

Analysis of Services Provided Through Library Websites in Dr. A V Baliga Campus, Kumta: A Study

***Shivanand Bulla**

*Senior Librarian, Central Library,

Dr. A.V. Baliga College of Commerce, Kumta (Uttar Kannada), Karnataka State, India

Email: shivanand.bulla@gmail.com

Abstract This paper is a presentation of the current condition of library use of the web; this study tests the services provided through library websites in by Dr.A.V. Baliga Campus. The main intention of these facilities is to highlight the dual system of the library i.e., as an information resource as well as a communication channel. The goals of study are as follows: a) To give a description of the series of library services offered through the web; b) To describe how the libraries are making use of the unique features of the web to offer recent /better facilities; c) To compare the website of different libraries & make a detailed study about their relationship with the features of the institutions; and d) To assess the resources available in the institution so as to support web-based service.

The librarians those who are interested in developing / creating library websites & service can go through this detailed analysis/ data which will be a great help to them. The readers will have a detailed picture of the prevailing condition of the website based library services based on which they also can standardize their own web services, They can also get knowledge about the unique characteristics / features of the web which can be used for recent & better library services. The outcome of the study will give a description about the current state of library services through web and generate various ideas to the ones who are looking forward to improvise their institutional website based services.

Key Words Library websites, web-based library services, Baliga Campus libraries, web services, serve as idea-generators for libraries, online knowledge Sharing, GUI for library service and Making of Online Library Service.

Introduction

As of today due to the remarkable development and progress of technology, library plays a vital role in making its users knowledgeable regarding different aspects of technology. These developments have interfered into the sources of information & also in the ways of providing the information. Library have now somewhat moved towards the virtual world of internet. The outcome of this idea that a users can access any sort of information without physically visiting the library as they used earlier. With the intention of helping the library users access the information through their computers the people related to libraries are extending their services to include virtual reference. The library users can place their inquiries of any matter needed from the library from any part of the world & at any time. Digital library services, online library services & electronic library services are terms with similar meanings. Now days almost all, the libraries are tried to be made digital ones so

that the information is easily accessible & also in a more realistic & attractive way. The older online services are now replaced by internet-based technologies.

Objectives

The study analyses the present condition of the services provided by the libraries via their websites. The goals of study are as follows: a) To give a description of the series of library services offered through the website; b) To describe how the libraries are making use of the unique features of the website to offer recent /better facilities; c) To compare the website of different libraries & make a detailed study about their relationship with the features of the institutions; and d) To assess the resources available in the institution so as to support website-based service.

Scope and Limitation

To get details about the current state of library usage of the web, a study was conducted by taking a small group of college into consideration that the libraries of Dr. A. V. Baliga campus. The AVBC is an institution having comprising multiple units (Colleges) of higher education located in U.K. Districts, Karnataka. The focus was laid on only the Academic libraries, but it could further be conducted on groups of public libraries, school libraries, or special libraries.

The study libraries are as follows:

Institution Name	Course Offered
Dr. A V Baliga College of Commerce, BBA & PG Center, Kumta (AVBCC)	B.Com, BBA & M.Com
Dr. A V Baliga College of Arts, Science & PG Center, Kumta (AVBCAS)	B.A, B.Sc & M.Sc
Kamala Baliga College of Education & PG Center, Kumta (KBCE)	B.ed, M.ed

Methodology

- Questionnaire Method
- Descriptive Method

The investigator examined the websites of each academic library thoroughly and emphasized on the library services offered through the websites. The reviews look place between April 2020 to May 2020. A data shut of the evaluation of each library was prepared/ done.

The check list of evaluation is finalized based on minimum standards of library science and services evaluated are as follows: collection, circulation, reference, interlibrary loan and document delivery, catalog & administration.

The investigator made complete evolution of different aspects and grouped in the categories set by above services offered through web to provide information to the users were defined as web-based services.

The study was based in two perspectives firstly the services under each category were complied and Secondly on the ranking based on the number of services offered by each library. The total possible score was 34.

An questionnaire was designed in such a way that additional information could be collected along with the reviews of services provided.

The people in-charge of the libraries of each unit of the institution were provided with this questionnaire, where in they had to answer it and give detail about their web-service offered in their library website. The questionnaire was supposed to be answered by the librarians cum web-masters.

Analysis & Introduction of data

The study was based on 6 main service areas which were collected through web site reviews & questionnaires. The services areas are as follows:

Reference, circulation, interlibrary loan & document delivery, collections, catalog & administration. Under each area particular services offered were compiled. The services offered were mostly text-based information provision & some were based on interactive modules. The libraries were focusing on providing more interactive services whereas 3 were offering simple, text based information.

The data analyzed after the evaluation provided highlights about the advantages offered by web – based services. Innovative & creative services were highlighted. The results first of all served as a document & it can also serve as an idea generator for the libraries, which are following traditional methods & want to improvise their services in a modern way. The following lists which are prepared give details about the web – based services provided by the libraries.

Reference Service

The reference services are considered as public services for study purpose, which are offered by the library, such as Reference desk question/ answer services, Bibliographic instruction & other user assistance, The study libraries offer the following web-based services under the reference category.

Reference Service	AVBCC	AVBCAS	KBCE
Ready reference links	Yes	Yes	Yes
General information about instructional services offered	Yes	Yes	No
Subject bibliographies	Yes	Yes	No

Staff contact information	Yes	Yes	No
Reference question/answer service (web form)	Yes	Yes	Yes
Instructional guides (text based instructional information)	Yes	Yes	Yes
Reference question/answer service (email link)	Yes	Yes	Yes
Interactive/web-based instruction modules	Yes	Yes	No
Instruction request form	Yes	Yes	Yes

No of Service provided by Colleges

College Names	AVBCC	AVBCAS	KBCE
No of Service	9	9	5

The typical web-based services offered by the libraries include ready reference links are subject bibliographies. This is compatible with the use of web as an information resources. Some services like reference question/answer is offered though web or email. Specially, Dr. A.V. Baliga College of Commerce put into effect a unique type of change in ready reference links i.e., the ready reference links were merged with libraries free – based electronic resources, which was done by the library staff. Two other libraries have kept it separated, but an integrated list is user-friendly, as it helps the user to find the data without wasting much time searching for it in different places. It aids to connect & hyperlink b/w resources which is an advantage to the users.

Among the study libraries we can rarely find interactive instructional modules; 3 out of 2 libraries are offering modules based on web-based instructions.

Collection Development

This category included collection development & possession activities, print & electronic collections & special collections.

List of Service

Collection Development Service	AVBCC	AVBCAS	KBCE
Electronic indexes, databases, and journals	Yes	Yes	Yes
Descriptions of collections	Yes	Yes	Yes
Request form for new items	Yes	Yes	Yes
Staff contact list(s), i.e. subject bibliographers	Yes	Yes	No
Policies (about collection)	Yes	Yes	No
Digital collections (other than databases and journals)	Yes	Yes	Yes
New materials list	Yes	No	No

No of Service provided by Colleges

College Names	AVBCC	AVBCAS	KBCE
No of Service	7	6	4

The commonly provided web – based service under this category is access co-electronic indexes databases & journals. The higher education institutions have access to a collection of electronic information called N – list, available on the web at <http://www.nilst.inflibnet.in>, which is a great help by INFLIBNET. Here the user can browse data which is already available in printed form.

The Collection Development also offers services like text-based descriptive material polices and requests form for new items. These new forms can be requested through websites.

The web-based instruction modules on subject bibliographies are offered in Dr.A.V.Baliga College of Commerce and Arts & Science only which is less common among the study libraries.

Circulation

The services that are offered under circulation development, borrowable policies and renewal and hold requests come under the circulation category. The web-based offers of study libraries under circulation category. Are as follows:

List of Services

Circulation Service	AVBCC	AVBCAS	KBCE
Circulation policies	Yes	Yes	Yes
Interactive services via e mail (e.g. Document reserve or holds)	Yes	No	No

No of Service provided by Colleges

College Names	AVBCC	AVBCAS	KBCE
No of Service	2	1	1

Circulation policy is the most commonly offered service. The uses can skip the time consuming process of waiting in a queue and talking to the staff member by making use of the circulation system where he/she can manipulate and through the advanced service of renewals and holds.

ILL/Document Delivery

The services like inter library loan and document delivery service are included in the inter library loan category. The study offered under this service is as follows.

List of Services

Document Delivery Service	AVBCC	AVBCAS	KBCE
Policies (specific to ILL and document delivery)	Yes	Yes	Yes
Request form(s)	Yes	Yes	Yes
Staff contact list	Yes	Yes	Yes
Email requests	Yes	No	No

No of Service provided by Colleges

College Names	AVBCC	AVBCAS	KBCE
No of Service	4	3	3

The most common service offered here is text-based information. One of a popular form is the request forms, but there is a considerable change in its types and complex. The user needs to fill his /her name, ID, and the details of the item needed which is sent through an e-mail, This is a simplest type. This is an advantage to the user over traditional method by which he/she can save his/her time and energy.

Catalogue Service

This is the fifth category of the services dealing with the main library catalogue of resources. This category varies from the others as it only deals with a primary service i.e., it gives access to the online public access catalogue (OPAC). The specific components of the services provided within the primary service are examined here. In the catalogue category the following services are offered by the librarian under study.

List of Services

Catalogue Service	AVBCC	AVBCAS	KBCE
Search library collections	Yes	Yes	Yes
Hyperlinks to web sources	Yes	No	No
consolidation with ILL services	Yes	Yes	Yes
Search many catalogs at a time	Yes	Yes	Yes

No of Service provided by Colleges

College Names	AVBCC	AVBCAS	KBCE
No of Service	4	3	3

The specialty of this service is that most of the libraries belong to associations through which they shone OPAC services with several other libraries in the association/institution. The services provided under this area depend on the specific type and version. There are some remarkable differences among the services offered by this.

OPAC is offered by all the libraries under study and some also provide web-based access to the OPAC. The distinctions can be made on the level of advanced services offered by the libraries. For instance, Dr. A.V. Baliga College of Commerce library provides feature like hyper linking to online resources including links to other web-based resources such as websites. Some facilities like inter library loan or electronic collections are provided by all the libraries by integrating OPAC with other library services. Inter library loan requests from specific catalogue records can be made under this. These features highlight the advantages of web.

There is a special service provided by Dr. A.V. Baliga college of commerce and Dr. A.V. Baliga college of arts and science i.e., multiple catalogues can be searched at once which also includes catalogues from campus libraries. The traditional method is placed by the web service hence helping the user in saving his/her time and energy. The web makes the data/information from any location without even actually visiting the library personally.

Administrative /other services

This category includes general library information like an hour's and overview, library news and staff list. The lists of services offered under this category are as follows.

List of Services

Administrative/other Services	AVBCC	AVBCAS	KBCE
Staff list	Yes	Yes	Yes
Suggestion form	Yes	Yes	Yes
Library illustrative information (resume, mission, etc.)	Yes	Yes	Yes
News clipping –Service	Yes	No	No
library policies	Yes	Yes	Yes
Library map	Yes	Yes	Yes
Information about new arrivals	Yes	No	No
Virtual tour	Yes	Yes	Yes

No of Service provided by Colleges

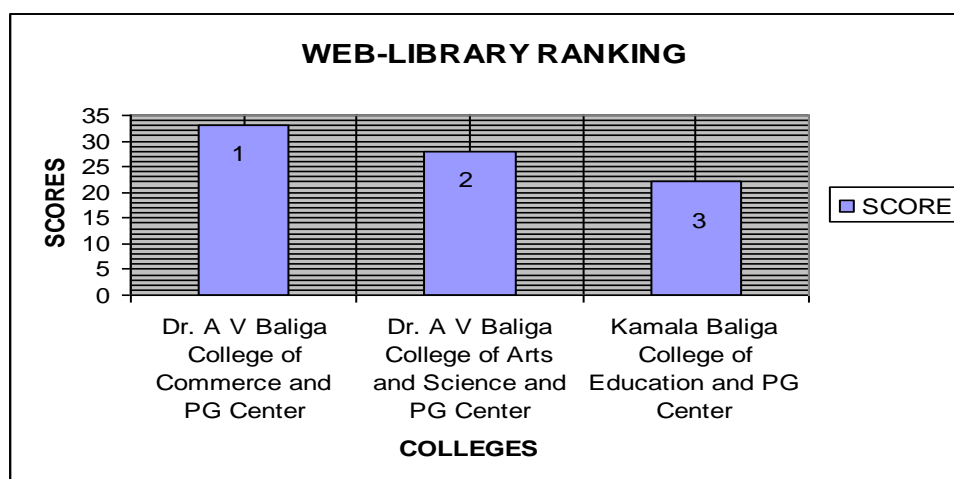
College Names	AVBCC	AVBCAS	KBCE
No of Service	8	6	6

Almost all the libraries provide basic information about their library on this web site, some libraries give comprehensive details about their library which may include the description of the library as well as the services offered, whereas some provide only the gift

of their library which may be in a paragraph or two. Evaluation of the data was made after it was gathered through website analysis and questionnaires. A numeric score of one mark was generated for each service for the website. The scores denote the web-based services offered by each library, which was done by the investigator. The possible score was of 34 points.

The study libraries were ranked on the basis of scores

Institution	Score	Rank
Dr. A V Baliga College of Commerce and PG Center (AVBCC)	33	I
Dr. A V Baliga College of Arts and Science and PG Center (AVBCAS)	28	II
Kamala Baliga College of Education and PG Center (KBCE)	22	III



Two perspectives were fixed to study about the information collected. The list services offered under each category was gathered and the second step followed was giving rank based on number or services offered by each library in which the total possible score was 34 points.

The highest level of web-based services providing libraries secured highest scores, because of their commitment to provide highest possible, web-services through library site, thus making it an important part of the library. Libraries which had least web-based services got less point, in other areas, whereas secured more points in reference and collection development areas. Thus may be due to the lack of knowledge of the staff or because of inadequate staff who failed to update their web services or it also may be because of the library website providing only a little detail to the users.

Findings

The librarians who are planning of improvising their web-based library services can get complete idea by referring the data collected after this study. They can standardize their own web-services after they get a gist of the web-services provided by these libraries. The

readers can also get ideas about the latest and the best library services they can provide through web-sites. Thus the data of the results can act as idea-generators to the ones who are looking forward to update their library web-services.

Conclusions & Future Directions

This study gives a clear picture of the range of web-based services offered by academic libraries. The above mentioned 3 libraries offer basic services like text based services, like detailed information about the library, its policies and ready reference links. Web-based accesses to library services are also provided by most of the libraries. It also provides access to outside public catalogue. Some special services like online request forms, bibliographies and digital collections and cross departmental services are provided by two of the libraries.

The advanced features like hyperlink, use of simple graphical interface ability to connect from any location can be made available to the users because of the web, which intern aids in the improvisation of the existing services as well as developing new ones. This study helped in detecting some special ways of using web through which the services could be developed. The highlights of the development of services are as follows: a) hyperlinks between resources, like Website or other web based services which have direct link to OPAC records b) Inter departmental services, like the consolidation of ILL services to the OPAC; c) Multiple services through simple user interfaces, like the possibility to search multiple digital databases at once; and d) online access to library services, like electronic information.

The libraries were ranked on the basis of number of services they offered. The rankings gives a clear-cut view of the services they offer because higher the service highest the score. The highest score set was 34 and out of which one library secured 33 and the least score was 22. Representatives from different library divisions are included in the library web teams. The web master or web team makes a committee to discuss different ideas about improving web services which the later implement on the consent of all. This study lacks the details about the relationship between the institutional resources and the scope of web-based service which may be done later on with a higher scope of study. There are variants in the types of libraries, and the study population is quite small due to which the study was limited and one cannot achieve generalization. To get details in a large scale further study can be made in the future which can include larger number of study libraries like public, libraies, school libraries and special libraries. The changes taking place on the factors that influence changes can be studied in future study. The role of the web in libraries remains an important area for research even though then is changes and uncertainties. The uses now until always prefer web services for assistance when it comes to libraries use because internet has become a part and parcel of lives today .This study gives details about the influence of web on the libraries services. The web service offered by the libraries has helped the user in a greater way. It is only because of the web that the libraries services are modernited and made invention which attracts the user of libraries. The more we get knowledge about the web and its features the more we can impress the libraries and make maximum use of the advanced futures of the web based service in libraries.

References

1. Bhatnagar, A. (2005). Web-Based Library Services. Ahmedabad: 3rd Convention PLANNER Assam Univ., Silchar.
2. Borasky, D. (1999). Analysis Of Web-Based Library Services. North Carolina: Chapel Hill.
3. Calhoun, K. K. (1999). Library gateway: project design, teams, and cycle time. Library Resources & Technical Services.
4. Cohen, L. B. (1999). A comparison of Research University and two-year college library web sites: content, functionality, and form. College & Research Libraries.
5. Consortium, I. S. (1999, October 25). Internet Software Consortium. Retrieved 1999, from Internet Domain Survey: <http://www.isc.org/ds/>.
6. D'Angelo, J. &. (1998). Successful web pages: what are they and do they exist? (2 ed.). Information Technology and Libraries.
7. Dewald, N. H. (1999). Transporting good library instruction practices into the web environment: An analysis of online tutorials. Journal of Academic Librarianship , 25 (1), 26-31.
8. Diaz, K. (1998). The role of the library Web site. Reference & User Services Quarterly , 38 (1), 41-43.
9. Dowling, T. (1999, October 25). Libweb: Library servers. Retrieved from <http://sunsite.berkeley.edu/Libweb/>.
10. Garlock, K. L. (1996). Building the service-based library web site. Chicago: American Library Association.
11. Garlock, K. L. (1999). Designing Web interfaces to library services and resources. Chicago: American Library Association.
12. H.Dewald, N. (1999). Web-based library instruction: What is good pedagogy? Information Technology and Libraries , 18 (1), 26-31.
13. Hightower, C. S. (1998). Recommendations for benchmarking web site usage among academic libraries. College & Research Libraries.
14. King, D. L. (1998). Library home page design: a comparison of page layout for front-ends to ARL library Web sites. College & Research Libraries.
15. Library web sites: mission and function in the networked organization. (1997). Computers in Libraries.
16. Medeiros, N. (1999). Academic library web sites: from public relations to information gateway. College & Research Libraries.
17. Statistical abstract of higher education in North Carolina. (1998-1999, OCTOBER 25). North Carolina State Board of Higher Education. Retrieved from <http://www.ga.unc.edu/publications/abstract/>.
18. Ramesh Babu, B., Narendra Kumar, A. M., & Gopalakrishnan, S. (2009). Credibility of University Websites in Tamil Nadu. *DESIDOC Journal of Library & Information Technology*, 29 (3), 16-28.
19. Sami, K. L., & Basavaraj, S. (2013). Evaluation of Library Websites of R&D Institutions in Bangalore. *Indian Journal of Information Science and Services*, 7 (2), 66-73.

20. Sami, K. L., & Basavaraj, S. (2014). Evaluation of Library Web pages of Select Agricultural Research Institutions. *e-Library Science Research Journal*, 2 (7), 1-6.
21. Sessaiah, O., & Rekha, R.V. (2019). Web Pages of Engineering College Libraries in Andhra Pradesh: An Analysis. *Journal of Indian Library Association*, 55(2), 8-17.
22. Verma, N.K., & Shukla, A., (2018). Usability of Indian Institutes of Management Libraries Websites: An Evaluative study. *Journal of Advancements in Library Sciences*, 5 (1), 23-32.
23. Wasan, S., & Chakravarty, R. (2018). Library websites evaluation of Higher Educational Institutes (HEIs) of India: A web analysis. *International Journal of Information Library and Society*, 7 (1),
24. Wijayarathne, A.L., & Singh, D. (2015). Developing an academic library website model: a designer's checklist and an evaluative instrument: A Delphi method approach. *The Electronic Library*, 33 (1), 35-51, <https://doi.org/10.1108/EL-11-2012-0115>
25. Yazdi, F.A., & Deshpande, N.J. (2013). Evaluation of selected library associations' web sites. *Aslib Proceedings*, 65 (2), 92-108.
26. Zaphiris, P., & Ellis, R.D. (2011). Website usability and content accessibility of the top USA universities. Proceedings of WebNet 2001 Conference (pp. 23-27). Lando: FL.