



Research Article

# An Analytical Insight into the Content, Services and Resources of the Indian Statistical Institutes' Library Websites

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## Abstract

The present study aims to analyze the informational content and navigational tools related to general user information, library collections, the availability of library services and facilities, details of e-resources, and other Web 2.0 features available on the websites of the Indian Statistical Institutes (ISI) libraries. ISI libraries house important and specialized collections related to statistical sciences and mathematics. A standard checklist to quantitatively record the data through the direct observation method is developed subsequent to a thorough review of the literature. By utilising arithmetic and statistical tools, a comparative assessment of the libraries is done based on the analysis of the recorded data. The study reveals that three ISI libraries have dedicated websites or webpages that users can access directly through their respective web addresses. These libraries readily provide information about their special collections on their websites, while also providing information about their e-books and e-journals. The libraries are also highlighting notable services on their websites such as access to online resources, circulation services, current awareness services, OPAC services, digital library services, documentation services, and bibliographic services etc. E-open access resources, e-databases, and Web-OPAC facilities are also provided by all the libraries, along with various other digital services. Comparatively, it is revealed that the Indian Statistical Institute, Kolkata Library (ISIK), ranks first, followed by the Delhi Centre Library (ISID) and the Bangalore Centre Library (ISIB) based on the study. This research is expected to assist library professionals in improving their websites so that users' needs are met effectively and efficiently.

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## I. INTRODUCTION

Libraries must continue to evolve to meet the changing information needs of their patrons and to adapt to emerging technologies. Over time, libraries have undergone numerous transformations to better serve users by integrating new technologies and removing geographical barriers. This has led many organizations to create library websites that provide users with a wide range of services over the Internet. Users benefit significantly when libraries provide information about their collections, services, and other resources on their websites. Therefore, to meet patron needs effectively, libraries must design appropriate websites specifically tailored to user requirements and ensure these websites are regularly maintained. However, this poses challenges for libraries due to the variety of information users require, the ways in which they seek information, and the diverse formats

they prefer. Library websites may present a substantial amount of information to their patrons, including qualitative and quantitative details about collections, the availability of various services and facilities, and basic general informational content. Nevertheless, periodic analysis and evaluation of website content are necessary to determine whether a library website is achieving its objectives and providing effective services to users. This brings the process of website content analysis into focus, which involves examining website components, critically evaluating the material, and assessing usability and user-friendliness. In addition to assisting users, a thorough website review can help library personnel enhance their websites and services. Such assessments identify the strengths and weaknesses of library websites and provide recommendations for improvement. Librarians and other library professionals can use these findings to guide necessary updates to their

websites. A number of studies have presented different approaches to performing website content analysis. Several of these studies have used the checklist method to examine the availability of specific features or elements on library websites, directly observing them through navigational links or tabs provided by the website administrators.

## II. STATEMENT OF THE PROBLEM

Libraries today must simultaneously address the ever-increasing volume of information, emerging technologies, and the evolving information needs of their patrons. As new technologies, information, research, and resources continue to develop in the fields of mathematics, statistics, and science, it is essential that users receive up-to-date information about these advancements promptly to prevent the content from becoming outdated. Consequently, the roles of libraries are gradually evolving, and they must provide useful new services in addition to updated information to their active user base. Users of these libraries require the right information, in the right format, at the right time.

A review of related literature indicates that numerous studies have been conducted on specialized agricultural libraries, technological institution libraries, and academic libraries at both university and college levels. However, limited research has focused specifically on library websites that cater to the needs of the mathematical and statistical community. Therefore, the present study aims to examine, analyze, and evaluate the content, collections, and services relevant to users' needs as provided on the websites of various centers of the Indian Statistical Institute.

## III. SCOPE OF THE STUDY

The present study focuses on the analysis of website content, specifically covering five broad categories: (i) general information provided by the libraries, (ii) library collections, (iii) library services, (iv) e-resources offered by the libraries, and (v) Web 2.0 features. Several elements under each category were identified, selected, observed, and evaluated for website analysis.

Although ISI comprises six centres and five offices across India, only three centres viz. (i) Indian Statistical Institute, Kolkata Centre (ISIK), (ii) Indian Statistical Institute, Delhi Centre (ISID), and (iii) Indian Statistical Institute, Bangalore Centre (ISIB), maintain dedicated web-accessible library sites. Hence, this study is confined to the content evaluation and analysis of the library websites of these aforesaid three centers.

## IV. LITERATURE REVIEW

Jilani *et al.* (2025) conducted a systematic review of the existing literature on the usability evaluation of academic library websites. The study identifies the most significant sub attributes used when assessing usability and examines the metrics commonly employed to evaluate academic library

website usability. It also highlights gaps in the literature regarding recommended methods for assessing academic library websites. The findings reveal that “effectiveness” is the most important usability sub attribute. Malik and Mandal (2025) presented an Angular-based search form developed in DSpace 7 to enhance discovery, interoperability, and user experience. Their study demonstrates how DSpace CRIS and Angular Avant Grade can modernize digital libraries through an interoperable, responsive, and discovery-centred architecture, providing valuable insights for academic communities, researchers, and librarians in building next-generation institutional repositories.

According to Abu Zeinab (2024), higher education institutions' (HEIs) websites serve as authentic channels for disseminating sustainability information. The study investigates how members of the Environmental Association of Universities and Colleges (EAUC) communicate sustainability on their websites. Each HEI examined in the study exhibits some level of sustainability activity on its website. Adjei *et al.* (2024) examined how students at the Catholic University College of Ghana use OPAC. The researchers assessed users' knowledge of OPAC, investigated its usage patterns, identified associated challenges, and measured user satisfaction. The findings revealed challenges related to limited computer availability and inadequate IT skills. The study recommends that library authorities procure additional computers or hardware to improve access and provide training to enhance users' IT proficiency and system knowledge. Dei (2024) examined general information, services, information resources, features and functionalities, instructional tools supporting teaching, learning, and research, and the visibility and activity of navigational tools on academic library websites.

The study found that public universities offered more and higher-quality information, services, resources, instructional tools, and navigational features. They were followed by technical universities, chartered private universities, and university colleges. In contrast, nursing, midwifery, and education institutions lacked adequate information on electronic resources, teaching aids, and navigational tools.

Kumar (2023) found that the efficient use of electronic resources requires a user-friendly library website and noted that although electronic resources offer numerous benefits, their limitations must also be acknowledged. Mondal and Das (2023) investigated library conditions at the University of Burdwan and found that the library had adequate lighting, ventilation, layout, and cleanliness, and that students frequently visited to access books. However, the library lacked sufficient periodicals and magazines, and some departments charged users to access digital resources. The study recommends strengthening library resources, including computers, documents, internet browsing facilities, and document display systems. Mozammel Bhuyan and Jannat Bipasha (2023) studied users' perceptions of the smart library initiative of Dhaka University Library (DUL). The primary objectives were to examine the electronic services offered,

assess the smart library's effectiveness, propose a smart library model, identify issues, and outline parameters for transitioning the traditional library into a smart library.

The findings reveal that smart libraries can meet users' needs and provide essential information. The study recommends enhancing service quality, improving user support, and training LIS professionals to support smart library initiatives. Shashidhara (2023) examined the web content of library websites belonging to nine institutes of national importance in Karnataka. Standard evaluation criteria were identified, and a checklist was developed based on prior studies.

Ezell, Pionke, and Gunnoe (2022) provided an overview of information related to services, resources, and facilities available on the accessibility pages of academic libraries to understand current accessibility practices. Data were collected from 85 libraries to enable comparisons between past and present accessibility efforts. The study found that libraries have increased and strengthened their efforts to support users with diverse functional needs, typically prioritizing information on facilities, services, and assistive technologies. The authors suggest that libraries should prioritize accessibility pages and enhance transparency and currency of information.

Faulkner (2022) examined the financial literacy tools available on the websites of the 48 largest public libraries in the United States to evaluate how well they support users seeking personal financial information. The study found that although many relevant resources are available, they are not always prominently featured. Catalogue search methods were found to be more effective than site search options. While all libraries provided some relevant online resources, only half offered dedicated online guides. Chitra and Kumbar (2021) discussed the use of OPAC by first-grade college students affiliated with the University of Mysore. The study revealed that 81.54% of respondents used a stand-alone system to access OPAC, 95.80% used the "Author" search option, and 85.08% used the "Title" search option. The researchers recommend organizing orientation programs for new members to familiarize them with library collections and services, OPAC use, issue/return processes, and Boolean search techniques. They further suggest developing e-resource portals for easier access to a variety of information resources. To evaluate library websites based on 108 criteria across 13 categories, Devi and Verma (2017) analysed the content of websites belonging to 27 NITs in India. The study found that only five NITs offered Web 2.0 services on their websites, and most lacked a dedicated library website.

## V. OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

1. To devise criteria for evaluating the web content of ISI libraries.
2. To browse, observe, and examine the various informational contents available on the websites of ISI libraries.

3. To study and analyze the details of general information for users, library collections, library facilities and services, and e-resources provided on the websites of ISI libraries.

## VI. RESEARCH METHODOLOGY

The study was conducted using a checklist designed to cover standard elements across five broad categories of analysis: general information on the websites, details of collections, information about library services, e-resources offered, and Web 2.0 features. A thorough review of relevant literature enabled the researcher to develop this standard checklist. Data were subsequently collected through website browsing and direct observation methods. The collected data were tabulated and represented graphically to facilitate analysis and interpretation. Finally, comparative rankings were assigned to the websites of the ISI centers using arithmetic and statistical calculations.

## VII. DATA ANALYSIS AND INTERPRETATION

The data derived through observation, using the standard checklist developed for the study and covering the five broad categories (i.e., general information, library collection, library services, e-resources, and Web 2.0 features), are presented in this section. For each "YES" response indicating the availability of an element, one point was assigned; for each "NO" response indicating non-availability, zero points were assigned. The scores obtained by each library against the total number of selected elements in a given category were then converted into percentage values. These observations were subsequently illustrated using charts or graphs.

TABLE I LIST OF THE LIBRARY WEBSITES INCLUDED IN THE STUDY

S. No.	Name	URL
1	Indian Statistical Institute, Delhi Centre Library	<a href="https://www.isid.ac.in/~library/lib.htm">https://www.isid.ac.in/~library/lib.htm</a>
2.	Indian Statistical Institute, Bangalore Centre Library	<a href="https://www.isibang.ac.in/~library/">https://www.isibang.ac.in/~library/</a>
3.	Central Library, Indian Statistical Institute, Kolkata	<a href="https://www.isical.ac.in/~library/">https://www.isical.ac.in/~library/</a>

Finally, the cumulative score obtained by each library across all five categories was calculated, and comparative rankings of the websites were determined. A list of the libraries of the Indian Statistical Institute, along with their URLs, is presented in Table I above.

### *A. Accessibility of Library Webpage/Website*

First and the foremost, it is important to determine whether the library website or webpage is accessible from the institution's homepage. Accessibility may be provided

through a direct link or through a link placed under another menu on the institute's homepage. During the study, it was observed that all three libraries (100%) provided a direct link on their homepages to access their respective library websites or webpages.

### B. General Information of the Library

General or basic information is typically displayed on any library website. This information may include sections such as details about the library, its objectives, mission, working hours, basic rules and regulations, membership details, library events, library staff, and contact information. The observations regarding the elements under the general information category for the ISI library websites are shown in Table II. A total of twelve (12) elements were selected for direct observation on the ISI library websites under the general information category.

TABLE II GENERAL INFORMATION ON LIBRARY WEBSITES

S. No.	Elements under General Information	ISID	ISIB	ISIK
1	About Library	1	1	1
2	Contact Information	1	1	1
3	Ask a Librarian	1	0	1
4	Library Committee/Governance	1	0	1
5	News and Events	0	1	1
6	Library Layout/Floor Plan	0	1	1
7	Library Hours	1	1	1
8	Library Rules	0	1	1
9	Membership	1	1	1
10	Library Tour	0	1	0
11	Date of Update	1	0	1
12	Feedback	0	1	0
Total	(Out of 12)	7	9	10
Percentage (%)		58.33	75.00	83.30

Table II shows that all libraries have provided information regarding "About the Library," "Contact Information," "Library Hours," and "Membership" in one form or another. Two key features-library tours and feedback facilities-were observed only on the ISIB library website. Elements such as "Ask the Librarian," date of update, and information on library committees/governance were available only on the

ISID and ISIK library websites. Library rules, details of library layout or floor plans, and news and events sections were available only on the ISIB and ISIK library websites. The analytical findings reveal that ISIK offers more detailed general informational content to its users (with ten elements available on its website, i.e., 83.30%), whereas ISID shows a percentage value of 58.33% for the availability of general informational content on its website.

### C. Library Collection

A library's collection generally includes books, journals, theses, newspapers, and related materials. In this study, it is assumed that the ISI libraries house specialized collections relevant to their respective fields. Therefore, an attempt was made to determine whether these libraries provide information about their collections on their websites to enhance user awareness and facilitate efficient utilization. A total of eight (8) standard elements under the category of Library Collection were selected for the checklist and directly observed on the ISI library websites. The observations are presented in Table III.

TABLE III INFORMATION ON LIBRARY COLLECTION

S. No.	Website content	ISID	ISIB	ISIK
1	Books	1	1	1
2	Print Journals	1	0	1
3	Reference Sources	0	0	1
4	Back/ Bound volumes of journals	1	1	1
5	Newspapers	1	0	0
6	Thesis	1	0	1
7	Reports	0	0	1
8	Special/Rare Collection	0	1	1
Total	(Out of 8)	5	3	7
Percentage (%)		62.5	37.5	87.5

It was found that all the libraries list books and back/bound volumes of journals as part of their collections. Notably, the ISIK displays information on all selected collection types except newspapers. Consequently, the percentage value for the ISIK website under the collection category is the highest at 87.5%, whereas the lowest value is observed for the ISIB website at 37.5%. Information on newspaper subscriptions is available only on the ISID website, while details regarding reference sources and reports are available exclusively on the ISIK website.

*D. Library Services*

TABLE IV INFORMATION ABOUT LIBRARY SERVICES

S. No.	Website Content	Delhi	Bangalore	Kolkata
1	Access to Online Resources	1	1	1
2	Circulation Service	1	1	1
3	Current Awareness Service	1	1	1
4	Virtual Library	0	1	0
5	Document Delivery Service	0	0	1
6	ICT Based Service	0	0	1
7	Online Catalogue (WEB OPAC)	1	1	1
8	Reading Room	1	0	0
9	Reference Service	1	1	1
10	User Education Service	0	0	1
11	Reprographic Service	1	1	1
12	QR Codes	0	0	0
13	Remote Access	1	1	1
14	Inter-Library Loan	1	1	1
15	Documentation service	0	1	1
16	Bibliographic service	0	1	1
17	CD Rom service	1	1	1
18	Book reservation	0	1	1
Total	(Out of 18)	10	13	15
	Percentage (%)	55.56	72.22	83.33

Libraries provide various kinds of services, such as access to online resources, reference services, OPAC, interlibrary loan service, current awareness service, remote access, and reprographic services. It is important for libraries to ensure that users are aware of these services for their efficient and effective utilization. A total of eighteen (18) different types of library services were selected for the checklist and observed on the library websites. The status of information about library services on the websites of the selected libraries is presented in Table IV. It is observed that services such as access to online resources, circulation service, current awareness service, online cataloguing, reference service, reprographic service, remote access, interlibrary loan, and CD-ROM service are displayed by all three libraries. Document delivery service, ICT-based services, and user education are available only at ISIK.

Notably, information pertaining to QR code-based services is not mentioned by any of the libraries on their websites. Access to the virtual library is provided only on the ISIB website, whereas information about the reading room facility is available only on the ISID website. Due to the availability of information about the maximum number of selected services (i.e., more than 80% of the selected services), ISIK is observed to be the most informative regarding the services available to users.

*E. E-resources*

E-resources are very important for today's library users. Some of the e-resources provided by libraries include e-books, e-journals, and e-databases. A wide range of e-resources is available and offered by different libraries to their users. For the present study, a total of ten (10) e-resources were examined on the ISI library websites. Table V presents the details of the information regarding the various kinds of e-resources available on the library websites of the selected libraries.

As can be seen from Table V, e-books, e-journals, e-open access resources, and Web-OPAC are provided by all three libraries under study. However, only the ISID has mentioned the CD-ROM database and library links on its website. It is noted that two libraries, namely the ISID and the ISIK, also offer an online plagiarism detection tool on their websites; however, this facility is available only to registered members. Additionally, the ISIK provides access to e-theses and dissertations, an institutional repository, an archive, and previous-year question papers under its "ISI Repository" tab. Overall, the ISID ranks highest in the e-resources category with a percentage value of 90%, as it showcases nine of the ten selected e-resource elements.

TABLE V OBSERVANCE OF E-RESOURCE ELEMENTS ON ISI LIBRARY WEBSITES

S. No.	Elements under E-resources	ISID	ISIB	ISIK
1	E-books	1	1	1
2	E-journals	1	1	1
3	E-databases	1	0	1
4	E-Open Access	1	1	1
5	Web- OPAC	1	1	1
6	CD-ROM Database	1	0	0
7	Web mail	1	0	1
8	Plagiarism Tool	1	0	1
9	Library Links	1	0	0
10	Online reference zone	0	1	1
Total	(Out of 10)	9	5	8
Percentage (%)		90	50	80

#### F. Web 2.0 Features

It is important for libraries to utilize Web 2.0 tools to provide better, value-added services to their users. A number of such tools can be implemented by libraries to promote themselves socially for marketing and increasing their outreach. Accordingly, seven (7) elements-library blog, RSS feed, Facebook, Twitter, LinkedIn, Instagram page, and YouTube channel-are selected for tracing on the websites of all three ISI libraries. Notably, it is observed that none of the selected libraries have provided information in any form regarding these Web 2.0 features.

#### G. Ranking of Library Websites

The ISI libraries are observed to perform differently under each of the five broader categories. Therefore, a comparative analysis of the ISI library websites is attempted for simplified understanding. The cumulative score is calculated by adding the individual scores under each category (General Information, Collection, Services, E-resources, and Web 2.0 Tools) for all three ISI libraries. The cumulative score is then compared with the total number of selected elements in the study, i.e., fifty-five (55), and is used to rank the library websites based on the obtained values. The data are presented in Table VI.

TABLE VI COMPARATIVE RANKING OF ISI LIBRARY WEBSITES

S. No.	Category	Total No. of elements	Score		
			ISID	ISIB	ISIK
1	General Information	12	7	9	10
2	Library collection	8	5	3	8
3	Library services	18	10	13	15
4	E-resources	10	9	5	7
5	Web 2.0	7	0	0	0
Total		55	31	30	40
Percentage (%)			56.36	54.54	72.72
Rank			2 <sup>nd</sup>	3 <sup>rd</sup>	1 <sup>st</sup>

As shown in Table VI, the cumulative scores (out of a total of 55) are 30, 31, and 40 for the ISI Bangalore Centre Library, the ISI Delhi Centre Library, and the ISI Kolkata Centre Library, respectively. Hence, based on the study, the ISI Kolkata Library stands at the 1st rank, followed by the ISI Delhi Centre Library (2nd rank) and the ISI Bangalore Centre Library (3rd rank).

## VIII. KEY OBSERVATIONS AND FINDINGS

### A. General Information

1. All libraries have provided information about their library in one way or another.
2. It is found that all the libraries have dedicated websites/webpages that can be accessed directly through their respective web addresses. The library website links are also featured on the concerned centres' webpages.

3. Important details such as library working hours, membership information, news and updates, and location and contact details are also observed on the library websites.

### B. Library Collection

1. All libraries have mentioned that they maintain a good collection of books.
2. It is observed that the ISIB Library houses a significant special collection, including the personal collection of Sir S. Ranganathan, whereas the ISIK Library hosts special collections such as the personal collections of P. C. Mahalanobis and W. A. Shewhart. This information is readily available on the websites of both libraries. The ISID Library has not mentioned any details of special collections on its website.

### C. Library Services

1. Access to online resources, circulation service, current awareness service, and OPAC services are offered by all three library websites under study, while information regarding the use of QR codes is provided by none of the libraries.
2. Digital library service, which is highly important in today's context, is offered by all the libraries included in the study.
3. The libraries of the ISIB and ISIK Centres also provide documentation and bibliographic services to their patrons.
4. The ISID Library features a book suggestion form on its home page, which is an efficient service that encourages users to recommend books of their choice.

### D. E-resources

1. All three libraries provide information regarding e-books and e-journals in some form.
2. E-open access resources, e-databases, and Web-OPAC facilities are offered by all the libraries, along with various other digital services.

### E. Web 2.0 Features

1. These features are important and should have been included by all libraries; however, the findings indicate that this is one of the most neglected parameters in the study.

## IX. CONCLUSION

Every institution requires a library, and as ICT and other technologies evolve, libraries must adapt to integrate new technologies to satisfy their patrons. As new technologies continue to emerge, libraries must adjust and strengthen their online presence by offering enhanced services. This also saves significant time for users. The development of library websites benefits both patrons and library staff by effectively

achieving the primary goal of user satisfaction. The study shows that the libraries of the Indian Statistical Institute are efficiently displaying details of their specialized collections and are providing a variety of library services through their websites. Notably, the libraries of the ISID and ISIK Centres are offering special tools such as plagiarism detection software to their members. In addition to various e-resources, they display a considerable amount of relevant and useful information on their websites. However, it is also noted that the availability of information is not uniform across the libraries' websites, and in some cases, certain links are non-functional. Nevertheless, based on the findings, the ISIK Library ranks 1st. Such studies are important, as they help library professionals improve websites to meet users' needs effectively and efficiently.

## X. SUGGESTIONS

Based on the outcomes of the study, the following suggestions are proposed for further improvement of the library websites:

1. Special libraries should develop collections that meet the changing needs of their patrons. This can be achieved by conducting various user surveys, both online and through their websites.
2. Libraries should ensure that their websites are responsive and easy to navigate.
3. As most of today's library users are tech-savvy, libraries should take advantage of Web 2.0 capabilities, including the use of social media tools, to connect with these users.
4. Libraries should strive to provide remote access to their resources, as this is essential in the present digital environment.

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