Content Analysis of Library Webpages of City Group of Colleges in Kolkata: An evaluative study

Dr. Kaberi Karmakar

Librarian, Umeschandra College, Kolkata, affiliated to the University of Calcutta, Kolkata, West Bengal

Abstract

The library is a backbone of any Institution which disseminates information through its various resources. A college library webpage gives information regarding its documents, services, library facilities and provides access to its various resources. The present study conducted for content analysis of Library webpages of City Group of Colleges in Kolkata from the usability perspective. The website addresses of studied colleges are identified from Google and Wikipedia. The Eight City Group of Colleges (Ananda Mohan College, City College of Commerce and Business Administration, City College, Heramba Chandra College, Prafulla Chandra College, Rammohan College, Sivanath Sastri College and Umeschandra College) Library webpages are accessed through their college websites. The study suggests to update the web page periodically as it is frequently used by college students and faculty.

Keywords: Content Analysis, College Website, College Library Webpages, Web-Based Content Analysis

1. Introduction

Library is heart of any Institution. Likewise, Website is a mirror in every Institution which highlights the mission, vision, functions and achievement of the Institution. Library Webpage in a college provides information about history of the library, opening time, rules for using the library, various resources (printed and digital both) and their accessibility, OPAC information, news and programmes of the library, photo gallery and contact information. The main objective of this research work is to help the LIS professionals and college authorities to upgrade their existing library webpages as well as to develop and design separate library homepage which will be directly accessed by Library users.

2. Brief Information of City Group of Colleges

2.1 Ananda Mohan College

Previous name was City College and started by Ananda Mohan Bose and the Sadharan Brahmo Samaj in 1881. In 1961, the college was trifurcated into three separate colleges–Rammohan College (morning college), City College (day college) and Ananda Mohan College (evening college). Till 2017, the college used to be administered by the Brahmo Samaj Education Society. It became a grant-in-aid college under the Department of Higher Education, Government of West Bengal from 2017. The college (NAAC Re-accredited college with Grade B+) was affiliated to the University of Calcutta in 1961and offered B.A., B.Sc. and B.Com. General and Honours courses.

2.2 City College of Commerce and Business Administration

The City College Commerce Department came up in 1939 (18.07.1939.) in response to the large-scale demand among the youth of the time for quality university education in commerce. In 1945, the Department of Commerce and Business Administration was formally organized. The college was affiliated to the University of Calcutta in 1961 and was also officially recognized by University Grants" Commission in the same year. An evening college, it immensely contributes to post-employment education.

2.3 City College

The City College was first started as a High School (City School) on 6th January 1879. The college got its affiliation in 1881. In the year 1920, the college was preparing students for the B.A. examination in English, Sanskrit, Political Economy and Political Philosophy, History and Persian and also for the B.Sc. examination in Mathematics, Physics and Chemistry. In 1939 a Commerce Department was opened and attained the position of the biggest college in Asia. This was followed by the inauguration of the Women's Department in 1943. In the year 1961 the branches of the City College emerged as separate colleges under instructions of the University Grants Commission. While the original college retained the original name "City College", the branches were named as 1. Rammohan College, 2. Ananda Mohan College, 3. Umesh Chandra College, 4. City College of Commerce and Business Administration, 5. Sivanath Sastri College, 6. Heramba Chandra College, and 7. Prafulla Chandra College. At present, 14 Honours courses are offered on 14 subjects - Bengali, English, Sanskrit, Political Science, History, Philosophy, Physics, Chemistry, Mathematics, Economics, Botany, Zoology, Physiology and Commerce. Besides, general courses are offered in three different streams - B.A., B.Com. and B.Sc.

2.4 Heramba Chandra College

Heramba Chandra College, popularly known as South City Day College, is situated in Golpark, the cultural hub of South Kolkata. On June 1, 1961, the South City College Branch of City College branched off into three separate colleges: Sivanath Sastri College (Morning), Heramba Chandra College (Day), and Prafulla Chandra College (Evening). The college (NAAC Re-accredited college with Grade B++) was affiliated to the University of Calcutta and It offers 4-year Honours/Honours with Research courses in Commerce, Bangla, Economics, Education, English, Geography, History, Political Science, and a Multidisciplinary Course in Commerce. Students can also take Statistics and Mathematics as Minor and Interdisciplinary subjects.

2.5 Prafulla Chandra College

Prafulla Chandra College was established by the Brahmo Samaj Education Society and is subsequently named in the memory of the legendary scientist and educationist, Acharya Prafulla Chandra Ray. This evening college is affiliated to the University of Calcutta since 1955, recognized by the University Grants Commission in 1961 and accredited by the National Assessment and Accreditation Council. The college was converted into a co-educational institution by the University of Calcutta in 2012. It offers B.A. & B.Com. Programmes. It also offers a Postgraduate Programme in Commerce since 2017.

2.6 Rammohan College

The college was founded in 1881 by eminent Brahmo leaders Ananda Mohan Bose, Pandit Sivnath Sastri and Umesh Chandra Dutta. City College had a women's Department in morning which has separately affiliated in 1961 to the Calcutta University and renamed as Rammohan College. The College is open to all female students irrespective of race, creed or caste and offer B.Sc., B.A. and B.Com. Programmes for students. It also offers a Postgraduate Programme in Bengali and Human Physiology.

2.7 Sivanath Sastri College

Sivanath Sastri College, Kolkata, owes its origin to the City Group of Colleges. The morning classes for women were started in the South Calcutta Branch in 1955. This unit named after the hallowed memory of Late Pandit Sivanath Sastri, was separately affiliated in 1961 to the University of Calcutta. The college offers B.Sc.(Hons. and General), B.A. (Hons. and General) & B.Com.(Hons.) Programmes for students.

2.8 Umeschandra College

The City College, Surya Sen Street branch has two units — Morning and Evening imparting instructions in B. Com. (Pass & Honours) courses. These Units were known as City College Commerce Department, Surya Sen Street Evening Unit and Morning Unit. The Morning unit was separately affiliated to University of Calcutta in 1961 as umeschandra college. The college(NAAC Re-accredited college with Grade B) offers B.Com. (Hons.and General) Programmes for students.

3 Literature Review

There are several research have been conducted on content analysis of websites of Central Universities, State Universities, NIRF Ranked Universities, General Degree college, NAAC accredited 'A' Grade colleges in India. Some of these studies are arranged chronologically. Mandal and Mandal(2024) studied on General Degree College Library Websites in Purba Bardhaman District in West Bengal where they suggested that Designing library websites should be included in the curriculum of LIS schools with emphasis on CMS and Guidelines on library websites may be prepared and updated regularly by the national and international Library Associations. Saha and Mridha(2023) conducted a study on Content Analysis of Library Webpages of NAAC Accredited "A" Grade Colleges under West Bengal State University and suggested to upgrade the library webpages continuously at regular intervals. Joshi, Joshi and Kamat(2021) carried out the study on Content Analysis of the Library Webpages of Educational Colleges in Goa where they evaluate 25 selected educational college library web pages in Goa from the usability perspective. Beura (2021) conducted a study on Content analysis of Library Websites of top NIRF-ranked Universities of India. The study evaluated the content of library websites of top 50 universities by using 88 content criteria. Tunga (2021) conducted a study on Content Analysis of Library Websites of State Aided Universities in Kolkata City, West Bengal. He suggests to design a uniform structured and standard recorded information type of university library websites located at Kolkata city in West Bengal. Similar studies conducted on State University Library Website in the North Eastern States of India by Singha and Devi (2021). Rahman and Batcha (2020) carried out a study on Content Analysis of Library Websites of Select Colleges of Delhi University. This paper examines the accessibility, accuracy, currency and user-friendliness in ten selected library websites of the colleges affiliated to the University of Delhi.

4. Objectives

The objectives of this present study are:

- To identify the basic information available in the library webpages of these colleges' website.
- To know the library collection, facilities, library services provided on the website and links to other resources available in the college libraries.
- To fix up the criteria for content analysis and evaluating the library webpages of these colleges' websites.
- To make a suggestion for the improvement of the web pages of these college libraries.

5. Scope of the study

The present study covers the library webpages of the 8 City Group of colleges in Kolkata affiliated to the University of Calcutta.

6. Methodology

A web-based survey was conducted to analysis the content of library webpages of 8 City Group of Colleges at Kolkata during March to May, 2025. Data was collected from various webpages and websites of eight selected colleges through searching, browsing and the analysing the same. The website addresses of studied colleges are identified from Google and Wikipedia. Further, the collected data was scrutinized, tabulated and analysed for the purpose of interpretation and discussion.

7. Data Analysis and Results

Eight City Group of Colleges' Library webpages have analysed for the purpose of study. 41 parameters have taken for the purpose of content analysis of library webpages.

7.1

Table 1. Name of the College, Year of Establishment and Website address

Sl. No	Name of the College	Timing of the College	Year of Establishment	Website address
1	**Ananda Mohan College**	Evening	1961	https://anandamohancollege.ac.in/
2	**City College of Commerce and Business Administration**	Evening	1939	www.cccba.ac.in
3	**City College, Kolkata**	Day	1881	https://citycollegekolkata.org/
4	**Heramba Chandra College**	Day	1961	https://herambachandracollege.ac.in/
5	**Prafulla Chandra College**	Evening	1954	https://www.prafullachandracollege.ac.in/
6	**Rammohan College**	Morning	1881	http://rammohancollege.ac.in/
7	**Sivanath Sastri College**	Morning	1961	https://www.sivanathsastricollege.org/
8	**Umeschandra College**	Morning	1961	www.umeschandracollege.ac.in

Table 1 shows the list of Eight City Group of colleges with their timing/shifting, year of establishment and website address.

7.2

Table 2. Domain of surveyed college website

Sl. No.	Domain Name
1	.ac.in
2	.ac.in
3	.org
4	.ac.in
5	.ac.in
6	.ac.in
7	.org
8	.ac.in

Table 2 reveals that out of 8 colleges, the websites of 6 colleges(75%) have been registered under <.ac.in> domain and remaining 2 colleges (25%) have been registered under <.org>

7.3

Table 3. Name of the colleges and their libraries with code and availability of Library snapshot on college website

Sl. No.	Name of the College with Code	Name of the Library and availability of Library Code	Availability of Library snapshot on college website
1	**Ananda Mohan College (AMC)**	Ananda Mohan College Library : AMC Library	Yes
2	**City College of Commerce and Business Administration (CCCBA)**	City College of Commerce & Business Administration Library : CCC&BA Library	Yes
3	**City College, Kolkata (No Code)**	City College Library : No code	Yes
4	**Heramba Chandra College (HCC)**	Heramba Chandra College Library : HCC Library	Yes
5	**Prafulla Chandra College (PCC)**	Prafulla Chandra College Library : No code	No
6	**Rammohan College (RMC)**	Rammohan College Library : RMC Library	Yes
7	**Sivanath Sastri College (SNSC)**	Sivanath Sastri College Library (SNSCL)	Yes
8	**Umeschandra College (UCC)**	Umeschandra College Library : UCC Library	Yes

Table 3 provides the information regarding the College code, availability of College Library code and availability of snapshots of respective libraries. Sr. no.3 City College, Kolkata has no college code and Sr. no.5 Prafulla Chandra College has no College Library code and snapshots of their library in the website.

7.4

Table 4. Name of the college Libraries and ILMS software used in these libraries

Name of the Library	ILMS software used in Library
Ananda Mohan College Library	KOHA
City College of Commerce & Business Administration Library	SOUL, Greenstone
City College Library	KOHA
Heramba Chandra College Library	KOHA
Prafulla Chandra College Library	KOHA
Rammohan College Library	KOHA
Sivanath Sastri College Library	KOHA
Umeschandra College Library	KOHA

Table 4 reveals that out of 8 Colleges, 7 College Libraries (87.5%) use KOHA, an Integrated Library Management Software for Library automation. One College Library (12.5%) uses SOUL software for Library automation and Greenstone for building Digital Library Collections.

7.5

Table 5. Name of the college Library, category wise Library related basic information in the library webpage

Name of the College Library	Lib hrs.	Lib. Reso-urces	Lib. Rules	Lib. Servic es	Infrastruc-tural Information	Institutio nal Repositor y	Library Progra-mmes	Imp. Links	Dept./ Extend ed Campus Library/ both	Fee d-bac k	Total Score (Out of 10 & Percen-Tage)
AMC Library	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Yes	8 (80%)
CCC & BA Library	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	7 (70%)
City Colle ge	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	9 (90%)

Library										
HCC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10 (100 %)
PCC Library	Yes	Yes	Yes	Yes	No	No	No	No	Yes	No	5 (50%)
RMC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	9 (90%)
SNSC Library	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No	8 (80%)
UCC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	9 (90%)

Table 5 reveals category wise Library related basic information in the library webpage. HCC library webpage provided all (100 %) of the basic information, whereas, City College library, RMC Library and UCC Library webpage provided 90 % of the basic information. AMC Library and SNSC Library webpage provided 80% of the basic information, whereas, CCC&BA Library webpage provided 70% of the basic information and followed by PCC Library webpage with 50 %.

7.6

Table 6. Name of the college Library, types of Library collections in the library webpage

Name of the College Library	Book	Journal	Magazine	Newspaper	Thesis & Dissertation	Conference Proceedings	Old Bound Volume Journal	Rare Document (Manus-cript etc.)	Total Score (Out of 8 & Percen-tage)
AMC Library	Yes	Yes	Yes	Yes	No	No	No	Yes	5 (62.5 %)
CCC& BA Library	Yes	Yes	Yes	Yes	No	No	Yes	Yes	6 (75%)
City College Library	Yes	Yes	Yes	Yes	No	No	Yes	Yes	6 (75%)

HCC Library	Yes	Yes	Yes	Yes	No	No	No	Yes	5 (62.5 %)
PCC Library	Yes	Yes	Yes	Yes	No	No	No	Yes	5 (62.5 %)
RMC Library	Yes	Yes	Yes	Yes	No	No	No	Yes	5 (62.5 %)
SNSC Library	Yes	Yes	Yes	Yes	No	No	No	Yes	5 (62.5 %)
UCC Library	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	7 (87.5 %)

From the above Table (Table no.6), it is found that UCC Library provided 87.5% information about library collection whereas two college libraries CCC&BA Library and City College Library provided 75% information regarding library collection on their webpages. Remaining 5 college libraries i.e. AMC Library, HCC Library, PCC Library, RMC Library and SNSC Library have provided 62.5% information regarding availability of different types of library collection on their respective webpages. The analysis of the present study also discloses that all the College Library (100%) have revealed the information about book, Journal, Magazine, Newspaper and Rare document collection on their webpages. No library has given information about the Thesis & Dissertation. One College Library (UCC Library) 12.5% provided information on availability of Conference Proceedings on their webpage and 3 College Library (CCC&BA Library, City College Library and UCC Library) 37.5% have given information on Old Bound Volume Journal on their respective library webpages.

7.7
Table 7. E-resources availability in college Library webpages

Name of the College Library	E-Books	E-Journals	CD-ROM Database	Video & Cassettes	Institutional Repository	Total Score (Out of 5 & Percentage)
AMC Library	Yes	Yes	No	No	No	2 (40%)
CCC&BA Library	Yes	Yes	No	No	Yes	3 (60%)
City College Library	Yes	Yes	Yes	No	Yes	4 (80%)
HCC Library	Yes	Yes	No	No	Yes	3 (60%)

PCC Library	Yes	Yes	Yes	No	No	3 (60%)
RMC Library	Yes	Yes	No	No	Yes	3 (60%)
SNSC Library	Yes	Yes	No	No	Yes	3 (60%)
UCC Library	Yes	Yes	No	No	Yes	3 (60%)

Table 7 shows the availability of Electronic Resources in college library webpages. The present study reveals that City College Library has provided 80% information regarding E-resources on their webpage. 6 college libraries (CCC&BA Library, HCC Library, PCC Library, RMC Library, SNSC Library and UCC Library) have provided 60% information followed by AMC Library with 40% information on their library webpages. The present study also reveals that all the College Library (100%) have subscribed E-books and E-Journals. No library has given information about the availability of Video & Cassettes. Two College Library (City College Library and PCC Library) (25%) provided information on availability of CD-ROM Database on their webpages and 6 College Library (CCC&BA Library, City College Library, HCC Library, RMC Library, SNSC Library and UCC Library)(75%) have provided the information about the Institutional Repository on their respective library webpages of college website.

7.8

Table 8. College Library and various Library Services available in the library webpage

Name of the College Library	Lending	Reading Room	WEBOPAC/ OPAC	Internet Access	CAS	Digital Library	Repro-graphic	Database Access	Reference	Lib. Orien-tation	Total Score (Out of 10 & Percentage)
AMC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10 (100%)
CCC&BA Library	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes	7 (70%)
City College Library	Yes	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	8 (80%)

HCC Library	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	9 (90%)
PCC Library	Yes	Yes	Yes	Yes	Yes	No	No	No	Yes	Yes	7 (70%)
RMC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	9 (90%)
SNSC Library	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	10 (100%)
UCC Library	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	9 (90%)

Table 8 provides information regarding availability of library services in the library webpages of college website. Both AMC Library and SNSC Library have provided 100% information on library services followed by HCC Library, RMC Library and UCC Library with 90% information on their webpages. City College Library has provided 80% information and remaining 2 college libraries i.e. CCC&BA Library and PCC Library have provided 70% information regarding library services on their webpages. It is observed that all the 8 college libraries have mentioned information on their library webpages about Lending services, Reading Room, WEBOPAC, Internet based services, Reference and Library Orientation services. 5 college libraries (AMC Library, PCC Library, RMC Library, SNSC Library and UCC Library) (62.5%) have provided information on CAS. Out of 8 college libraries (except PCC Library), 7 college libraries have provided information on Digital Library services, 4 college libraries (AMC Library, HCC Library, RMC Library and SNSC Library) (50%) have given information on Reprographic Service. 5 college libraries (AMC Library, City College Library, HCC Library, SNSC Library and UCC Library) (62.5%) have provided information on Database Access services on their respective library webpages.

7.9

Table 9. Name of the college Library and Web 2.0 application in the Library Webpage

Name of the College Library	Facebook	Twitter	Instagram	YouTube	Blog	Total Score (Out of 5 & Percentage)
AMC Library	No	No	No	No	No	0
CCC&BA Library	No	No	No	No	No	0
City College Library	No	No	No	No	No	0
HCC Library	No	No	No	No	No	0
PCC Library	No	No	No	No	No	0

RMC Library	No	No	No	No	No	0
SNSC Library	No	No	No	Yes	No	1 (20%)
UCC Library	No	No	No	No	No	0

Table 9 provides information about the availability of Web 2.0 applications in the library webpages of these college websites. The study reveals that only SNSC Library (20%) has itself an official YouTube channel and the link is available on their respective webpage. It is found from the study that no one College Library has used Web 2.0 application except SNSC Library.

8. Findings

Major findings of the present study "Content Analysis of Library Webpages of City Group of Colleges in Kolkata: An evaluative study" are as follows:

- All the City Group of College libraries' webpage are connected with their respective college website. There is no separate Library website of any colleges. Only CCC&BA Library has built a separate "CCCBA Library Knowledge Portal" in Google Sites where they have designed and maintained their Library Webpage.
- HCC library has given maximum library related basic information on their webpage.
- UCC Library has provided maximum (87.5%) information about library collection.
- The present study reveals that City College Library has provided 80% information regarding availability of E-resources on their webpage.
- AMC Library and SNSC Library have provided maximum information (100%) on library services such as Lending, Reading Room, WEBOPAC, Internet Access, CAS, Digital Library, Reprographic, Database Access, Reference and Library Orientation.
- It is found that no college library webpage uses Web 2.0 tools except SNSC Library. The study reveals that only SNSC Library (20%) has itself an official YouTube channel and the link is available on their respective webpage.

9. Conclusion

In present day, Libraries not only provide information services to the registered users, but it extends its services to remote users. Therefore, websites can be used as an effective medium to meet up the needs of worldwide users. Profile should be created in various social networking sites particularly in Facebook, Twitter, YouTube and Blog by the college libraries and the links to these profiles should be available in the library webpage of college website. With the application of these Web 2.0. tools, libraries can provide real time services to users in the virtual world. There should have the provision of 'visitor counter' in college library webpage to keep track the number of visitors accessing the webpage. There should be provision in library webpage of college website to get feedbacks, suggestions from the end users and improve the services accordingly. The present study recommends to conduct such evaluative studies on regular basis to keep upgrade the college library webpages continuously at regular intervals and meet the expectations of its clientele and also to develop a digital environment for the delivery of library services.

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