



A Comprehensive Assessment of Library Website Usability, Features, and Web 2.0 Services in Indian Institutes of Information Technology (IIITs)

Anju Mani Tripathi¹, Debdas Mondal² and Debal C. Kar³

¹ Institute of Economic Growth, University of Delhi Enclave
Delhi, India
anjumanigkp@gmail.com

² Assistant Professor, S.R. Fatepuria College
West Bengal, India
research.libraryscience24@gmail.com

³ Dean, LIS and University Librarian
Galgotias University, Greater Noida
Uttar Pradesh, India
librarian@galgotiasuniversity.edu.in

ABSTRACT

This study evaluates the content, navigation, resources, design features, and user facing services of library websites associated with Indian Institutes of Information Technology (IIITs). Against the background of the World Wide Web (WWW) and advances in information and communication technology (ICT), library websites have become important gateways to academic information, electronic collections, and networked services. The study surveyed 26 IIIT library websites using a 65-item checklist organized into seven broad categories. Websites were identified through Google searches and the official Ministry of Human Resource Development website. The initial evaluation was conducted in August 2023 and verified from 10 to 25 September 2023. Findings indicate that all websites provided basic background information, operating hours, membership details, library services, resource links, and a visual interface. However, important gaps remained: none provided an RSS feed, mobile page link, website content index, journal back volume information, or a feedback/suggestion facility. Website update information was visible on 42.86% of sites, while only 57.14% reported several key digital resource categories. The paper recommends regular content maintenance, accessible mobile design, stronger discovery tools, feedback mechanisms, current awareness services, and broader access to electronic and open access resources.

Keywords: IIIT Library Websites, Website Content Evaluation, Library Webpages, User Experience, Web 2.0, India

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1. Introduction

The World Wide Web and information and communication technology have changed how information is created, organized, discovered, and disseminated. In academic settings, library websites now function as virtual service points through which students, researchers, and faculty locate catalogues, electronic databases, journals, books, repositories, and other scholarly materials. Because information resources and technologies change rapidly, libraries must review their web content regularly to ensure that it remains current, accurate, accessible, and useful.

The libraries of Indian Institutes of Information Technology (IIITs) support teaching, learning, and research in technology oriented academic environments. Their users require timely access to full text databases, research articles, e-journals, e-books, and other digital resources, including when working remotely. A well-organized website can connect users to both locally managed library services and external resource platforms. Accordingly, website content and navigation should be assessed as continuing elements of service quality rather than as one time development tasks.

1.1 Web 2.0

Web 2.0 describes a more participatory web environment in which users can contribute, share, tag, comment on, and circulate information rather than merely consume publisher controlled content. Tools such as blogs, wikis, RSS feeds, and social networking services support interaction, content sharing, and two way communication. For libraries, these technologies can strengthen outreach and engagement, provided they are maintained and integrated in ways that meet user needs.

1.2 Library 2.0

Library 2.0 applies participatory Web 2.0 principles to library services. Casey introduced the term in 2005; the approach encourages libraries to involve users in the creation and sharing of physical and digital content and to evaluate services continuously. It therefore frames the library website as an evolving service environment, rather than simply a static catalogue of institutional information.

1.3 IIIT libraries and website content

The source article describes 26 IIIT centres established under the Government of India's higher education framework. Their libraries acquire, process, organize, store, disseminate, and preserve information in support of teaching and research. In this context, content analysis understood as a systematic description of communication content can be used to examine whether library websites provide core institutional and library information, collection details, electronic databases, service descriptions, catalogues, and subject gateways.

2. Statement of the Problem

IIIT libraries serve academic communities whose information needs depend increasingly on electronic resources and online services. Although their websites provide access to e-books, e-journals, online catalogues, databases, and other services, the completeness and usability of that information may differ between institutions. This study therefore examines the content and services represented on IIIT library websites and identifies areas where website provision can be strengthened to improve users' online experience.

3. Need for the Study

In an environment characterized by information growth and changing user expectations, institutional websites must deliver reliable, up to date information through accessible interfaces. Evaluating IIIT library websites is necessary to establish how comprehensively they describe collections and services, how effectively they support discovery and navigation, and whether they make use of current technologies including Web 2.0 tools to improve service delivery.

4. Objectives of the Study

The overall objective is to evaluate the information content of IIIT library websites in India, with particular attention to accessibility and usability. The specific objectives are to:

- verify the availability of basic library information on webpages;
- assess website content against a structured set of evaluation criteria;
- rank the websites according to the features and facilities identified;
- recommend improvements to website content and service delivery;
- identify the resources and services currently represented;
- examine website usability in relation to validity, reliability, and usefulness.

5. Research Methodology

The study used a checklist based survey and evaluation of 26 IIIT library websites. The checklist contained 65 items grouped into seven broad categories and was developed from earlier studies and the authors' experience with academic library websites. The websites were identified through Google searches and the official Ministry of Human Resource Development website (<https://www.education.gov.in/iiits>). The first evaluation took place in August 2023; findings were subsequently checked between 10 and 25 September 2023. The analysis recorded the presence or absence of specified website features and summarized results as counts and percentages.

The scope was limited to the 26 IIITs included in the source study. The checklist-based approach supports a structured comparison of visible website features, but it does not by itself measure user satisfaction, accessibility compliance, the accuracy of every resource link, or actual usage. These dimensions would require additional user testing or technical evaluation.

6. Area and Scope of the Study

The study covers the library websites of the 26 IIITs in India listed in the original article. The institutional list below is retained as supplied in the source, including its original naming and classification entries.

S l . No.	Name of IIITs	Short Name	Established Year	State
1	Atal Bihari Vajpayee Indian Institute of Information Technology and Management	ABV-IIITMG	1997	Madhya Pradesh
2	Indian Institute of Information Technology, Allahabad	IIITA	1999	Uttar Pradesh
3	Indian Institute of	IIITDMJ	2005	Madhya Pradesh

	Information Technology, Design and Manufacturing, Jabalpur			
4	Indian Institute of Information Technology, Design and Manufacturing, Kancheepuram	IIITDM Kancheepuram	2007	Tamil Nadu
5	Indian Institute of Information Technology, Sri City	IIITSC	2013	Andhra Pradesh
6	Indian Institute of Information Technology, Guwahati	IIITG	2013	Assam
7	Indian Institute of Information Technology, Vadodara	IIITV	2013	Gujarat
8	Indian Institute of Information Technology, Kota	IIIT Kota	2013	Rajasthan
9	Atal Bihari Vajpayee Indian Institute of Information Technology and Management	ABV-IIITMG	1997	Madhya Pradesh
10	Indian Institute of Information Technology, Tiruchirappalli	IIITT	2013	Tamil Nadu
11	Indian Institute of Information Technology, Una	IIITU	2014	Himachal Pradesh
12	Indian Institute of Information Technology, Sonapat	IIIT Sonapat	2014	Haryana
13	Indian Institute of Information Technology, Kalyani	IIIT Kalyani	2014	West Bengal
14	Indian Institute of Information Technology, Lucknow	IIITL	2015	Uttar Pradesh
15	Indian Institute of Information Technology, Dharwad	IIITDWD	2015	Karnataka
16	Indian Institute of Information Technology, Design and Manu- facturing, Kurnool	IIITDM Kurnool	2015	Andhra Pradesh

17	Indian Institute of Information Technology, Kottayam	IIIT Kottayam	2015	Kerala
18	Indian Institute of Information Technology, Manipur	IIITM	2015	Manipur
19	Indian Institute of Information Technology, Nagpur	IIITN	2016	Maharashtra
20	Indian Institute of Information Technology, Pune	IIITP	2016	Maharashtra
21	Indian Institute of Information Technology, Ranchi	IIIT Ranchi	2016	Jharkhand
22	Indian Institute of Information Technology, Surat	IIIT Surat	2017	Gujarat
23	Indian Institute of Information Technology, Bhopal	IIIT Bhopal	2017	Madhya Pradesh
24	Indian Institute of Information Technology, Bhagalpur	IIIT Bhagalpur	2017	Bihar
25	Indian Institute of Information Technology, Agartala	IIIT Agartala	2018	Tripura
26	Indian Institute of Information Technology, Raichur	IIIT Raichur	2019	Karnataka

Table 1. List of Studied websites

7. Review of Related Literature

Previous studies have evaluated academic and institutional library websites through content checklists, usability assessments, design analysis, and webometric methods. Collectively, this literature shows that website quality depends not only on the presence of online resources but also on navigation, maintenance, currency, interaction, accessibility, and the visibility of library services.

Al-Qallaf and Ridha (2018) evaluated 110 academic library websites across six Gulf Cooperation Council countries using an 83-item checklist. Only three websites contained more than 75% of the assessed features;

most fell between 51% and 75%, while some provided substantially fewer features. Clausen (1999) emphasized regular website updating and recommended user studies and comparative evaluation as mechanisms for continued improvement.

Research on Indian technical and academic institutions has identified similar issues. Devi and Verma (2018) examined 19 IIT library websites with a 128-item checklist and reported that 74% had dedicated library websites, while others embedded library information in institutional websites. They found limited information about collections, services, value added services, and Web 2.0 tools in many cases. Kaushik (2015), using a 120-item checklist for 28 NIT library websites, identified weaknesses in content currency, search interfaces, Web 2.0 applications, and cloud-based services. Pareek and Gupta (2013) assessed 52 academic library websites in Rajasthan with a 133 item checklist; MNIT Jaipur ranked highest, followed by the University of Rajasthan and IIT Rajasthan, and 96% of sites linked directly to their library websites from institutional homepages.

Studies in other national and institutional settings reinforce the importance of clear navigation and maintained content. Ganaee and Rafiq (2016) identified useful features on Pakistani university library websites, including readable text, contrasting colours, limited horizontal scrolling, staff details, English language content, and OPAC access, while Web 2.0 tools, website help, building information, and general library details were less common. Haridasan and Uwesh (2014) discussed the promotional value of graphics, animations, RSS feeds, and social networking services. Kumar and Mir (2017) found extensive e-book, e-journal, and database holdings on central university library websites in central India, but direct links from parent homepages were uncommon; only the Indira Gandhi National Tribal University library had such a link.

Other work has explored specialist information systems and user expectations. Hasan (2012) described web-based agricultural information initiatives under the National Agricultural Research System, including an accessible database of agricultural dissertations, standardized electronic theses, skills development, and an electronic journal. Kanamadi and Kumar (2006) examined the presence of institute websites and the amount and significance of library-related information at management institutes in Mumbai. Kumar et al. (2009) compared six Indian Institute of Management library websites and emphasized content management, language, organization, tailored options for user groups, and concise, current information. The OCLC white paper (2002) reported that students rely heavily on academic library websites and value accurate, current electronic-resource information.

Research on deemed universities and institutes of national importance has also identified gaps in interaction and currency. Savitha (2016) reported that deemed university library websites commonly supplied institutional information, library information, and copyright policies, but relatively few used social networking sites for outreach. Thanuskodi (2012) discussed web page content, link structure, web usage, and web technology as four areas of webometric research and noted that most examined institutes did not display the date of their last website update. Verma and Brahma (2017) highlighted page counts, authority, and internal and external links in assessing web impact factors and website reach. Wilson (2015), studying 24 academic library websites in Alabama using a 32-item checklist, reported e-books and e-journals on all sites, digital collections on 66.67%, site search on 75%, catalogue search interfaces on 70%, Facebook links on 62.50%, and Twitter links on 41.67%; multilingual features were generally absent.

Taken together, these studies support the use of a structured checklist to compare website content and identify service gaps. They also indicate that content availability should be considered alongside usability, maintenance, interaction, discoverability, and inclusive access. The present study applies this evaluative approach specifically to IIIT library websites.

8. Data Analysis and Discussion

8.1 Establishment of IIITs by century

Table 2 reports the century wise establishment figures recorded in the source. It lists three institutes under the twentieth century and 23 under the twenty first century, for a total of 26. The distribution suggests that

most of the institutions in the study were established after 2000, reflecting the expansion of information-technology education in India. The source narrative associates this growth with increasing interest in information technology and computer science and with expanding employment opportunities in these fields. The original table values and narrative are retained below.

Centaury Wise	No of Institute
20th Century (Between 1901-2000)	3
21st Century (Between 2001-2100)	23
Total	26

Table 2. Age of the institutions

8.2 NIRF ranking of IIITs in the engineering category, 2022

Table 3 reproduces the NIRF 2022 ranking information presented in the source for the engineering category and the top-100 threshold. The accompanying source narrative identifies five IIIT entries as ranked within the top 100 and notes that the remaining institutions either did not achieve a listed position or may not have applied. The narrative further relates ranking performance to research, patents and intellectual property, sponsored projects, outreach, inclusivity, doctoral completions, and representation across social groups, regions, gender, and disability. Such interpretations should be read as the authors' discussion of ranking dimensions rather than as causal effects established by this checklist study.

Short Name	State	NIRF Ranking 2022
ABV-IIITMG	Madhya Pradesh	78
IIITA	Uttar Pradesh	93
IIITDMJ	Madhya Pradesh	82
IIITDM Kancheepuram	Tamil Nadu	Not Ranked
IIITSC	Andhra Pradesh	Not Ranked
IIITG	Assam	Not Ranked
IIITV	Gujarat	Not Ranked
IIIT Kota	Rajasthan	Not Ranked
ABV-IIITMG	Madhya Pradesh	Not Ranked
IIITT	Tamil Nadu	Not Ranked
IIITU	Himachal Pradesh	Not Ranked

IIIT Sonapat	Haryana	Not Ranked
IIIT Kalyani	West Bengal	Not Ranked
IIITL	Uttar Pradesh	Not Ranked
IIITDWD	Karnataka	81
IIITDM Kurnool	Andhra Pradesh	62
IIIT Kottayam	Kerala	Not Ranked
IIITM	Manipur	Not Ranked
IIITN	Maharashtra	Not Ranked
IIITP	Maharashtra	Not Ranked
IIIT Ranchi	Jharkhand	Not Ranked
IIIT Surat	Gujarat	Not Ranked
IIIT Bhopal	Madhya Pradesh	Not Ranked
IIIT Bhagalpur	Bihar	Not Ranked
Tripura	Tripura	Not Ranked
Karnataka	Karnataka	Not Ranked

Source: <https://www.nirfindia.org/engg>

Table 3. NIRF Ranking

8.3 Distribution of IIITs by state

Table 4 presents the state wise distribution recorded in the study. Madhya Pradesh has the largest reported number, with four institutes (15.38%). Uttar Pradesh, Tamil Nadu, Karnataka, Andhra Pradesh, Gujarat, and Maharashtra each have two institutes (7.70%), while the other listed states have one institute each (3.84%). The table totals 26 institutes and 100%. The distribution also indicates that the institutions are spread across multiple regions, although not every state or union territory is represented.

8.4 General library information

Table 5 assesses the availability of basic library information. All 26 websites (100%) included an introduction/background, operating hours, membership information, comprehensive library services, and navigation links to resources. The source table records core mission and objectives as present on 18 sites, and regulations and conduct policies on 23 sites. Information on library sections and categories was reported on only seven sites. This pattern suggests that general service information was commonly visible, while more detailed descriptions of internal library organization and mission statements were less consistently provided.

State Name	No of Institute	Percentage (%)
Madhya Pradesh	4	15.38
Uttar Pradesh	2	7.70
Tamil Nadu	2	7.70
Karnataka	2	7.70
Andhra Pradesh	2	7.70
Assam	1	3.84
Rajasthan	1	3.84
Haryana	1	3.84
Himachal Pradesh	1	3.84
Gujarat	2	7.70
Manipur	1	3.84
Maharashtra	2	7.70
Jharkhand	1	3.84
Bihar	1	3.84
Tripura	1	3.84
Kerala	1	3.84
West Bengal	1	3.84
Total	26	100

Table 4. Distribution of IITs

8.5 Website maintenance and authority-related features

Table 6 indicates that 11 websites (42.86%) displayed information about the last update, while 15 (57.14%) did not. Advertisement links appeared on seven sites (28.57%). No website provided a mobile-page link or a website content index. Four sites (14.28%) showed an under-construction notice, and the table records broken-link error handling on five sites. All websites displayed a title-page name in the top bar and a homepage link; 23 sites (85.71%) had more than five secondary pages. These findings point to opportunities to improve maintenance transparency, mobile access, content indexing, and link quality.

Facets	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Introduction and Background	26	0	100	0
Core Mission and Objectives	18	2	71.42	28.57
Operational Hours	26	0	100	0
Information on Membership Details	26	0	100	0
Regulations and Conduct Policies	23	1	85.70	14.29
Library Sections and Categories	7	5	28.58	71.43
Comprehensive Library Services	26	0	100	0
Navigation and Links to Resources	26	0	100	0

Table 5. Information Availability

8.6 Library resources

Table 8 shows that all 26 websites listed printed books, licensing information, online-resource access, bibliographic and online database access, and copyright considerations. Electronic journals were recorded on 23 websites (85.71%), as were non-print materials. Fifteen sites (57.14%) included information about physical journals, electronic books, open-access publications, and full text digital journals. None listed archived journal issues. The results suggest that basic resource discovery is widespread, but descriptions of back volumes and some categories of electronic content remain incomplete.

Aspect	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Last Website Update	11	15	42.86	57.14
Advertisement Links	7	19	28.57	71.43
Mobile Page Links	0	26	0.00	100.00

Under Construction Notice	4	22	14.28	85.72
Title Page Name in Top Bar	26	0	100.00	0
Error Handling for Broken Links	5	21	19.23	80.77
Homepage Link	26	0	100.00	0
Index of Website Content	0	26	0	100
Secondary Web Pages(>five pages)	23	3	85.71	14.29
Rewritten Heading Example	18	8	71.43	28.57

Table 6. Website display

Type	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Printed Books	26	0	100	0
Physical Journals	15	11	57.14	42.86
Digital Journals	23	3	85.71	14.29
Archived Journal Issues	0	26	0.00	100
Licensing Information Overview	26	0	100	0
Access to Online Resources	26	0	100	0
Electronic Books	15	11	57.14	42.86

Bibliographic and Online Database Access	26	0	100	0
Copyright Considerations	26	0	100	0
Open Access Publications Overview	15	11	57.14	42.86
Non-Print Materials	23	3	85.71	14.29
Full-Text Digital Journals	15	11	57.14	42.86

Table 7. Library Resources

8.7 Current-awareness services

As shown in Table 8, 15 websites (57.14%) provided information on new releases and recent updates, and 11 (42.86%) provided recent announcements. Social-media connections were present on 11 sites (42.86%). None of the 26 websites provided an RSS feed for updates. Current awareness communication could therefore be strengthened by offering regularly maintained announcements and subscription based update mechanisms.

Type	Yes	No	Percentage of Yes (%)	Percentage of No (%)
New Releases and Recent Updates	15	11	57.14	42.86
Recent Announcements	11	15	42.86	57.14
Feed for Latest Update	0	26	0.00	100
Social Media Connections	11	154	2.86	57.14

Table 8. Current Awareness

8.8 Website design features

Table 9 records a visual interface on all 26 websites (100%). Background and font styling appeared on 23 sites (85.71%); animation elements and downloadable content were each recorded on 15 sites (57.14%). Navigation structure and text only accessibility were recorded on 11 sites (42.86%). Visitor counters and image galleries appeared on seven sites (28.57%), while web design tools were recorded on four sites. The results show broad use of visual presentation, but fewer websites offered text only access or design related transparency and tools. Visual appeal should be complemented by consistent navigation and accessibility.

Design	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Websites Visual Interface	26	0	100	0
Animation Elements	15	11	57.14	42.86
Navigation Structure	11	15	42.86	57.14
Background and Font Styling	23	3	85.71	14.29

Downloadable Content	15	11	57.14	42.86
Visitor Counter	7	19	28.57	71.43
Image Gallery	7	19	28.57	71.43
Text-Only Accessibility	11	15	42.86	57.14
Web Design Tools	4	22	14.28	85.72

Table 9. Visual Interface

8.9 Contact information and user support

Table 10 covers staff contact details and support features. Staff telephone numbers and email information were listed on 23 websites (85.71%), and 18 sites (71.43%) offered user education and support. Fifteen sites (57.14%) displayed a mailing address. The table records seven sites for FAQs, job openings, upcoming events, and user login portals; the percentages and entries are retained as supplied in the source. No website provided a suggestion box or feedback submission facility. The absence of feedback mechanisms limits the opportunities represented on the websites for users to report problems or recommend improvements.

Aspects	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Staff Contact Numbers	23	3	85.71	14.29
Mailing Address	15	11	57.14	42.86
Email Contact Information	23	3 8	5.71	14.29
Suggestions Box	0	26	0.00	100
Feedback Submission	0	26	0.00	100
User Education and Support	18	8	71.43	28.57
Frequently Asked Questions (FAQs)	17	9	28.57	71.43
Job Openings	7	19	28.57	71.43
Upcoming Events	7	19	28.57	71.43
User Login Portal	7	19	28.57	71.43

Table 10. Listed features

8.10 Search and resource-location facilities

Table 11 shows search functionality on 23 websites (85.71%) and external links on all 26 websites (100%). Fifteen sites (57.14%) included a web OPAC, alphabetical title index, and publisher specific index. Subject-categorized indexing was present on 11 sites (42.86%). Only four websites (14.28%) linked to external search engines. These findings indicate that basic search and outbound linking were common, but more systematic discovery options particularly subject-based access were not universal.

Aspect	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Search Functionality	23	3	85.71	14.29
External Search Engine Integration	4	22	14.28	85.72
External Link Count (Exceeding 5)	26	0	100	0
Web Online Public Access Catalog (OPAC)	15	11	57.14	42.86
Alphabetical Title Index	15	11	57.14	42.86
Publisher-Specific Index	15	11	57.14	42.86
Subject-Categorized Index	11	15	42.86	57.14

Table 11. Search functionality

8.11 Search-engine visibility

Table 12 reports that all 26 websites were listed in the top position in Google and Yahoo when searching with the phrase pattern “IITs library of [particular state name].” This is the result reported by the original study. Because search rankings can vary by query, location, personalization, and time, the result should be understood as a snapshot of the search conditions used during the assessment.

Rank	Yes	No	Percentage of Yes (%)	Percentage of No (%)
Top Position on Google Search	26	0	100	0
Leading Position on Yahoo Search	26	0	100	0

Table 12. Web Impact

9. Summary

The findings indicate that IIT library websites have a useful baseline of institutional information and resource links, but that their maintenance, discovery features, digital-resource descriptions, and interactive services could be improved. The following recommendations follow the source article:

Provide fuller descriptions of library sections and categories.

Review and update website content regularly, and display the date of the latest update.

Ensure that links are functional and remove or repair broken links and obsolete notices.

Develop responsive, mobile-friendly pages for users accessing library services on phones and tablets.

Add a website index or equivalent structured content directory to improve navigation.

Include information about archived or back volumes of journals.

Expand and clearly label links to full-text e-journals, e-books, and open-access resources.

Publish current notifications and connect users to relevant social networking services.

Consider RSS or comparable subscription-based feeds for new announcements and updates.

Provide transparent information about website design and responsibility for maintenance.

Add a suggestion box and feedback form to support user participation and continuous improvement.

Where useful, provide links to external search engines such as Google, Yahoo, and Bing.

Strengthen access to Web OPACs, alphabetical title lists, publisher indexes, and subject-wise lists.

Include or improve FAQs, job vacancies, upcoming events, and user login facilities.

Establish and maintain clear criteria for consistent user interaction and service quality.

Adopt appropriate Web 2.0 tools to support communication, participation, and engagement.

In future evaluations, assess interface interactivity, dynamic tools, information accuracy, accessibility, and usability through additional methods.

These improvements should be prioritized according to users' needs and the capacity of each library to maintain its website. Adding features without assigning responsibility for keeping them accurate and functional may create further maintenance problems.

10. Conclusion

This study examined the web content and visible service features of 26 IIT library websites using a 65-item checklist. The results show that core information such as background, operating hours, membership details, service descriptions, resource links, and visual interfaces was widely available. At the same time, several features that could improve the user experience were uncommon or absent. These included mobile-page links, website indexes, RSS feeds, journal back volume information, and user feedback facilities. The presence of update information, current awareness content, subject based indexing, and descriptions of selected digital resources was also uneven.

The findings reinforce the idea that a library website is an ongoing service environment requiring regular review, not a static publication. More complete content, responsive design, reliable navigation, stronger search and indexing, transparent maintenance, and interactive feedback can help libraries serve students, researchers, and faculty more effectively. Web 2.0 and networked services may further extend engagement when implemented in response to clearly identified user needs. The study is limited to a checklist-based assessment at the time of observation; future research could incorporate usability testing, user surveys, accessibility audits, link validation, and repeated assessments to measure change over time.

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