

**CONTENT ANALYSIS OF LIBRARY WEBSITES OF  
CSIR-INSTITUTIONS OF UTTAR PRADESH AND  
DELHI, INDIA: A STUDY**

**ABSTRACT**

**FOR THE DEGREE OF**

**MASTER OF PHILOSOPHY**

**IN**

**LIBRARY AND INFORMATION SCIENCE**

**SUBMITTED BY**

**KAMAL BAJPAI**

**SUPERVISOR**

**Prof. SHILPI VERMA**



**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**(School for Information Science and Technology)**

**BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY**

**(A Central University)**

**VIDYA VIHAR, RAIBARELI ROAD, LUCKNOW,**

**UTTAR PRADESH – 226025**

**Enrolment No. 317/19**

**Session- 2020-21**

## ABSTRACT

---

India is a developing country and we are living in the era of technology. For the development of any university or institutions library plays an important role. As we know that this is the period of technology, library websites are key for the development of any institution. But we see that most of the institutions does not have its library websites. Before going to any Institution or University user wanted to see the things available on the websites. Library websites can be very simple, because the main purpose of any library websites is to promote its services.

Due to advance developments in ICT, it has transformed the education field by starting the new ways of learning and information sharing. Post -secondary students or undergraduate students are honoured with abundance of knowledge for their studies and research work in comparison to pre-ICT era before the innovation of WWW as it is one of the most effective ways to achieve and produce information. (Jer Yuen & Majid, 2007)

The advancement of the web is greatly changing the way of users interacts with information and with other people. As libraries are growing in electronic period, our perceptibility on web is gradually becoming important for conveying the needs and demands of our patrons. Academic libraries have accepted WWW by increasing better viewpoint to meet patron demands.(Lopes & Carriço, 2008)

In the contemporary age of internet there has been common use of information technologies. World Wide Web has made tremendous impact on every field. Libraries even not left untouched by its effect. Today in the age of ICT there has been significant changes in the functions and functioning of library.

Library website have been mirror image of the library. It provides a better platform to explore and access the content from any location at any given time. Libraries are playing a vital role in the dissemination information services through their websites (Haridasan & Uwesh, n.d.). They serve as essential tools for content delivery and outreach activities libraries (Wilson, 2015).

Khan, Idrees and Mudassir (2015) examined that the website is a fundamental source of information for people with disabilities (PWDs). This is basic human right perceived in the UN convention on the Rights of PWDs, clearly assign to the internet and other Information

and Communication Technologies (ICT) as an access code for them. Various researchers served that the internet and ICT are three times more interactive and accessible for normal people than disabled persons

Library website serves as main window to access library resource and services. Special library websites not only provide information about libraries and libraries services, but also provides access to online catalogues, electronic database, subject resources and digital collection.

**STATEMENT OF THE PROBLEM:** With the advancement of technology criteria for evaluation of any library has also changed. Now analysis of library websites can be done through the content analysis though which we can understand the quality level of any library, its collection and services by sitting at one place. The study is focused on the *Content Analysis of Library Websites of CSIR-Institutions of Uttar Pradesh and Delhi, India: A Study*

**OBJECTIVES:**

1. To know about the basic information available on these websites.
2. To know the library collection, library services and links to other resources available in the library website of institutions
3. To know about the features of library websites.
4. To examine the e-resources available on the websites.
5. To examine the application of Web 2.0 technologies on the website of CSIR Institutes.
6. To examine the changes and updation done during COVID-19
7. To prepare the comparative checklist of library websites of CSIR Institutions of Uttar Pradesh and Delhi

**HYPOTHESIS**

**H<sub>1</sub>:** Basic information are available on library websites

**H<sub>2</sub>:** CSIR institutions has separate library home pages

**H<sub>3</sub>:** Library websites are updated regularly

## **SCOPE**

There are 39 national institutes of CSIR in India but most of the CSIR institutes are located in Uttar Pradesh and Delhi. There are total 9 institutes of CSIR located in U. P and Delhi. The scope of the research work is to the analyse library websites of Council of Scientific & Industrial Research Institutes of Uttar Pradesh and Delhi region. There are 4 CSIR Institutes in Lucknow and 5 Institutes in Delhi. CSIR Institutes located in Lucknow are: 1- CSIR- Indian Institute of Toxicology Research (CSIR-IITR), 2- CSIR- National Botanical Research Institutes (CSIR-NBRI), 3-CSIR-Central Drug Research Institutes (CSIR-CDRI) and 4- CSIR- Central Institutes of Medicinal and Aromatic Plants (CSIR-CIMAP). CSIR Institutes located in Delhi are: 1-CSIR- Central Road Research Institutes (CSIR-CRRI), 2- CSIR-Institutes of Genomics and Integrative Biology (CSIR-IGIB), 3-CSIR- National Institute of Science Communication and Information Resources (CSIR-NISCAIR),4-CSIR- National Institutes of Science Technology and Development Studies (CSIR-NISTADS), 5- CSIR-National Physical Laboratory (CSIR-NPL).

## **LIMITATIONS OF THE STUDY**

- The present study mainly focuses on the CSIR Institutes of Uttar Pradesh and Delhi.
- The study is limited to the contents available on library websites of CSIR institutes of Uttar Pradesh and Delhi.

## **RESEARCH METHODOLOGY:**

Research methodology is one of the important part of any research. So, methodology should be very systematic, it gives the blue print of any research work. In the present study the library websites of CSIR institutions of U.P. and Delhi has been observed and studied during 1 July 2021 to 5<sup>th</sup> August 2021. The checklist was prepared based on the earlies studies. Investigator is also assuming that the things present on library websites means that these are present on library also.

The study was conducted in different phases. The methods which are followed in the study are described below:

- Literature search
- Design of the study
- Selection of sample
- Details of Tools

- Steps of Data collection
- Statistical Analysis
- Citation style used

**Literature search:** The investigator has searched various e- resources such as Emerald, Google scholar and Other Internet resources related to the topic. Investigator has also examined various primary sources such as journals, theses, books etc. related to the topic.

**Design of the study:** List of CSIR institutes of Uttar Pradesh and Delhi are taken from the official websites of CSIR.

**Selection of Sample:** As per CSIR there are 39 national institutes from which 9 institutes are selected for the study located in U.P. and Delhi.

**Details of the tools:** There is no standard parameter present to examine the contents of library websites of CSIR institutes. In this study the investigator has adopted the necessary elements for the following guidelines and thesis to analyse the contents of library websites of CSIR Institutes of Uttar Pradesh and Delhi.

- Guidelines for Indian Government websites: An integral part of Central secretariat manual of office procedure, NIC (Ministry of Communication and Information Technology [GOI],2009)
- Web Content and Design Trends of Indian Institute of Management (IIMs) Libraries Website: An Analysis (Verma & Devi, 2016)
- Content Analysis of select University library websites of India: An evaluative Study (Kumar & Verma, 2018)

#### **Steps of Data Collection:**

- **Main Study**

In the main study a checklist of 62 parameter was finalised. In the present study investigator collected data from the library websites through online survey during 1 July 2021 to 5<sup>th</sup> August 2021.

The checklist was divided into the following eight categories.

1. General Information about libraries
2. Library Collection
3. Library Services

4. Information on e-resources
5. Features of Library websites of CSIR Institutes
6. Web 2.0 Tools
7. Interactive user Interface
8. Changes and updation on library website during COVID 19

**Statistical Analysis Adopted:** The rating system is 0 and 1. 0 is for the things which is not available on library websites and 1 is for available things given on library websites, through the following rating the researcher may come out to the result that which CSIR institutions provides better collection and services.

**Citation Style:** Reference and Bibliography is prepared by applying (APA) 6<sup>th</sup> edition American Psychological Association which is widely used in Library and Information Science.

**Significance of the Study:** This study is done to evaluate the library home pages of CSIR institutes of U.P and Delhi. A checklist has been used to gather data of all library webpages to find out the general information, collection and service resources, features etc. of library websites. This study will help in analysing weakness and strength of library website and will also help in recommending better suggestion for redesigning of these library websites and in presenting users with better designed websites and user-friendly interface.

### **CONCLUSION:**

The whole study is divided into five chapters the first chapter contain the introduction, definitions, objectives, scope, research methodology and Limitations. The second chapter deals with the review of literature available online. The third chapter deals with the profile of CSIR- Institutes of U.P. and Delhi. The fourth chapter contains data analysis and Interpretation and the last which is fifth chapter of the study contain findings of the study and recommendation for further research.

The researcher in the present research has design checklist which was based on the earlier study to check the content available on the library websites of CSIR- Institutes.

This study provides an information, services, collection, e-resources available on 9 library websites. It is found that content and information available on each library websites varies from each other.

Day by day it is becoming important to evaluate the library website to check the web usability and content. Though library is the replicate of any organisation so it is essential for any institution to have independent library websites which provide all features of library. Library websites also acts as a knowledge center of any institute where everything can be browsed via library website.

It is necessary to make library website effective dynamic and effective user's survey and feedback techniques may be carried out and comparison of contents and information may be done time to time from fully dynamic library websites of other reputable institution.

As CSIR institutes are known for its research and development in science and technology so for development and research work, knowledge resource centre plays an important role. It is observed that websites of CSIR institutes are just good in condition. Every CSIR Institutes has a library web link except CIMAP, every institute has provided information about libraries. Utilization of Web 2.0 has not been observed which is necessary for development of any library. Changes done during pandemicCovid-19 has also not been seen in library websites. Libraries are not updated regularly. So, this study will help us as roadmap in developing websites of knowledge resource centre.

### **TESTING OF HYPOTHESIS:**

**H<sub>1</sub>:** Basic information are available on library websites.

Table 2 and Fig. 1 shows that most of the library websites has mentioned general information on their library websites, hence this is proved and accepted.

**H<sub>2</sub>:** CSIR institutions has separate library home pages.

From the table 1 it can be seen that except CSIR-CIMAP every institute has its library home pages. Hence above hypothesis is proved and accepted.

**H<sub>3</sub>:** Library websites are updated regularly.

Table 6 and fig.5 shows that websites are not updated on regular basis. Hence this hypothesis is not proved and rejected.

### **FINDINGS:**

There is total 9 CSIR institutes in Lucknow and Delhi. All institutes were established in different years. The first institute established under CSIR was National physical laboratory, New Delhi which was established in 1947. Except CSIR-CIMAP knowledge Resource Centre each Institute of CSIR provide library web link to access the services of library.

## **RECOMMENDATION AND SUGGESTION OF THE STUDY:**

- Standard guidelines for library websites should be prepared by National Library of India
- Library websites should be more attractive and informative so that user can easily access required information
- Checklist should be used as standard guidelines for improving websites.
- Separate corner for e- resources should be given
- Clear link of library websites should be given in CSIR Institutes home page in a separate corner.
- Library should take advantage of web 2.0 such as Blogs, RSS feed, telegram to promote their libraries
- Each and every content of library should have separate corner on library websites.
- All the form should be online as it saves the time of user.
- Library should be updated on regular basis.
- Librarian should assist the web developers while designing the library websites.
- Background colour and language choosing option should also be provided by institute.

## **FURTHER AREAS OF RESEARCH:**

The present study was carried out on Content Analysis of CSIR-Institutes of Uttar Pradesh and Delhi, India. According to the outcomes, the present study can be extended in the following areas:

1. Content Analysis of Library websites of CSIR Institutes of India.
2. Role of LIS professionals in helping the website developer to make attractive websites with regularly updated content.
3. Content Analysis of Library Websites of Disabled Institutes.
4. Content Analysis of ICAR Library websites.