and 6 out of 11 (54.5%) universities provide Inter Library Loan Services. Only 4 library websites provide Current Awareness Services & 3 Libraries provide Document Delivery Services.

Table 6: Library Services

S. No.	Criteria	Total	%
1	Circulation	8	72.7
2	OPAC/Web-OPAC	10	90.9
3	Reference	8	72.7
4	Reprographic	8	72.7
5	Newspaper Clipping Services	3	27.3
6	ILL	6	54.5
7	CAS	4	36.4
8	Document Delivery Services	3	27.3
9	Research Consultation	10	90.9
10	Remote Access	7	63.6

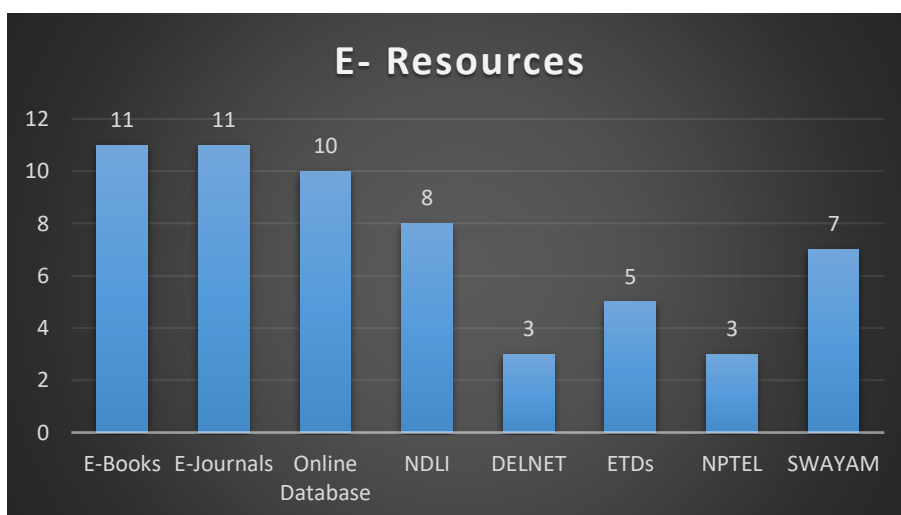


8.4 E-Resources

In the present era, libraries are quickly implementing online technology to enable students to access electronic materials both on and off campus. Important links are provided by the library so that users can access academic content via both open access and subscribing e-resources. As table shown that all the selected university 11 out of 11 (100%) has link of E-Books & E-Journals. 10 out of 11 (90.91%) Websites offer Online Database, 8 out of 11 provide facility to access National Digital Library of India, 7 out of 11 (63.64) % has Link of SWAYAM ,5 out of 11 (45.45%) has link of ETDs, only 3 out of 11 (27.27%) university library website provide link of DELNET & NPTEL.

Table 7: E -Resources

S. No.	E-Resources	Total	%
1	E-Books	11	100
2	E-Journals	11	100
3	Online Database	10	90.91
4	NDLI	8	72.73
5	DELNET	3	27.27
6	ETDs	5	45.45
7	NPTEL	3	27.27
8	SWAYAM	7	63.64



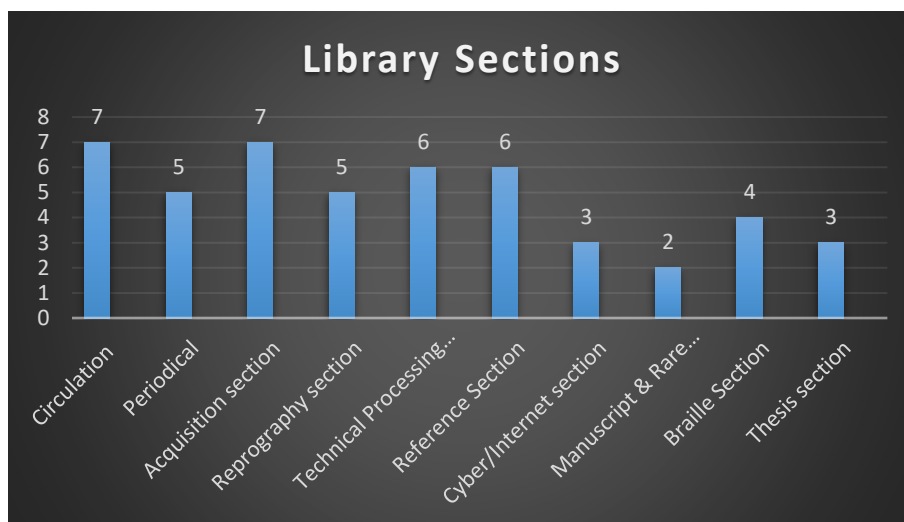
8.5 Library Sections

In order to make information easier to obtain, library sections are usually separated into functional categories such as Circulation (borrowing/returning), Acquisition (buying), and Technical Processing (cataloging). Periodicals (magazines, newspapers), Reference (atlases, encyclopedias), Children's, and Digital/IT resources are examples of specialized areas. As the below table presents that 7 out of 11 (63.64%) library websites have circulation section & Acquisition Section. 6 out of 11 (54.55%) have Technical Processing Section & Reference Section. 5 out of 11 (45.45%) university library website provide information of Periodical Section & Reference Section. 4 out of 11 (36.36%) websites have Braille Section, 3 out of 11 (27.27%) library website offer Cyber/Internet Section & Thesis Section, only 2 (18.18%) library websites offer Manuscript & Rare Documents. UOA,

RGNAU, RLBCAU and CUoH don't offer any link about Library section on their Website.

Table 8: Library Section

S. No.	Library Sections	Total	%
1	Circulation	7	63.64
2	Periodical	5	45.45
3	Acquisition section	7	63.64
4	Reprography section	5	45.45
5	Technical Processing section	6	54.55
6	Reference Section	6	54.55
7	Cyber/Internet section	3	27.27
8	Manuscript & Rare Document	2	18.18
9	Braille Section	4	36.36
10	Thesis section	3	27.27



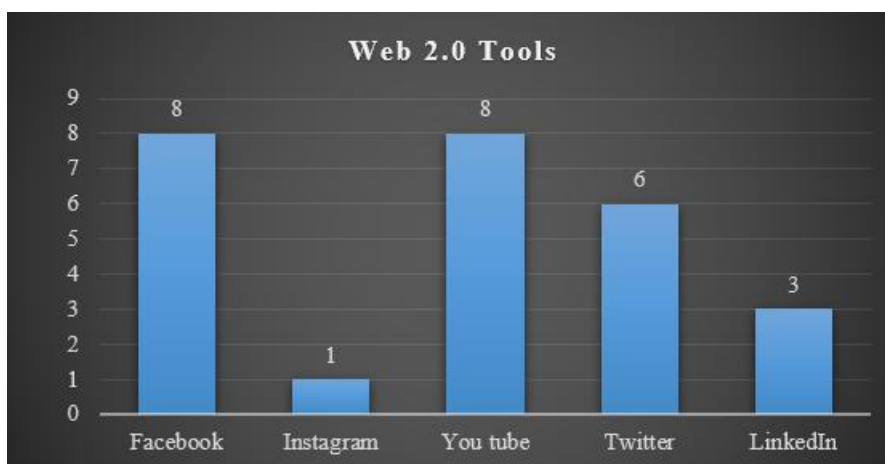
8.6 Web 2.0 Tools

Web 2.0 technologies are advanced versions of the World Wide Web that make it possible for anybody to produce and distribute content online. According to H. Wordofa (2014), academic libraries are focusing on using Web 2.0 tools to improve library services and gather user feedback regarding library resources and services. The web 2.0 tools are listed in the Table. Table shows that 8 out of 11 (72.73%) library websites are on Facebook & YouTube. 6 out of 11 (54.55%) library websites are on Twitter, 3 out of 11 (27.27%) library

websites on LinkedIn. AMU, RGNAU, RLBCAU, don't have link of web 2.0 tools on their library website.

Table 9: Web 2.0 Tools

S. No.	Web 2.0	Total	%
1	Facebook	8	72.73
2	Instagram	1	9.09
3	You tube	8	72.73
4	Twitter	6	54.55
5	LinkedIn	3	27.27



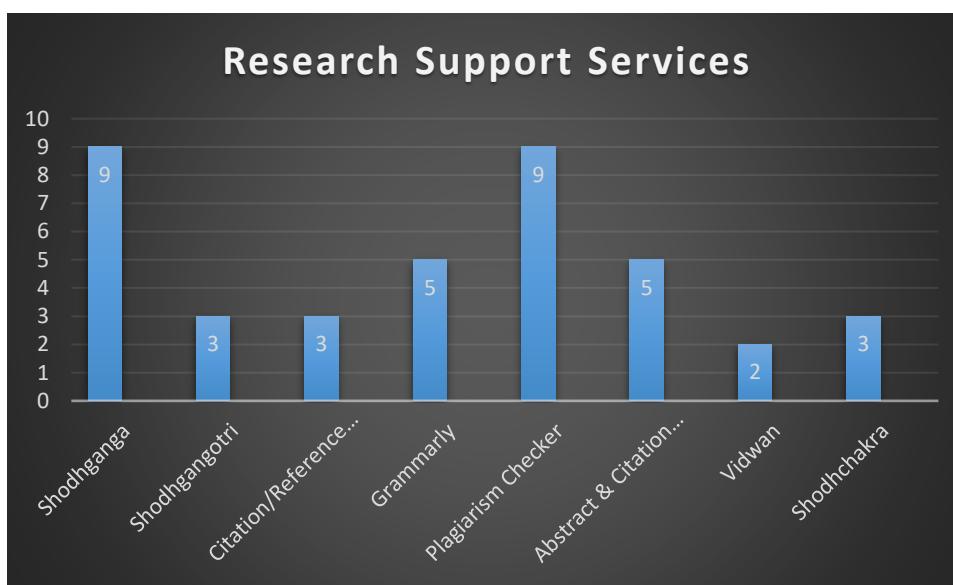
**8.7 Research Support Services**

Academic libraries offer specialized, proactive research support services that help researchers at every stage of the research lifecycle, from planning and funding to publishing and dissemination. Through expert consultations, data management, and impact analysis, these services improve the visibility and effectiveness of research, transforming from traditional library roles into collaborators in academic communication. The table describe that 9 out of 11 (81.82%) library websites offer Shodhganga & Plagiarism Checker. 5 out of 11 (45.45%) library websites provide Grammarly and Abstract & Citation Database. 3 out of 11 (27.27%) websites provide Shodhgangotri, Citation /Reference Management Tool and Shodhchakra. Only 2 library offer Vidwan Database

on their website. RGNAU does not provide any information regarding Research Support Services on their website.

**Table 10: Research Support Services**

S. No.	Criteria	Total	%
1	Shodhganga	9	81.82
2	Shodhgangotri	3	27.27
3	Citation/Reference Management Tool	3	27.27
4	Grammarly	5	45.45
5	Plagiarism Checker	9	81.82
6	Abstract & Citation Database	5	45.45
7	Vidwan	2	18.18
8	Shodhchakra	3	27.27



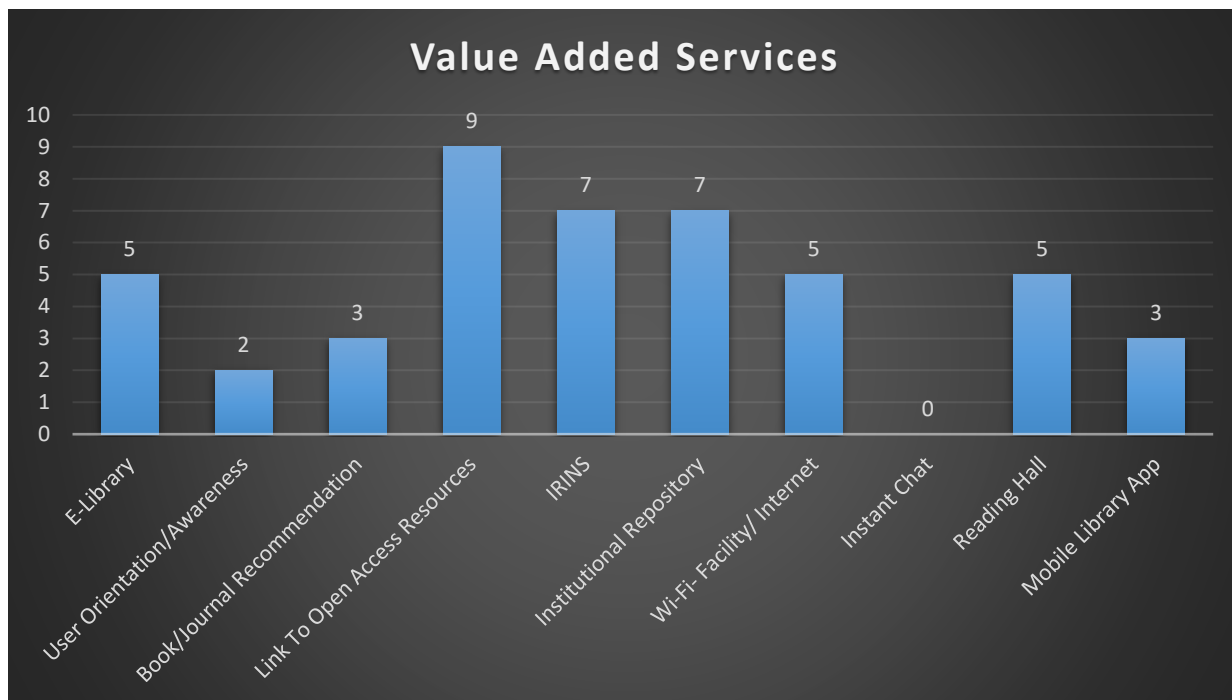
**8.8 Value Added Services**

Value-added services in academic libraries are improved, user-centered services that go beyond standard lending and are intended to complement contemporary pedagogy and research. Table shows that 9 out of 11 library websites offer Link to Open Access Resources, 7 out of 11 (63.64%) library websites provide IRINS & Institutional Repository. 5 out of

11 (45.45%) library websites offer E-Library, Wi Fi Facility & Reading Hall. 3 out of 11 Library websites offer Book Journal Recommendation & Mobile Library App. Only 2 library provide link of User Orientation /Awareness on their websites. Not a single library offers Instant Chat service on the website. RGNAU doesn't provide any information of Value Added Services on the website.

**Table 11: Value Added Services**

S. No.	Value Added Services	Total	%
1	E-Library	5	45.45
2	User Orientation/Awareness	2	18.18
3	Book/Journal Recommendation	3	27.27
4	Link To Open Access Resources	9	81.82
5	IRINS	7	63.64
6	Institutional Repository	7	63.64
7	Wi-Fi- Facility/ Internet	5	45.45
8	Instant Chat	0	0
9	Reading Hall	5	45.45
10	Mobile Library App	3	27.27



**Table 12:** Total Information Available on The Library Website

S. No.	Criteria	Total	AMU	BHU	BBAU	UoA	RGNAU	RLBCAU	CUoH	CUOHP	CUoP	CUoR	HNBGU
1	General Information	25	19	18	19	15	0	11	17	16	15	19	18
2	Library Collections	10	7	9	6	8	0	0	2	5	6	3	5
3	Library Services	10	10	6	7	8	0	2	6	5	6	10	7
4	E-Resources	8	6	3	7	6	3	5	7	6	5	7	3
5	Library Sections	10	6	10	9	0	0	0	0	5	6	4	8
6	Web 2.0 Tools	5	0	3	2	5	0	0	4	4	3	3	2
7	Research Support Services	8	4	2	4	2	0	3	5	6	4	5	4
8	Value Added Services	10	4	6	6	5	0	5	5	3	3	1	8
	Total information	86	56	57	60	49	3	26	46	50	48	52	55

**Table 13:** Rankin of The Library websites on the basis of Findings

S. No.	University	Total Marks (N=86)	Rank
1	BBAU	60	1st
2	BHU	57	2nd
3	AMU	56	3rd
4	HNBGU	55	4rth
5	CUoR	52	5th
6	CUoHP	50	6th
7	UoA	49	7th
8	CUoP	48	8th
9	CUoH	46	9th
10	RLBCAU	26	10th
11	RGNAU	3	11th



## 9. Findings & Result

According to the above table, BBAU ranked first with 60 out of 86, followed by BHU with 57 out of 86, AMU with 56, which is very close to BHU, HNBU with 55 out of 86 and got fourth place, CUoR with 52 out of 86, CUoHP with 50 out of 86, UoA got 7<sup>th</sup> position with 49 out of 86, CUoP received 8<sup>th</sup> rank, CUoH 9<sup>th</sup>, RLBCAU is on 10<sup>th</sup> place, and RGNAU got the lowest rank which is 11<sup>th</sup>. The major findings of the study are as follows:

- BHU Library Website has the Maximum Library collection (9/10),
- AMU, BBAU & CUoR provide maximum no. of General Information. (19/25)
- Maximum no. of website (10/11) uses .ac.in URL extension of their website.
- Majority of Website have their library website (5/11)
- AMU & CUoR provides the maximum number of services. (10/10)
- BHU have maximum Library Section (10/10),
- UoA uses all the Web 2.0 tools prepared for the study (5/5)
- CUoHP offers the Maximum Research Support Services (6/8)
- HNBU provides maximum Value Added Services (8/10)
- RJNAU doesn't provide General Information, Library Collection, Library Services, Library Section, Web 2.0 Tools, Research Support Services and Value Added Services. It Only provides some E-Resources link on their websites.
- RLBCAU doesn't provide Library Collection, Library Section, & Web 2.0 Tools.
- UoA & CUoH don't provide any information about Library Sections on their Library Website.
- AMU doesn't use any of the web 2.0 tools prepared for the study on their website.
- BBAU scored first rank, followed by BHU 2<sup>nd</sup> and RGNAU received last position with only 3 E-Resources Link.
- Not a single library website provides information about Instant Chat.
- None of the website provide all the information and considered as Ideal website.

## 10. Conclusion

The current study sought to determine what was available on the websites of North Indian central universities' libraries as well as to assess the resources and services these websites offered. The results showed that the information available on each library website varies considerably. Information about library collections, resources, and facilities can be found on the majority of university libraries' websites. On their websites, many of them also offer services like OPAC, Web-OPAC, databases, e-books, e-journals, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), remote access, document delivery services, and more. There is less in the no. of the library website which provide link of -Ask a Librarian, Newsletter Bound Volumes, Government Publications, Newspaper Clipping Services, Document Delivery Services, DELNET, NPTEL, Section for Cyber/Internet, Manuscript & Rare Documents, Thesis Section, Instagram, LinkedIn Web 2.0 Tools, Shodhgangotri, Citation/Reference management Tools, Vidwan Shod chakra Database for Researchers, E-Library, Mobile App, User Awareness/Orientation Services, Instant Chat Value added Services. Thus, it is advised that university libraries concentrate on improving their web-based services and take the required actions to raise the general functionality and user experience of their websites. It is anticipated that this research will aid in the creation of a thorough framework for assessing and enhancing academic library websites in the future.

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