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A Content Analysis of Library Websites of Central Universities in North East India

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Abstract

The present study explores the content available on the library websites of nine central universities located in North-East India, with the aim of assessing their informational scope and digital services. A web-based survey was conducted using Google search from January to April 2025. To ensure a comprehensive evaluation, a well-structured checklist was designed based on established parameters from previous scholarly assessments of academic library websites. These parameters include 54 criteria under four different categories, such as availability of general information, library resources and services, user access features and overall performance of the library websites. The findings revealed that Tezpur University (TZU) emerges as the top-ranking institution with a total score of 44 out of 54, excelling in both resources and services while maintaining a strong digital presence. Assam University (AU) follows closely with a score of 43. Tripura University (TU) scored 40, Manipur University (MU) 39, while both Mizoram University (MZU) and Sikkim University (SU) scored 38. In contrast, North-Eastern Hill University (NEHU) scored 29, Nagaland University (NU) 28, and Rajiv Gandhi University (RGU) ranked lowest with a score of 24.

Keywords: Central Universities, Content Analysis, Library Services, Library Websites, North-East India

1. Introduction

In the digital era, academic libraries have not limited themselves to being just repositories of books and other materials, but have transformed their traditional role into digital services. With the advancement of information technology, libraries are now providing online catalogues, e-books, e-journals, remote access, and other digital services.

This change has made information retrieval easier, faster, and more convenient for users. Library websites have emerged as important platforms for disseminating information, facilitating access to resources, and communicating with users remotely. The website offers up-to-date information, digital content, advanced search facilities, electronic

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services and responsive designs that address the dynamic needs of academic communities. A library website builds a strong patron relationship by promoting its services and resources (Kuri & Maranna, 2018). Presently, keeping the library website updated and providing all library information through the website is a growing challenge for librarians (Bulla & Hadagali, 2020). Therefore, it is essential to critically evaluate the quality, usability, and effectiveness of library websites in meeting user needs. The present study tries to investigate the contents available on the central university library websites in North East India, and evaluates their resources and services offered through the websites.

1.1 Central Universities of North East India

This study analyzed the content of library websites of 09 Central Universities (Table 1) across 08 different states in North-East India. Table 1 shows the name, abbreviation, established year, uniform resource locator (URL) and domain extension. The names of the universities are arranged according to their year of establishment.

Table 1: University websites profile

Sl. No.	Name of Universities	Abbreviation	Estd. year	URL	Domain extension
1	North Eastern Hill University	NEHU	1973	https://www.nehu.ac.in	ac.in
2	Manipur University	MU	1980	https://www.manipuruniv.ac.in	ac.in
3	Rajiv Gandhi University	RGU	1984	https://rgu.ac.in	ac.in
4	Tripura University	TU	1987	https://tripurauniv.ac.in/	ac.in
5	Nagaland University	NU	1989	https://nagalanduniversity.ac.in	ac.in
6	Assam University	AU	1994	http://www.aus.ac.in	ac.in
7	Tezpur University	TZU	1994	http://www.tezu.ernet.in/	ernet.in
8	Mizoram University	MZU	2001	http://mzu.edu.in	edu.in
9	Sikkim University	SU	2007	https://cus.ac.in	ac.in

2. Review of the Related Literature

Early scholarly works on web-based library and information services focused on their various types, applications, future potential, and associated challenges. This paper summarizes selected related literature and offers key interpretations regarding the development, evaluation, and effectiveness of such services. Bao (2003) investigates the present state of web-based interactive reference services in the United States by conducting a nationwide survey, and reported that fewer than half of the responding institutions have adopted such services as an extension of their traditional reference offerings. Kanamadi and Kumbar (2006) highlighted the library portals and web-based library services in management institutes in Mumbai, India. It focuses on the presence of institutional websites and evaluates the significance and extent of library-related information made available through these platforms. Shukla and Tripathi (2010) stressed the importance of structured assessments to improve website effectiveness. Pareek and Gupta (2012) studied services and information resources on selected library websites in Rajasthan and revealed that the type and extent of information resources and services available online varied significantly across these institutions. Roy & Sarkar (2021) found variations in OPACs, e-resources, and digital reference services across West Bengal university libraries, stressing the need for improved digital infrastructure. Singha and Devi (2021) found significant disparities in North East India's state university library websites, highlighting the need for enhanced digital features to improve user access and engagement. Tunga (2021) reported that two of nine state-aided universities in Kolkata lacked library webpages. Similarly, Rahman and Batcha (2022) noted that while Delhi University's NAAC A/A+ women's college libraries provided basic information, many essential services were missing, highlighting the need for regular updates.

While numerous studies have assessed the content of library websites across universities, colleges, and other institutions, there is a lack of in-depth research focused on the library websites of central universities in North East India. To bridge this gap, we carried out a content analysis of these websites.

3. Objectives of the Study

The following objectives are intended to

- To identify the availability of general information in the library websites of the universities.
- To find out and evaluate the library resources and services provided through the university library websites.
- To assess the content accessibility and user access features of university library websites.
- To understand the overall performance and functionality of university library websites.

4. Research Methodology

This study employed a structured web-based content analysis to evaluate the library websites of nine (09) Central Universities across eight states in the North-East region of India, during the period from January to April 2025. University websites were identified through Google search and cross-verified to ensure the accuracy of the URLs accessed. Each university library websites was systematically assessed by using predefined parameters such as general information, library resources, services, and content accessibility. For the purpose of ranking university library websites, the overall performance of the websites has been calculated. The collected data was thoroughly analyzed to highlight the strengths and gaps of the library websites. The findings were presented in tabular form to ensure the clarity and to facilitate comparative ranking of the selected university library websites.

5. Data Analysis and Interpretations

A total of nine central universities in North East India were analyzed and interpreted in the present study.

5.1. General information on University Library websites

Table 2 presents the availability of general information on the library websites of central universities in North-East, India, categorized into five sub-sections (A-E). Section A, presents the basic information of library websites including library introduction, mission, hours, rules, membership, fees and charges.

Table 2: Availability of general information

Sl. No.	Category	Information Provided	Universities with Information	Universities without Information	% Availability
1	Section A Basic Information	Introduction/About Library	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
2		Mission/Vision	NEHU, MU, TU, AU, TZU, SU	RGU, NU, MZU	66.67
3		Library Hours	NEHU, MU, TU, AU, TZU, MZU, SU	RGU, NU	77.78
4		Library rules and regulations	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
5		Membership	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
6		Library Fees and Other Charges	NEHU, TU, AU, TZU	MU, RGU, NU, MZU, SU	44.44
7	Section B Library Services	Library collections	MU, RGU, TU, AU, TZU, MZU, SU	NEHU, NU	77.78
8		Infrastructure	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100



9		Library teams	NEHU, MU, TU, NU, AU, TZU, MZU, SU	RGU	88.89
10		Library sections	NEHU, MU, RGU, TU, AU, TZU, MZU, SU	NU	88.89
11		Library orientation program	MU, TU, NU, AU, TZU, MZU	NEHU, RGU, SU	66.67
12	Section C Special Features	Statistics	TZU	NEHU, MU, RGU, TU, NU, AU, MZU, SU	11.11
13		Differently-abled section	TZU, MZU	NEHU, MU, RGU, TU, NU, AU, SU	22.22
14		Book bank	Nil	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	0
15	Section D Additional	Reprography	NEHU, MU, TU, NU, AU, MZU, SU	RGU, TZU	77.78
16		Collection development policy	MU, RGU, TU, AU, TZU, SU	NEHU, NU, MZU	66.67
17		Photo gallery	AU, MZU, SU	NEHU, MU, RGU, TU, NU, TZU	33.33
18		Contact us	NEHU, MU, TU, NU, AU, TZU, MZU, SU	RGU	88.89
19		Notice	MU, RGU, NU, AU, TZU, MZU, SU	NEHU, TU	77.78
20	Section E Digital & Technological Support	Mobile Application to Browse	MZU, SU	NEHU, MU, RGU, TU, NU, AU, TZU	22.22
21		QR Code Browse	AU, TZU	NEHU, MU, RGU, TU, NU, MZU, SU	22.22

According to the data, all 09 (100%) university libraries have provided information related to introduction, library rules and membership. Followed by 07 (77.78%) libraries provides information on library hours, and 06 (66.67%) libraries given library mission. About 04 (44.44%) libraries have provided the library fees and charges on their websites. Section B deals with library services, where the researchers found that all 09 libraries (100%) provide details about their infrastructure. Additionally, 08 libraries (88.89%) have included information on their library teams and sections. Furthermore, 07 libraries (77.78%) offer information regarding their library collections, while only 06 libraries (66.67%) mention the availability of a library orientation program. Section C examines the availability of special features on the library websites. The findings indicate that only 01 (11.11%) library website (TZU) provides information on library statistics, while 02 libraries TZU and MZU (22.22%), have a section for differently-abled users on their webpages. Additional Facilities are highlighted in Section D, where 08 library websites (88.89%) are given their contact details. Reprography and notice services are available in 07 (77.78%) university library websites, followed by 06 (66.67%) libraries provides information on collection development policy, and only 03 (33.33%) libraries provide photo gallery facilities. Section E focuses on the extent of digital and technological integration in university library services. The findings show limited adoption, with only 02 (22.22%) libraries, specifically MZU and SU, offering mobile applications for browsing library resources. Similarly, QR code facilities are offered by 02 (22.22%) university library websites, i.e. AU and TZU.

5.2. Library resources and services across University Library websites

Table 3 covers information on the library resources and services of the universities, organized into seven sub-sections (F-L). Section F highlights library tool services and reveals that all 09 (100%) selected university library websites provide key services such as OPAC, e-books, e-journals, and databases.



Table 3: Information on library resources and services

Sl. No.	Category	Information Provided	Universities with Information	Universities without Information	% Availability
1	Section F Basic Library Tools	OPAC	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
2		Web OPAC	NEHU, MU, RGU, TU, AU, TZU, MZU, SU	NU	88.89
3		RFID	MU, RGU, NU, AU, TZU, MZU, SU	NEHU, TU	77.78
4		E-Books	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
5		E-Journals	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
6		Databases	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
7		Institutional Repositories	MU, TU, NU, AU, TZU, MZU, SU	NEHU, RGU	77.78
8	Section G Value-Added	CAS/SDI	NEHU, MU, TZU, SU	RGU, TU, NU, AU, MZU	44.44
9		Useful links	NEHU, MU, RGU, TU, AU, TZU, MZU, SU	NU	88.89
10		User manual	NU, AU, TZU, SU	NEHU, MU, RGU, TU, MZU	44.44
11		Old question papers	TU, AU	NEHU, MU, RGU, NU, TZU, MZU, SU	22.22
12	Section H Remote Access	Remote access	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
13		Consortia	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
14	Section I Publication Tools	Academic publications	MU, TU, AU, TZU, SU	NEHU, RGU, NU, MZU	55.56
15		Single window search	NEHU, MU, RGU, TU, AU	NU, TZU, MZU, SU	55.56
16		MU, TU, NU, AU, TZU, MZU	NEHU, RGU, SU	66.67	
17		ILL/Document Delivery	NEHU, MU, TU, AU, TZU, SU	RGU, NU, MZU	66.67
18	Section J Information Services	Newspaper clipping	TZU, MZU	NEHU, MU, RGU, TU, AU, NU, SU	22.22
19		New arrival	MU, TU, TZU, SU	NEHU, RGU, NU, AU, MZU	44.44
20	Section K Technology Tools	Wi-Fi	TU, NU, AU, SU	NEHU, MU, RGU, TZU, MZU	44.44
21		Reminder services	NEHU, MU, MZU	RGU, TU, NU, AU, TZU, SU	33.33
22		RSS feed	Nil	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	0
23	Section L User Engagement	FAQs	NEHU, MU, TU, AU, TZU, MZU	RGU, NU, SU	66.67
24		Ask-a-Librarian	NU, AU, TZU, MZU, SU	NEHU, MU, RGU, TU	55.56

On the other hand, disparities exist in advanced services, like 88.89% of the universities provide Web OPAC services (excluding NU), 77.78% have implemented RFID technology (excluding NEHU and TU), and similarly, 77.78% universities offer institutional repositories (excluding NEHU and RGU). Section G encompasses value-added services, which include useful links (88.89%, apart from NU), Current Awareness Services/Selective Dissemination of Information (44.44%, offered by NEHU, MU, TZU, and SU), user manuals (44.44%), and old question papers (22.22%). As shown in Section H, all university libraries (100%) provide both remote access and consortia service facilities. Section I: focus on publication



tools, revealing that user orientation and interlibrary loan/document delivery services are offered by 06 universities (66.67%), while academic publications and single-window search features are available on the websites of 05 universities (55.56%). Section J recognize information services and found that 04 (44.44%) of university libraries have features on new arrivals, and only 02 university libraries (TZU and MZU) (22.22%) have newspaper clipping services. Section K reveals a diverse adoption of technology tools, with 44.44% of universities offering Wi-Fi services, and 33.33% provide reminder services. However, RSS feeds are absent, with none of the universities contributing this feature. Section L covers user engagement features, where FAQs 06 (66.67%) is more prevalent than Ask-a-Librarian services 05 (55.56%).

5.3. Content Accessibility and User Access Features in Library Websites

The content accessibility and user access features of the library websites under study are evaluated in Table 4, which is divided into five sub-sections (M-Q).

Table 4: Content accessibility and user access features

Sl. No.	Category	Feature	Universities with Feature	Universities without Feature	% Availability
1	Section M	Last Update	NEHU, RGU, TU, NU, TZU, MZU, SU	MU, AU	77.78
2	Section N User Experience	Navigation	MU, TU, NU, AU, TZU, MZU, SU	NEHU, RGU	77.78
3		Layout	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
4	Section O User Access	Registration/Login	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
5		Keyword Search	MU, RGU, TU, AU, TZU, MZU	NEHU, NU, SU	66.67
6	Section P Content Accessibility	Direct Link	NEHU, MU, RGU, TU, NU, AU, TZU, MZU, SU	Nil	100
7		Download Forms	NEHU, MU, TU, NU, AU, TZU, MZU	RGU, SU	77.78
8	Section Q Engagement & Interaction	Social Networking	RGU, TU, NU, AU, TZU, MZU, SU	NEHU, MU	77.78
9		Feedback	MU, TU	NEHU, RGU, NU, AU, TZU, MZU, SU	22.22

Section M presents information related to website maintenance and shows that the majority of libraries 07 (77.78%) maintain their websites regularly. Similarly, 07 (77.78%) libraries have navigation features, while layout features are provided by all university libraries 09 (100%) on their web pages. Both features are described in Section N. Section O evaluates the availability of user registration or login facilities, as well as keyword search functionality on library websites. The data shows that 09 (100%) have registration/login facilities universally, and 06 (66.67%) libraries have keyword search facilities. Section P outlines content accessibility, showing that all university libraries 09 in total, 100%) offer direct link facilities, while 7 libraries (77.78%), excluding RGU and SU, provide downloadable forms. Section Q describes user engagement and interaction features, where 07 (77.78%) libraries have social networking platforms to share their library information, and only 02 (22.22%) libraries, MU and TU, have a feedback facility.

5.4. Overview of Library Website Performance

Table 5 presents the overall performance of university library websites in North East India,



building on the assessments and evaluations from Tables 2-4. According to the analysis, TZU emerges as the top-ranking institution with a total score of 44 out of 54, excelling in resources and services while maintaining a strong digital presence.

Table 5: Library website performance

Universities	General Information (Section A-E) (Max. Score 21)	Resources & Services (Section F-L) (Max. Score 24)	Website Features (Section M-Q) (Max. Score 9)	Total (Max. Score 54)
TZU	17	19	8	44
AU	17	19	7	43
TU	14	17	9	40
MU	14	18	7	39
MZU	15	15	8	38
SU	15	17	6	38
NEHU	11	13	5	29
NU	9	12	7	28
RGU	8	10	6	24

AU follows closely with 43 out of 54, demonstrating consistent performance across all categories without leading in any single aspect. TU scored 40 out of 54 and MU scored 39 out of 54, placing them both in the mid-tier category. Notably, TU stands out for its exceptional website features, scoring a perfect 9 out of 9, which indicates a strong digital infrastructure. However, its resources and services score of 17 out of 24 suggests room for improvement. MZU and SU both score 38 out of 54, positioning themselves as competent institutions with a balance between resources, services, and online accessibility. In contrast, NEHU (29/54), NU (28/54), and RGU (24/54) rank lowest. RGU faces significant challenges, particularly in general information, scoring 8 out of 21, and resources and services, scoring 10 out of 24, indicating a lack of sufficient infrastructure, research prospects, and faculty support services.

6. Major Findings

The major findings of the study are as follows:

- TZU leads with 44/54, excelling in resources, services, and digital presence, followed by AU, which scores 43/54, showing consistent performance without dominating any single category.
- TU scores 40/54, with a perfect 9/9 in website features, indicating strong digital infrastructure but weaker resources and services (17/24).
- MU score 39/54, solid but unremarkable performance.
- MZU&SU both score 38/54, showing a balanced but not leading performance.

7. Conclusion and Suggestions

The present study aimed to identify the contents available on the library websites of central universities in North East India and to evaluate the library resources and services provided through these websites. The findings revealed that each library website differs significantly in terms of structure and information offered. Most of the university library websites have information on library collections, infrastructure, sections, rules, and regulations, etc. Several of them also provide access to services such as OPAC, Web-OPAC, RFID, e-books, e-journals, databases, Current Awareness Services (CAS), Selective



Dissemination of Information (SDI), remote access, document delivery services, etc. on their websites. However, the study also found that many libraries lack information on certain important services, such as sections for differently-abled users, archives of old question papers, mobile applications and QR code services, information on new arrivals, newspaper clippings, Wi-Fi facilities, and reminder services. Furthermore, none of the library websites were found to offer book bank services and RSS feed functionalities. Therefore, it is recommended that university libraries focus on enhancing their web-based services and take necessary steps to improve the overall performance and user experience of their library websites. It is believed that this study will contribute towards the development of a comprehensive framework for evaluating and improving academic library websites in the future.

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