

Evaluation of Website Structure of Select Public Libraries in India

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Abstract

Library's website have increased in number at a very rapid rate over the last few years and the content of these websites has been developing in parallel. The majority of libraries now have a website. With the increasing number of websites and considerable investment in them, website quality evaluation has become an important activity. Through the evaluation of selected websites, it was found that structure of the websites was not fully satisfactory. Each website lacks some structural components and features. Birchandra State Central library has the best website structure as compared to other selected libraries' websites, and it obtained rank 1 in structural analysis.

Keywords: Website, Website Structure, Public Libraries, Internet, World Wide Web

Introduction

Public libraries exist in many countries across the world and are often considered an essential part of society. The World Wide Web is playing a significant role in diverse application domains such as business, education, industry and entertainment. It has also opened the doors for public libraries with Information and communications technology (computer) infrastructure and internet connection to publish information for the world to see. As a result, there are increasing concerns about the ways in which public libraries should develop websites to deliver quality of information to users.

Libraries have embraced the potential of www by developing innovative ways to meet users' needs in a digital culture, essentially designing user-friendly

websites (Tobin & Kesselman, 2000). Currently, websites are crucial platforms for creating, disseminating and preserving information (Panda & Kaur, 2022, p. 1). A library website (academic or public) facilitates its users to connect with the library 24 hours a day. Today, it is possible for users to use the library without ever stepping into the physical library. They can ask reference questions virtually, conduct research in online databases, place inter-library loan requests electronically and can avail many more web-based services through the library's website. All of these services utilise library websites, requiring those websites to be timely updated and have a simple user interface to be made easy to use (Connell, 2001). With the help of library websites, library professionals are able to provide information to the library users in an efficient way.

Website Structure

The term 'structure' denotes the features of the website. It means that the information that may be provided by the website, make a well-defined flow chart for that. The simple meaning of structure is plan or process of making. In other words, the term 'structure' may be defined as the website containing various elements. The *website structure* is the physical framework of website. It includes the structural and content elements required to build a website. Website elements may vary depending on the purpose and audience of the website. The structural elements of a website include the following:

- Authority of Information
- Interface
- Presentation of Website
- Topicality of Information

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- Organisation of Information
- Content Presentation
- Navigation
- Currency of Information
- Website Aid Tools
- Technical aspects of Website

Literature Review on Website Evaluation

With the increase in number of websites, there has been a considerable investment in them, and website quality evaluation has become an important activity. Some of the previous studies done on the evaluation of public libraries are as follows:

Current public library websites meeting the needs of their local users were assessed by Mawe (2007), using nine website evaluation criteria, including location, aesthetics, layout, readability, accessibility, navigation, consistency, currency and maintenance.

Barry (2008) evaluated the websites of Irish public libraries using 50 criteria. An analytic description was provided of the four highest-ranking websites.

Smith (1997) suggested various criteria for website evaluation, including scope, breadth, depth, time and format, content accuracy, content authority, and content currency and uniqueness of a resource, links made to other resources, quality of writing, graphic and multimedia design, purpose and audience, reviews, work ability (including user friendliness, required computing environment, searching browsability and organisation), interactivity, connectivity and cost.

Tsakonas and Papatheodorou (2006) presented a model which analysed the attributes of websites. For usefulness, they suggested relevance, format, reliability, level and timeliness as the five resource attributes. Whereas for usability, again five attributes viz., ease of use, aesthetic appearance, navigation, terminology, and learnability had been taken in to account.

Chowdhury, Landoni and Gibb (2006) provided a detailed checklist of usability features for digital libraries. These features included: (i) interface features: types of interface

(e.g. simple vs expert search interface); language(s) of the interface; navigation options, shortcuts, and system information; screen features, i.e. use of colours, typography, layout and graphics; and personalization of the interface, e.g. permanent choice of interface language and/or retrieval level, number of records on one page, sort options, (ii) search process, database/resource selection: options for selection; and cross-database search facilities, (iii) appropriateness; usability; consistency of terminology, design and layout; and linguistic correctness.

Objectives of the Study

The objectives of the study were to:

- To examine the structure based on certain parameters of selected websites of public libraries in India.
- To give score to selected public libraries websites based on structural attributes.
- To give rank to the websites of public libraries in India under study on basis of total score of structural attributes.

Methodology

As the website of library serves as a key gateway to information, critically evaluating website is essential to improve the quality and content of website. To work in a systematic manner and to collect the comprehensive, relevant data for the study, evaluative research methodology was adopted. For this purpose, approximately ten websites of prominent public libraries in India were chosen from different states of India covering all the north, south, west and east zones. Goa State Central Library (GSCL), Kerala State Central Library (KSCL), Harekrushna Mahtab State Library (HMSL) T. S. Central State Library (T.S.CSL) Birchandra State Central Library (BSCL), Delhi Public Library (DPL), Connemara Public Library (CPL), Asiatic Society of Mumbai Library (ASML), Allahabad Public Library (APL) and Department of Libraries and Research, Government of Jammu and Kashmir (J&K DLR) were chosen. Firstly, literature search was conducted, then websites for evaluation purpose were selected, followed by designing of checklist. Collection of data was accomplished using observation and checklist tool. Then the collected data was analysed to draw suitable conclusions.

Findings and Analysis

Findings and analysis of data with regard to structure was done based on information provided by websites of public libraries in India selected under the study. Thereafter, interpretation was made based on the analysis and accordingly the websites were ranked.

Structural Analysis

Website structure is the physical framework of a website. It includes the structural and content elements which are required to build a website. The term 'structure' denotes various attributes or features of a website.

Authority of Information on Home Page

Table 1: Authority of Information on Public Libraries' Websites

Authority of Information Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Responsibility of website	✗	✓	✓	✓	✓	✗	✓	✓	✓	✓
Copyright information	✓	✗	✓	✓	✗	✓	✓	✓	✓	✗
Score	1	1	2	2	1	1	2	2	2	1

* One tick mark is equal to one point.

- Information regarding the responsibility of designing and developing the website was given by websites of majority of public libraries except the GSCL and DPL.
- Copyright information was provided by most of public libraries' websites except website of KSCL, T.S.CSL and J&K DLR.

Interface Criteria of Website

Table 2: Interface Criteria of Public Libraries' Websites under Study

Interface Criteria Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Website concise and clear	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Purpose clearly stated	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Icons included	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗
Icons easy to understand	✓	✓	✗	✓	✓	✓	✓	✓	✓	✗
Website functional through keyboard	✓	✓	✓	✓	✗	✗	✓	✓	✗	✓
Score	5	5	3	5	4	4	5	5	4	3

*One tick mark is equal to one point.

- Websites of all the public libraries selected for the study were concise, clear and had clearly stated purpose over them.
- Most of the public libraries' websites selected for the study, except BSCL and J&K DLR have good interface like they have icons which were also easy to understand.
- Almost all the public libraries' websites included in this study except T.S.CSL, DPL and APL were functional through the keyboard 'tab' key even without using mouse.

Presentation of Website

Table 3: Presentation of Web Pages in Selected Public Libraries' Websites

Presentation Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Visually attractive	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Effective use of white space	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Effective use of color combination and background	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Consistent page layout and format	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Text easy to read	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fit on normal size screen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Avoids horizontal scrolling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
No under-construction page	✓	✓	✗	✓	✓	✗	✓	✓	✓	✓
Score	8	8	7	8	8	7	8	8	8	8

* One tick mark is equal to one point.

- All of the public libraries' websites selected for the study were visually attractive and have effectively used white spaces.
- They have done effective use of colour combination and background.
- Text was written in dark colour against light coloured background and was easy to read.
- Layout and format were consistent throughout all webpages of the websites.
- Webpages fit on normal size of screen (15") and avoids horizontal scrolling.
- Most of the public libraries' websites had no under construction page except BSCL and DPL depicting incompleteness of information. Hence most public libraries' websites have complete information which libraries intend to give.

Topicality of Information

Table 4: Topicality of Information in Public Libraries' Websites under Study

Topicality Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Headings user friendly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Headings jargon free	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Headings relevant to content	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	3	3	3	3	3	3	3	3	3	3

* One tick mark is equal to one point.

- The entire public libraries' websites included in the study had topical information, which means they included headings which were user-friendly and jargon-free.
- They contain headings which could be easily understood.
- Headings used to represent information in all the websites were proper and relevant to the content.

Organization of Information

Table 5: Organization of Information in Selected Public Libraries' Websites

Organization Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
General to specific	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Simple to complex	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	2	2	2	2	2	2	2	2	2	2

* One tick mark is equal to one point.

- To make information easy to understand by the audience, all the websites included in the present study had organised information from simple to complex form and general to specific form. They

had organised information in such a manner to give users first the basic idea of information before providing in-depth information.

Content Presentation Style

Table 6: Style of Content Presentation in Selected Public Libraries' Websites

Style Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Sentences simple	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
One sentence paragraph sparingly used	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Easy to understand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Concise and clear	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Present tense predominates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Active and passive voice used appropriately	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	6	6	6	6	6	6	6	6	6	6

* One tick mark is equal to one point.

- All the selected websites of public libraries in India had used simple sentences, jargon-free, to represent information.
- One-sentence paragraphs were sparingly used in writing information and were concise, clear and

easy to understand.

- Present tense predominated and active, passive was appropriately used in the whole website for representing information.

Terminology

Table 7: Terminology of Content Written in Selected Public Libraries' Websites

Terminology Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Technical terms properly defined	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Consistency of terms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
First occurrence of full forms followed by acronyms & abbreviations	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Technical terms highlighted and defined when used	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Bilingual or multilingual text	✗	✓	✗	✓	✗	✓	✓	✓	✓	✗
Score	1	2	1	2	1	2	2	2	2	1

* One tick mark is equal to one point.

- None of the websites of public libraries in India selected for the study have defined the technical terms like Open Public Access Catalogue (OPAC), acquisition etc.
- All selected websites have maintained consistency in the terms used throughout the website, like the terms 'reprography' for 'xerox' throughout the website and did not mix it with term 'photostat'.
- None of the websites included in study mentioned the full form and followed it with abbreviations. They only provided the acronym, such as OPAC, without giving the full forms.
- Website of GSCL, BSCL, T.S.CSL and J&K DLR did not contain bilingual text and they had their content written only in English language. DPL website is bilingual, allowing the text to be read both in English and Hindi languages. APL integrated Google translator in its website, so that text could be converted into multiple languages and read in any languages mentioned by the website. Websites of KSCL, BSCL, CPL, ASML contain some text written in their regional languages, in addition to the whole website developed in the English language.

Text Format

Table 8: Text Format of Content in Public Libraries' Websites

Text Format Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Text is concise and relevant	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Format consistent throughout the website	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Consistent use of font size	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Bold or italic text used for emphasis	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Use left-justify text blocks and headings	✓	✓	✓	✗	✗	✓	✓	✗	✓	✓
Figures and tables correctly aligned	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Information presented in readable block	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Text equivalent for non-text information provided	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Text completed within web screen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	9	9	9	8	8	8	9	8	9	9

* One tick mark is equal to one point.

- All the websites selected for study have concise, relevant and consistent format of text. In all the websites bold and italics text was used only for emphasis purpose.
- They contained information presented in readable blocks. Tables and figures were correctly aligned with the text, and text equivalent was provided with non-text information, like with the image of circulation, counter term circulation section was also mentioned.
- Text was complete within web screen of all websites and did not overhang outside the web screen.
- Font size was consistent in paragraphs and headings of all webpages of the selected websites, except for the website of DPL. DPL website had variable font sizes (small and large font size) for paragraphs present in the same webpage only.
- Left justified paragraphs and headings were present in most of the selected websites of public libraries like GSCL, KSCL, BSCL, DPL, CPL, APL and J&K DLR .
- The websites of HMSL and ASML did not contain justified text, whereas the T.S.CSL website had centrally aligned headings.

Accuracy

Table 9: Accuracy of Content in Public Libraries' Websites

Accuracy Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Spellings correct	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Grammar correct	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Punctuation correct	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Links to resources outside website authentic	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	3	4	4	4	4	4	4	4	4	4

* One tick mark is equal to one point.

- By examining all the selected websites for study, it was found that all websites contain correct spellings, grammar and punctuation.
- Links to resources outside websites were also authentic.
- GSCL website contains many spelling mistakes like word activities had spelling error in News and Event webpage.

Multimedia

Table 10: Multimedia used in Developing Content of Selected Public Libraries' Websites

*PUBLIC LIBRARY	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Images/Graphics included	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Videos included	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Audio included	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
Flash animations	✓	✓	✓	✓	✗	✓	✗	✓	✓	✓
Virtual tour included	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Score	2	3	2	2	1	2	1	2	2	2

* One tick mark is equal to one point.

- All the websites selected in the present study contains images/graphics but none included videos and virtual tour.
- Audio was present only in the website of KSCL.
- Flash animation was present in most of the selected websites except websites of T.S.CSL and CPL.

Navigation

Table 11: Navigation Construct of Selected Public Libraries' Websites

Navigation Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Consistent navigation throughout the website	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Navigation tool on all webpages	✗	✗	✗	✗	✓	✓	✗	✓	✗	✗
Navigation back to homepage from all other pages	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓
Navigation up and down with in webpage	✗	✗	✗	✗	✓	✓	✗	✓	✗	✗
Score	2	0	2	2	4	4	2	4	2	2

* One tick mark is equal to one point.

- By examining the websites of all the selected public libraries in India included in present study, it was found that they all contain consistent navigation and navigation option back to homepage of website, except the website of KSCL.
- Navigation tool was present on all webpages of T.S.CSL, DPL and ASML websites. These websites also have up and down navigation option within each webpage of their website.

Currency of Information

Table 12: Currency of Information in Public Libraries' Websites under Study

Currency of Information Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Last updation date indicated on homepage	✓	✗	✓	✗	✗	✓	✗	✗	✗	✗
New information indicated in some way on homepage	✗	✗	✓	✗	✗	✓	✗	✓	✗	✓
New arrival section	✗	✓	✓	✗	✗	✓	✓	✓	✓	✗
Score	1	1	3	0	0	3	1	2	1	1

* One tick mark is equal to one point.

- Currency of information could be looked up in websites by checking the last update date. However, upon inspecting the websites, it was found that most of the websites did not contain the last update date. The last update date was only included in the websites of GSCL, BSCL and DPL. New information was indicated by blinking 'New' sign in the websites of BSCL, DPL, ASML and J&K DLR.
- New Arrival section to show newly procured documents by the library was present in almost all the public libraries' websites under study, except the websites of GSCL, HMSL, T.S.CSL and J&K DLR.

Website Aid Tools

Site Index

Table 13: Site Index in Selected Public Libraries' Websites

Site Index Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Site Index included	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Entries in alphabetical order	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Secondary and tertiary entries included	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Score	0	0	0	0	0	0	0	0	0	0

* One tick mark is equal to one point.

- None of the websites of public libraries in India selected for the study have incorporated alphabetical index having secondary and tertiary entries.

Sitemap

Table 14: Sitemap in Public Libraries' Websites under Study

Site Map Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Site Map included	×	✓	✓	✓	×	×	×	×	✓	×
Links in site map correct	×	×	✓	✓	×	×	×	×	✓	×
Stands out of homepage	×	✓	✓	✓	×	×	×	×	✓	×
Brief and informative	×	×	✓	✓	×	×	×	×	✓	×
Score	0	2	4	4	0	0	0	0	4	0

* One tick mark is equal to one point.

- Sitemaps with correct links were present only on the websites of BSCL, HMSL and APL. These sitemaps were brief, informative and stood out of homepage of these websites. Rest of the public libraries' web-

sites did not contain a sitemap. KSCL website had a sitemap, that stood out of the homepage, but it was blank, non-functional, with no information and link.

Site Search

Table 15: Site Search in Selected Public Libraries' Websites

Site Search Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Search tool included	✓	×	✓	×	×	×	×	✓	×	×
Search tool functional	✓	×	✓	×	×	×	×	✓	×	×
Score	2	0	2	0	0	0	0	2	0	0

* One tick mark is equal to one point.

- Site search tool was present only on the websites of GSCL, BSCL and ASML. It was functional in these

websites. Rest of the public libraries' websites did not contain site search tool.

Comments Page

Table 16: Comments Page in Public Libraries' Websites under Study

Comments Page Features	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Feedback and comments can be given	✓	✓	✓	×	×	✓	×	✓	✓	×
Score	1	1	1	0	0	1	0	1	1	0

* One tick mark is equal to one point.

- Feedback and comments option was present in all the websites included in the study, except the web-

sites of HMSL, T.S.CSL, ASML and J&K DLR.

Users' Questions

Table 17: Users' Questions on Public Libraries' Websites

User Questions Attributes	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Possible to ask questions	✓	✓	✓	×	×	✓	×	✓	✓	×
Frequently asked questions included	×	✓	✓	×	×	×	✓	×	×	×
Score	1	2	2	0	0	1	1	1	1	0

* One tick mark is equal to one point.

- It was possible for users to ask question virtually through the websites of almost all the public libraries under study, except for the websites of HMSL, T.S.CSL CPL and J&K DLR.
- Frequently asked questions section to address the user queries in anticipation, was included only on the websites of KSCL, BSCL and CPL.

Technical Aspects of Website

Table 18: Technical Aspects of Selected Public Libraries' Websites

Technical Aspect Features	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Short URL	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fast Loading Speed of all Webpages	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fast Loading Speed of Images and Icons	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Browser Compatibility	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Score	4	4	4	4	4	4	4	4	4	4

* One tick mark is equal to one point.

- Each public library's website had a unique Uniform Resource Locator (URL). URL reflects the name or acronym of library. Short URL had a total length (including the domain) of less than 20 alphanumeric character. Through the URL, we can also identify the government institute websites as they have '.gov' or '.nic' as domain name in their URL. All the websites selected for study have short URLs and they are as centrallibrary.goa.gov.in, statelibrary.kerala.gov.in, bscl.tripura.gov.in, hkmsl.gov.in, cslchd.nic.in, dpl.gov.in, connemarapubliclibrarychennai.com, asiaticsociety.org.in, allahabadpublib.org, jk-publiclibraries.nic.in.
- All the public libraries' websites included in this study have fast loading speed for images, icons and webpages. They load within 10 seconds with standard modem (33.6 Kbits/s).
- All the selected websites were browser compatible and work with different web browsers like Chrome, Fire Fox and Internet Explorer.

Website Statistics

Table 19: Website Statistics of Public Libraries under Study

Website Statistics Feature	Name of the Public Library Website									
	GSCL	KSCL	BSCL	HMSL	T. S. CSL	DPL	CPL	ASML	APL	J&K DLR
Number of visitors	✓	✗	✓	✗	✓	✓	✗	✗	✓	✗
Score	1	0	1	0	1	1	0	0	1	0

* One tick mark is equal to one point.

- Count of number of visitors to website was present only in websites of GSCL, BSCL, T.S.CSL DPL and APL.

Total Score and Rank of Public Libraries' Websites Obtained in Structural Analysis

Table 20: Total Score and Rank of Public Libraries' Websites in Structural Analysis

Name of the Public Library	Authority	Interface	Presentation	Topicality	Organisation	Content Presentation	Navigation	Currency	Website Aid Tool	Technical Aspects	Website Statistics	Total Score	Rank
BSCL	2	3	7	3	2	22	2	3	9	4	1	58	1
ASML	2	5	8	3	2	22	4	2	4	4	0	56	2
APL	2	4	8	3	2	23	2	1	6	4	1	56	2
DPL	1	4	7	3	2	22	4	3	2	4	1	53	3
KSCL	1	5	8	3	2	24	0	1	5	4	0	53	3
GSCL	1	5	8	3	2	21	2	1	4	4	1	52	4
HMSL	2	5	8	3	2	22	2	0	4	4	0	52	4
CPL	2	5	8	3	2	22	2	1	1	4	0	50	5
T.S. CSL	1	4	8	3	2	20	4	0	0	4	1	47	6
J&K DLR	1	3	8	3	2	22	2	1	0	4	0	46	7

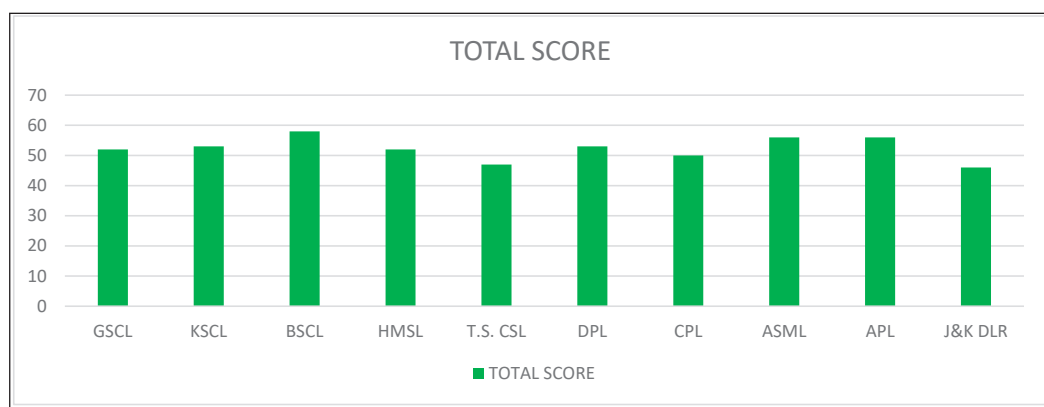


Chart 1: Total Score of Public Libraries Websites for Structural Analysis

- From Table 20 and chart 1, it can be seen and concluded that BSCL has the best website structure compared to rest of the websites, as this website has obtained rank 1 and maximum total score in structural attributes analysis. While J&K DLR website selected under the study, has the least structural attributes as depicted by lowest total score and lowest rank 10 in the analysis of structural features.

Discussion and Conclusion

During the evaluation of the selected websites, it was discovered that the website structures of all the websites

were not fully satisfactory. Each website lacked some or other structural components and features. Websites serve as powerful tool in building image and publicity of libraries in society. They also serve as an important medium for disseminating information virtually in this digital information age. Hence, periodic evaluation of public libraries' website is necessary. Public libraries' websites evaluation must be carried out to assess the shortcomings in the websites for further improvement. By doing so, these websites can become an important digital bridge between public libraries and their users in this rapidly evolving information age.

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