Library Webpage of General Degree Colleges in Basirhat Sub-Division, North 24 Parganas, West Bengal: An Analysis of Content

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Abstract: *The enormous development in ICT-based web technology and the internet has posed new challenges for libraries regarding the dissemination and promotion of information. Today, general degree colleges use web-based technology to provide prompt and precise information to their users, mostly in digital form. The purpose of the study is to examine information regarding general information about the library, collections, services and features used in library web pages of six general degree colleges through analysis of the contents. The data was collected from the web pages of the concerned general degree colleges through online survey and observation technique using a comprehensive, well-structured checklist based on previous work. The study reveals that most of the libraries have library web pages in structure forms. It is observed that more than fifty percent of general information is provided by one library; most of the libraries provide more than fifty percent of information on library resources but provide less than fifty percent of information on library services. Few of the libraries mention asking the librarian for feedback. This research work is confined to the six general degree colleges in Basirhat Sub Division, North 24 Parganas. This research work will guide library and information science professionals in improving their existing library web pages, along with the design and development of a new one with a standard format. The article also offers some suggestions and recommendations for designing, developing, updating, and managing a better library web page.*

Keywords: *Content Analysis; College Websites; General Degree College; Library Webpage; Webometric Studies.*

Introduction

The advent of ICT, together with the tremendous development in internet and web-based technology, completely changed our modern lifestyle. The library website is a reflection of the library image and acts as a mirror for the library (Singh and Guutam, 2016). It is the digital front door of the library, where users make their visit before making a physical

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visit to the library. A library website is a collection of concise and descriptive information on the web for the academic community in various multimedia formats, such as text, audio, and video material, databases, graphics, and links (Vasishta, 2013). A college library web page is a subset of the concerned college website that shows its collection, services, facilities, communication media, and other information. So, a standard, comprehensive listing of library resources and services, as well as the updating of the library web page, will lead us to a user-friendly library web page. Content is the key to analyze the library web pages. Content analysis is an accepted method of textual investigation, and it is a technique to assess content based on various parameters. The content analysis method is used to conduct this research to analyze the various aspects of the contents available on the web pages. Therefore, the aims of the study are to analyze and evaluate the content available on the library web pages of general degree colleges in Basirhat Sub Division, North 24 Parganas.

1. **Basirhat Sub-division**

The North 24 Parganas district is divided into five subdivisions, and Basirhat Subdivision is one of the biggest Subdivisions, situated at the Ichhamoti-Raimangal river plain of the lower Ganges Delta. It consists of 13 block development offices, 11 police stations, 1256 primary schools, 25 middle schools, 124 high secondary schools, 6 general degree colleges, 90 gram panchayats, and 3 municipalities (Baduria, Basirhat, and Taki) covering an area of about 1777.02 square kilometers with a population of 2271880 as per 2011 census. It is mainly a rural area, where the rural population is 87.04%, contrary to the urban population of 12.96%. The literacy rate in Basirhat Subdivision is 75.67%, which is lower than in North 24 Parganas District, where the literacy rate is 84.06% as per 2011 census.

2. **Brief Information of the Colleges**

The general degree colleges affiliated with WBSU in Basirhat sub-division are considered for this research work. There are six general degree colleges in Basirhat sub-division, out of which five are government-aided colleges and one is a government college. A brief description of the six colleges under this study is given below.

2.1. Bamanpukur Humayun Kabir Mahavidyalaya (BHKM)

Bamanpukur Humayun Kabir Mahavidyalaya (BHKM) is a state-aided co-educational General Degree College affiliated with West Bengal State University (WBSU), established in the year 1973 in Minakha Block of Basirhat Subdivision. There are six B.A. Honours courses and B.A. and B.Sc. general courses taught here. The college is not yet accredited by the NAAC.

2.2.   Basirhat College (BC)

Basirhat College (BC) is one of the oldest colleges, established on November 16, 1947,

just after three months of Indian Independence. The college first started in Basirhat Town Hall, and a few days later it moved into the residential place of renowned personalities like Late Khan Bahadur AFM Abdur Rahman. Last but not the least, it was shifted to its present location, where the foundation stone was laid by Dr. Shyama Prasad Mukherjee, the eminent educationist of Bengal. It is a co-educational, state-aided college affiliated with WBSU. Now this college is running in three shifts, i.e., Morning, day, and Evening sections, where the morning and day sections cater to education in the arts and sciences stream and the evening section is exclusively for commerce stream. A large number of students of about 7,000 access their higher education at this institution. The college offers 19 subjects, including 16 honours subjects, i.e., 7 Science subjects, 8 Arts subjects, one B. Com. subject, and 1 Master degree in Bengali. The college also taught general courses in B.A., B.Sc., and B.Com. This College celebrated its platinum jubilee year in 2021–22. The college is not accredited by the NAAC till today.

2.3. Hingalganj Mahavidyalaya (HM)

Hingalganj Mahavidyalaya (HM) is a co-educational State-Aided General Degree college affiliated to WBSU. It was established in 2005 and started with only 55 students in the remote and undeveloped area of Sundarban. It is only one of the general colleges in the entire Hingalganj block. The students are mainly coming from the rural, economically challenged, and marginalized communities of a vast region of coastal Sundarban. This college now offers six B.A. honours courses, one B.Sc. honours course, as well as B.A. and B.Sc. general courses to its students. This college has not yet faced the NAAC team.

2.4. Kalinagar Mahavidyalaya (KM)

Kalinagar Mahavidyalaya (KM) started its journey with only 47 students, often hailing from first-generation learner families in the remote island of Sundarban, in the year 1985, to cater higher education to the students who often come from poverty-driven local tribal communities. It is a State-aided, co-educational General Degree College affiliated with WBSU. There are seven B.A. honours courses and one B.Sc. honours course, along with B.A. and B.Sc. general courses, taught here. This college has not yet been accredited by the NAAC.

2.5. Saheed Narul Islam Mahavidyalaya (SNIM)

Saheed Narul Islam Mahavidyalaya (SNIM) started its journey in the Tetulia area in 2001 with the aim of fulfilling the need for higher education mainly in densely populated Swarupnagar and Baduria Blocks, which are very near the Indo-Bangladesh International Border. Here, the students are coming from disadvantageous sections of society who lack the financial and economic resources to pursue their higher education. This college offers nine B.A. honours and one B.Sc. honours course, as well as B.A. and B.Sc. general courses, but commerce is not taught here. This is a co-educational State-Aided general degree

college affiliated with WBSU. In 2019, the college was accredited by the NAAC with a "B" Grade in its first cycle.

2.6.   Taki Government College (TGC)

Taki Government College (TGC) is a government institution affiliated with WBSU that is guided wholly by the norms of the Department of Higher Education, Science, Technology, and Biotechnology (DHESTB), Government of West Bengal. TGC is a government co-educational college established in 1950 with the responsibility to fulfil the educational aspirations of a large number of local students after the partition. The main campus is divided into three parts: the Main Building, the annex building, and the geography and playground enclave. Only the arts and sciences groups are taught here. The commerce stream is absent at this college. The student strength is about 6,000, and there are 13 honours courses in the Arts and Science stream along with B.A. and B.Sc. general courses. Two PG courses, i.e., Bengali and English, are taught here.

3.   Review of Related Literature

There have been numerous studies conducted on the content analysis of webpages and websites of libraries of different Central and State universities, technical colleges and universities, and general colleges in India, such as:

A survey was conducted on the content evaluation of library websites and webpages of National Importance in Karnataka to examine the information regarding the library, collections, services, and facilities used in the websites. (**Shashidhara, 2023**). A content analysis of the library websites and webpages of the top twenty NIRF-ranked pharmacy institutes in India to know the domain structure, accessibility, and availability of library collections, services, and facilities (**Madhu & Kannappanvar, 2023**). A study on the analysis of the content of library websites of selected state and deemed universities in Delhi to ascertain how effectively libraries are leveraging their respective websites to provide library-related information on their websites (**Gupta & Walia, 2022**). An evaluative study has been conducted on the content analysis of library websites of state-aided universities in Kolkata, West Bengal, to evaluate eleven library websites (**Tunga, 2021**). A content analysis of the library web pages of polytechnic college websites in Kerala shows none of the colleges have new arrival information; half of the colleges acquire e-journals, 20% acquire e-books, etc. (**Surendra, 2021**).A study on content analysis and raking of eleven library websites of the NAAC-accredited college of Kazi Nazrul University was conducted to examine, evaluate, explore, and rank them based on earned scores (**Mandal, 2021**).A study was conducted on the content analysis of Library Websites of selected Colleges of Delhi University to examine the accessibility, accuracy, currency, and user friendliness of library websites (**Rahman & Batcha, 2020**). A study was conducted on branding and

promoting college libraries under West Bengal State University through websites to identify accessibility and speed, authority and accuracy, website aid and tools, library services and technical services, links to e-resources, etc. for making a library website effective in terms of branding and promotion (**Biswas, 2019**). The study investigates and presents the content analysis of engineering college library websites affiliated with Goa University in Goa. The study depicts the need to design and develop a unique type of library website and provides suggestions for developing and managing better library websites (**Hugar, 2019**). A study regarding the evaluation of the library web presence of technical colleges under MAKAUT of West Bengal through content analysis (**Gupta & Gupta, 2019**).

The review of the above studies shows that much content analysis research has been done for mapping the academic institutional library webpage in India. It is clear from the above review that it will be more meaningful to conduct the present study to develop a more useful library webpage for the general degree colleges in West Bengal.

4. Objectives of the study

The present study was undertaken to accomplish the following objectives:

- ➢ To analyse the content of the college library webpage in Basirhat sub-division.
- ➢ To ascertain the information about library, resources, services and facilities available on college library webpages.
- ➢ To rank the library webpage based on the total score earned through measurement.
- ➢ Suggest measures for more development and better design of library webpages for college websites in the future.

5. Materials and Methods

There are six general degree colleges situated in Basirhat sub-division, including five government-aided colleges and one government college, which are considered for the study. These six colleges are Bamanpukur Humayan Kabir Mahavidyalaya (BHKM), Basirhat College (BC), Hingalganj Mahavidyalaya (HM), Kalinagar Mahavidyalaya (KM), Saheed Nurul Islam Mahavidyalaya (SNIM), and Taki Govt. College (TGC).

The data were collected through the survey and observation method from the webpages and websites of six general degree colleges during the march 2023 using a checklist list. This well-structured checklist was designed and developed with 69 criteria based on earlier work on this subject by different authors. The ranking of the college library webpages was done on the basis of a five-point grading scale. The obtained content was categorized into two variables. If contain is present on the library webpage for a particular point or attribute, then the score will be 1 and if absent, it will be a 0 (Zero) score. All the collected data were tabulated and analyzed for the purpose of interpretation and discussion for ranking the college library webpage.

6. **Analysis and Discussions**

The collected data were organized and tabulated using the statistical method with four categories i.e., General information of the libraries (score/points-25); Library resources (score/points-18); Library services (score/points-21); and features of library webpages (score/points-5). Every attribute is assigned a 1 (one) mark if present (yes), i.e., present (yes) = 1 (one) and absent (No) = zero (0).

6.1. **General Degree Colleges in Basirhat Sub-division under WBSU**

Table 1: List of General Degree Colleges

Sl No	Name of the College	Abbreviation of College	Type	Established	URL
1	Bamanpukur Humayan Kabir Mahavidyalaya	BHKM	Govt. Aided	1973	http://www.bhkm.org/
2	Basirhat College	BC	Govt. Aided	1947	http://www.basirhatcollege.org/
3	Hingalganj Mahavidyalaya	HM	Govt. Aided	2005	https://hingalganjmahavidyalaya.ac.in/
4	Kalinagar Mahavidyalaya	KM	Govt. Aided	1985	http://kalinagarmahavidyalaya.ac.in/
5	Saheed Nurul Islam Mahavidyalaya	SNIM	Govt. Aided	2001	https://www.snim.in/
6	Taki Govt. College	TGC	Govt.	1950	https://www.tgc.ac.in/

Table 1 shows that there are six undergraduate co-educational general degree colleges under the Basirhat Subdivision affiliated with WBSU. One college, i.e., TGC, is the government college, and the rest of the five are state-government-aided colleges. BC is the oldest, established in 1947. The newest one is HM, which was established in 2005. This table also reveals the colleges abbreviations, year of establishment, type of college, and URL of the college's web site. KM was accredited with a "B" grade by the NAAC, and other colleges have not been accredited by the NAAC till now.

6.2. Library Webpage Profile of General Degree Colleges in Basirhat Sub-division

Table 2: Library Website Profile

Sl. no.	Name of the College and Library	Library Webpage	Content – Structured/ Linear Text
1	Bamanpukur Humayan Kabir Mahavidyalaya	N	-
2	Basirhat College	Y	Structured
3	Hingalganj Mahavidyalaya	Y	Structured
4	Kalinagar Mahavidyalaya	Y	Structured
5	Saheed Nurul Islam Mahavidyalaya	Y	Structured
6	Taki Govt. College	Y	Structured

Table 2 represents the webpage profile of selected colleges. Among the 6 selected colleges, only one, i.e., BHKM, has no library webpage, and the other 5 colleges, i.e., BC, HM, KM, SNIM, and TGC, have their own library webpages. All the libraries webpage are in structured form. The library webpage can be available as a sub-menu in collage website of 4 libraries i.e., BC, HM, KM, TGC and SNIM. The library webpage of BC is available as a subset of the "facilities" menu on the college website.

6.3. General Information of Libraries of General Degree Colleges in Basirhat Sub-division

Table 3: General Information of Libraries

General information	BC	HM	KM	SNIM	TGC	Total (out of 5)	Percentage (%)
About/ Know your Library	Y	-	-	Y	Y	3	60%
Vision/Mission	Y	-	-	-	-	1	20%
Library Hours/ Holiday	Y	-	Y	Y	Y	4	80%
Library Rules	Y	-	Y	Y	Y	4	80%
Library Space/ Location	Y	-	-	Y	-	2	40%
Library Committee	-	-	Y	-	Y	2	40%
Library Collection	Y	-	-	-	Y	2	40%

Library Sections	Y	-	-	-	-	1	20%
Differently able Section	-	-	-	-	-	0	0
Dept./Seminar Library	Y	-	-	-	Y	2	40%
Library Membership	Y	-	Y	-	Y	3	60%
External Membership	Y	-	-	-	-	1	20%
Library Late Fine	Y	-	Y	-	-	2	40%
Open Access	Y	-	-	Y	Y	3	60%
Library Automation	Y	-	-	Y	Y	3	60%
Library Preservation	-	-	-	-	-	0	0
Librarian	-	-	-	Y	Y	2	40%
Library Staff	-	-	-	-	Y	1	20%
Contact Us	-	-	-	-	Y	1	20%
Suggestion Box	Y	-	Y	-	-	2	40%
CCTV	-	-	-	Y	-	1	20%
Air-condition	Y	-	-	-	-	1	20%
Drinking Water Facility	Y	-	-	-	-	1	20%
Toilet facility	Y	-	-	-	-	1	20%
Photo-Gallery	-	-	-	-	-	0	0
Total Score (Max. 25)	17	0	6	8	12	-	-
Percentage (%)	68%	0	24%	32%	48%	-	-

Table 3 represents the general information of the libraries of the respective colleges. This study is confined to 5 colleges instead of 6 colleges under Basirhat sub-division because BHKM College has no library webpage. Here, 25 attributes are considered for general information. The survey shows the maximum information on library hours & holidays and library rules provided by 4 (i.e., 80%) colleges, whereas 3 (i.e., 60%) colleges revealed information on knowing your library, library membership, open access, and

library automation. The information on some important events, such as CCTV, contact us, library staff, drinking and toilet facilities, etc., is far from satisfactory. No information is provided by any of the selected colleges on the differently abled section, photo gallery, or preservation. BC has the most information (i.e., 68%) followed by TGC has 48%, SNIM has 32%, and KM has 24% respectively on general information.

6.4.   Library Resources of General Degree Colleges in Basirhat Sub-division

Table 4: Library Resources

Library Resources	BC	HM	KM	SNIM	TGC	Total (out of 5)	Percentage (%)
Books	Y	-	-	Y	Y	3	60%
Rare Books	-	-	-	-	Y	1	20%
Printed Journals	Y	-	-	Y	Y	3	60%
Printed General Magazines	Y	-	-	Y	Y	3	60%
Back Volume of Printed Journals	Y	-	-	-	-	1	20%
Syllabus	Y	-	-	Y	-	2	40%
Old Question paper	Y	-	Y	Y	-	3	60%
News Paper	Y	-	-	Y	Y	3	60%
Study Materials	-	-	-	-	-	0	0
Braille Materials	-	-	-	-	-	0	0
Casettes/DVD/CD	Y	-	-	-	-	1	20%
E-books	Y	-	Y	Y	Y	5	100%
E-Journals	Y	-	Y	Y	Y	5	100%
E- Database	Y	-	Y	Y	Y	4	80%
N-List	Y	Y	Y	Y	Y	5	100%
Digital Archive	Y	-	Y	Y	-	3	60%
E-learning Centre/ELC	-	-	-	-	-	0	0

LMS	Y	Y	-	Y	Y	4	80%
Total Score (Max. 18)	14	4	6	12	10	-	-
Percentage (%)	77%	22%	33%	66%	55%	-	-

This is observed from Table 4, the all 5 selected colleges (i.e., 100%) provide information on e-books, e-journals, and N-List, followed by 4 colleges (i.e., 80%) providing information on e-databases and library management software, and 3 colleges (i.e., 60%) providing us information on digital archives, newspapers, old question papers, printed journals, magazines, and books. The only college (i.e., 20%) provides information on rare books, CD/DVD/Cassette (i.e., TGC), and back-volume journals (i.e., BC). No library webpage of selected colleges disseminate information on study materials, braille materials, and e-Learning center (ELC), which are very important sections of library resources.

The table also reveals that BC has the maximum score (i.e., 77%) and secures the 1st position by providing information on library resources, followed by the colleges of SNIM (i.e., 66%), TGC (i.e., 55%), KM (i.e., 33%), and HM (i.e., 22%), which secure the 2nd, 3rd, 4th, and 5th positions, respectively.

6.5. Library Services of General Degree Colleges in Basirhat Sub-division

Table 5: Library Services

Library Services	BC	HM	KM	SNIM	TGC	Total (out of 5)	Percentage (%)
Circulation	Y	-	Y	-	Y	3	60%
Reading Rooms	Y	-	-	Y	Y	3	60%
Reference Service	Y	-	-	-	Y	2	40%
Referral Service	Y	-	-	-	Y	2	40%
CAS/SDI Service	Y	-	-	-	-	1	20%
New Arrivals	Y	-	-	-	-	1	20%
Users Orientation	Y	-	-	-	Y	2	40%
Inter Library Loan	-	-	-	-	-	0	0

Carries/Jobs Information	Y	-	-	-	Y	2	40%
Newspaper /E-News paper	Y	-	-	-	Y	2	40%
Digital Library/ Repository	Y	-	Y	Y	-	3	60%
Card Catalogue	-	-	-	-	-	0	0
OPAC Facilities	Y	Y	Y	Y	-	4	80%
Web OPAC	Y	Y	Y	-	-	3	60%
E-Books	Y	Y	Y	Y	Y	5	100%
E-journals	Y	Y	Y	Y	Y	5	100%
Internet Service	Y	-	-	Y	-	2	40%
Wi-Fi Facility	-	-	-	-	-	0	0
Useful Links	Y	Y	-	Y	Y	4	80%
Email Service	-	-	-	-	-	0	0
Reprographic Service	Y	-	-	Y	Y	3	60%
Total Score (Max. 21)	17	5	6	8	11	-	-
Percentage (%)	80%	23%	28%	38%	52%	-	-

This table deals with 21 attributes of library services. It is ascertained that all 5 library webpages (i.e., 100%) provide information on e-books and e-journals, and 4 library webpages (80%) provide information on OPAC facilities and useful link services. The least information (i.e., 20%) disseminates on the CAS/SDI service, new arrivals of books, and no information is received from any of the library webpages on the card catalogue, interlibrary loan, e-mail service, or Wi-Fi facility area.

It is also noticed that BC provides maximum information (i.e., 80%) and secured the 1st position in the library service area, followed by TGC (i.e., 52%), SNIM (i.e., 38%), KM (i.e., 28%), and HM (i.e., 23%), which secured the 2nd, 3rd, 4th, and 5th positions, respectively.

6.6. Features of College Library webpage of General Degree Colleges in Basirhat Sub-division

Table 6: Features of College Library webpage

Feature of Library Website	BC	HM	KM	SNIM	TGC	Total (out of 5)	Percentage (%)
Ask a Librarian	-	-	-	-	Y	1	20%
Link to other websites / Resources	Y	Y	Y	Y	Y	5	100%
FAQ'S	-	-	-	-	-	0	0
Download Form	-	-	-	-	Y	1	20%
Users feedback (online)	Y	-	Y	-	-	2	40%
Total Score (Max. 5)	2	1	2	1	3	-	-
Percentage (%)	40%	20%	40%	20%	60%	-	-

Table 6 depicts the features of the college library webpage. All five college library webpages (i.e., 100%) are linked with other websites or resources. Two colleges (i.e., 40%) provide information on online users' feedback. Only TGC College (i.e., 20%) offers information on asking a librarian and downloading forms. It is shown that the TGC library webpage provides 60% of the information, followed by the library webpages of KM, BC, HM, and SNIM, which provide 40%, 40%, 20%, and 20%, respectively. The information on FAQ's is totally absent on the selected colleges of this study.

6.7. Comparative Checklist of College Library webpage of General Degree Colleges in Basirhat Sub-division

Table 7: Comparative Checklist

College Library Website	General Information (25)	Library Resources (18)	Library Services (21)	Features of College Library website (5)	Total score out of 69	Percentage (%)
BC	17	14	17	2	50	**72%**
KM	6	6	6	2	20	**28%**
HM	0	4	5	1	10	**14%**
SNIM	8	12	8	1	29	**42%**
TGC	12	10	11	3	36	**52%**
Total	43	46	47	9	-	-

Table 7 shows information about the comparative study of the check list and the overall ranking of the library webpage of five undergraduate general degree colleges in Basirhat Subdivision. It is observed that the BC library webpage provides the maximum amount of information to earn 50 points (i.e., 72%). It is the highest score in the content analysis of the library webpage and secured 1st place among the selected colleges. The 2nd position is captured by the TGC library, which earns 36 score (i.e., 52%), and the 3rd position goes to SNIM, which provides overall information about the library (i.e., 42%) on the library webpage. The KM library webpage secured the 4th position of reveling of 20 scores (i.e., 28%) and the last position for the HM library, which caters to only 14% of total information.

6.8. Rating Scale for Ranking of College Library webpage of General Degree Colleges in Basirhat Sub-division

Table-8: Rating Scale for ranking of the college Library Webpages

Range of Points	Results
01 - 15	Poor/Need to Improvement
16 - 30	Average
31 - 45	Good
46 - 60	Very Good
61 - 75	Excellent

In order to evaluate the check list of undergraduate general degree colleges in Basirhat sub-division during the study period, a quantitative 5-point rating scale was designed, which was fixed equally based on the maximum score of 69 points.

6.9. Ranking of General Degree Colleges Library webpage

Table 9: Ranking of College Library Webpages

College Library Websites	Total Score out of 69	Rating Scale	Results (category)	Rank
Basirhat College (BC)	50 (72%)	46-60	Very Good	1st
Taki Govt. College (TGC)	35 (50%)	31-45	Good	2nd
Saheed Nurul Islam Mahavidyalaya (SNIM)	29 (42%)	16-30	Average	3rd
Kalinagar Mahavidyalaya (KM)	20 (28%)	16-30	Average	4th
Hingalganj Mahavidyalaya (HM)	10 (14%)	01-15	Poor/need to improve	5th

Table 9 describes that in the content analysis of the library webpages of five colleges, none of them obtained the result of "excellent". BC got the highest score of 50 points (i.e., 72%), and the result is the "Very Good" category, followed by TGC, which secured 36 points (i.e.,52%) in the "Good" category. Both SNIM and KM, with their scores of 29 points (i.e., 42%) and 20 points (i.e., 28%), fall into the category of "average," and HM, with 10 points (i.e., 14%), falls into the "Poor/Need to Improve" category. The BHKM has no library webpage, so it is not included in the content analysis of library webpages in the purview of this study.

7. Finding

Major findings of the present study of content analysis of the library webpage of a general degree collage in Basirhat Subdivision during the study period are as follows:

➢ All the library webpages of the five colleges under the Basirhat sub-division are "structured form" and accessible through their respective college websites. BHKM had no library webpage during the study.

➢ More than 50% of general information about college libraries is provided by only one college (i.e., BC) on their library webpage. The rest of the colleges provide insufficient general information about the library on their college webpages.

➢ Information about library resources is very important for users. Most of the colleges provide average or poor information about library resources on their library webpage. Only one college (i.e., BC) has provided sufficient information (i.e., 72%) about library resources on their library webpage.

➢ Library service is the most important part of a library. Only the BC College Library

webpage provides adequate information (i.e., 80%) about the library services. Most of the college library webpage provides inadequate information about the library provided by the library.

➢ The feature of most college library webpages is not standard. "FAQ's" and "Ask a Librarian" are the two very important attributes of library services for solving problems and interacting with library users, but only one college has "Ask Librarian," and "FAQ's" is totally absent in this study.

➢ It is observed that there is no information regarding library preservation, a differently abled section, a photo gallery, study materials, braille materials, an E-learning centre (ELC), a card catalogue, a Wi-Fi facility, or e-mail service in any of the library webpage of selected college.

➢ It is seen that BC earned the highest score and secured first position in three categories, i.e., General Information, Library resources, and library services. On the contrary, HM places itself in the last position by providing the least information in this regard.

➢ One college obtained the "Very Good" category (i.e., BC), one obtained the "Good" category (i.e., TGC), two colleges that are KM and SNIM placed themselves in the "Average" category, and the least information that HM had placed in the "Poor/ Need to Improve" category. No college library obtained the "Excellent" category in this study.

8. Conclusion

The library web pages are the gateway to a treasure house of knowledge, and they should provide authentic information on academics and research to the users, especially those who are remotely located. In this study, all the library web pages are static in nature, with poor layout and moderate content. The study and subsequent analysis of the data and findings of the library web page reveal and conclude that there is an urgent need to make the web page of the college library more dynamic, interactive, and friendly through the implementation of Web 2.0 or 3.0 technologies. There should be provisions for instant messaging, an RSS feed, digital reference services, FAQs, etc., so that users can have opportunities for direct interaction and communication with library professionals. The updating of library web pages is very necessary to provide correct and accurate information to the users and to save time and energy (Astani & Elhindi, 2008). So college library web pages should frequently update their web pages with new announcements, information sources, and services, and check their compatibility with different browsers and media from time to time. It is suggested to have provisions for remote access to digitized library collections in order to maximize use of library collections; a web form for getting feedback, comments, and suggestions from end users for knowing their requirements and improving the services

accordingly; and developing an independent library website instead of a library webpage in each college library that helps the users access the information easily and removes the difficulties of accessing information scattered in different locations on the college website. The study concludes with the recommendation to provide sufficient funds for efficient technical personnel and resources to upgrade the library web pages and keep the library web pages up-to-date to meet user expectations through conducting such studies on a regular basis. It is also concluded that this study will guide LIS professionals and technical staff to properly maintain a library webpage, and it will serve as an example for future research on developing measurement frameworks for library web page content evaluation.

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