Hyderabad University Library Website and Tokyo University Library Website: A Comparative Study

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Abstract: At present, all academic libraries are using web environment to provide high quality information for their users mostly in digital format, but their most important role lies in numerous and enriched library services. The development of library websites started in the 1990s. A library website provides a library with a website to offer its services and to tell its story to its community. Today, very few libraries are without a presence on the web. As the numbers of library websites are growing, it is necessary to evaluate them. This study attempts to cover the present status of one national university library and one international library and also their website i.e. Hyderabad university, India and Tokyo university, Japan. These two websites have been chosen through the process of random sampling. The authors have analyzed the content (i.e. aesthetic value, accuracy, navigation, currency, accessibility and user friendliness) of those two academic library websites.

Keyword: Library website, Hyderabad university library, Tokyo university library, Indira Gandhi memorial library, General library (Hongo campus), Komaba library, Kashiwa library.

1.0 Introduction: Academic libraries are now a day using web environment to provide high quality information for their users mostly in digital format, but their most important role lies in numerous and enriched library services. The development of library web sites started in the 1990s. As soon as Mosaic, the world’s first web browser, was released in 1993 academic health science libraries began developing web sites (Brower, 2004). Vaughan describes the development of the library web site at the University of Nevada-Las Vegas (UNLV) libraries, which became operational in 1996. Today, very few libraries are without a presence on the web. As the number of library web sites grew, it was necessary to evaluate them. The purpose of this article is to compare one national and one international university library website respectively Hyderabad university library website and Tokyo university library website.

1.1 Brief description of the two academic libraries:

1.1.1 Indira Gandhi Memorial Library, University of Hyderabad: [1] The university library is a central facility to support teaching and research activities of the university. This present library building was inaugurated by his excellency late Dr. Shankar Dayal Sharma, the then Vice President of India, on 21 October 1988 and named after late Prime minister Gandhi. The library is connected to campus network. The library also created learning environment by establishing Online public access catalog (Web-OPAC), OPAC searching area, internet browsing area, laptop zone with Wi-Fi facility, specialized workstations & software for visually-challenged students and by facilitating electronic resources, search services/tools. Indira Gandhi Memorial library is the first automated university library in the country. The library serves as a resources station to all scholars and has a print collection around 4 Lakhs that include monographs, text books, back volumes of journals, theses / dissertations, CDs/DVDs. It subscribes around 500 print journals in various disciplines of the university and provides access to more than 25000 e-resources including e-books. It also comprises a reading room which is accessible round-the-clock for the benefit of the students.

1.1.2 Tokyo University Library: [5] The University of Tokyo library system consists of the general library on the Hongo campus, the Komaba library on the Komaba campus, the Kashiwa library on the Kashiwa campus, and 32 departmental
libraries at the university’s graduate schools, faculties, and institutes. The entire collection includes more than 9 million books, subscriptions to nearly 30,000 journals, and various digital resources, such as databases, e-journals, and e-books.

- **General library:** The general library, which serves students and the faculty of all campuses, has roughly 1.2 million books and 1,144 seats, making it the largest library in the system. [2]
- **Komaba library:** The Komaba library was opened in October 2002 to serve as the main library for the Komaba Campus. It features corridors letting in natural light, a spacious lounge, 1,075 seats, and holds some 600,000 books covering an immense range of subjects. [4]
- **Kashiwa library:** Serving primarily graduate students at the Kashiwa campus, the Kashiwa library is the newest of the main libraries, having started full operation in February 2005 after its initial limited opening in May 2004. Its collection currently stands at roughly 390,000 books, and it has automated stack rooms. [3]

### 2.0 Objectives
The main objectives are:
- To design a scale for content evaluation of mentioned two academic library websites;
- To establish criteria for content analysis for evaluating those academic library websites;
- To measure the aesthetic value, accuracy, navigation, currency, accessibility and user friendliness;
- To assess the relevancy and quality of graphics, animations which used in the academic libraries;
- To find out the services and facilities provided on the academic library websites.

### 3.0 Scope and coverage
This study attempts to cover the present status of one national university library and one international library and also their website.
- One National University- Hyderabad University, India
- One International University- Tokyo University, Japan

### 4.0 Methodology
In this study several methods have incorporated for data collection. The study is based on internet. After collecting the relevant data, analysis of data has been done and concluding remarks has been made.

### 5.0 Discussions
The comparative study of two university library website has been done through different features of a good and prominent library webpage. These features are:

#### 5.1 Audience
An audience is a group of people who participate in different library programs, such as students, scholars, professors, staffs etc.

- **I.G.M Library of Hyderabad University:** Audiences who uses all library services, include all regular teaching staff, Visiting/Guest/Temporary faculty, Research scholars (Ph.D & M. Phil), Post-Doctoral Fellows (PDF), Post-Graduate students, Non-teaching Officers, Non-teaching Staff (below Asst. Registrar), Retired faculty and M. Tech. Integrated (MT/PD).
- **Tokyo University Library:** Audiences, who uses all library services, include faculty members, Researchers, Students, and Office staffs of Tokyo university library.

#### 5.2 Nature of the website
Nature of website is very much important for any library because it enhances the usability of website.

- **I.G.M Library of Hyderabad University:** The contents of website are well decorated but little clumsy and scattered.
- **Tokyo University Library:** The contents of the website are easy to understand.

#### 5.3 User friendliness
The term user-friendly seems self-explanatory and by the most simplistic definition, it is. When something is user-friendly, it is easily workable and accessible to others. There are five aspects of a user-friendly website- learn
ability, efficiency, memo ability, errors, and satisfaction. A user-friendly website should also be accessible to everyone including blind, disabled or the elderly.

- **I.G.M Library of Hyderabad University**: The website is a little clumsy but it is readily understandable for all kinds of audience.
- **Tokyo University Library**: The website is pure user friendly because simple and easily understandable content are available in the website.

### 5.4 Accessibility option and speed:
Accessibility and page-loading speed of any web site is important, and can be accessed through various parameters. It is ideal for any user to find information about the library of an organization via the homepage of the parent organization and within three “clicks”.

- **I.G.M Library of Hyderabad University**: Accessibility and page-loading speed of this website is not time consuming.
- **Tokyo University Library**: Accessibility and page-loading speed of this website is not time consuming.

### 5.5 Inclusiveness (Special uses):
An inclusiveness initiative is a concerted, organized effort on the part of an organization to become more inclusive of people of colour.

- **I.G.M Library of Hyderabad University**: Separate computer workstation for visually challenged students is installed with special software (JAWS/ Kruzwel) to listen to printed books using scanner/camera. Around 2,500 books were purchased for the use of visually challenged students.
- **Tokyo University Library**: No inclusiveness information is provided.

### 5.6 Persistent URL:
A persistent uniform resource locator (PURL) are Web addresses or Uniform Resource Locators (URLs) that act as permanent identifiers in the face of a dynamic and changing Web infrastructure.

- **I.G.M Library of Hyderabad University**: This website has persistent URL.
- **Tokyo University Library**: This website has also persistent URLs.
5.7 Get up: An attractive get up of website is far more likely to generate a positive impression and keep visitors on site once they arrive.

- **I.G.M Library of Hyderabad University**: The get up of this website is little complex but understandable to users.
- **Tokyo University Library**: The get up of this website is simple and clear to users.

5.8 Screen layout visibility: A good website will have an attractive layout that is easy on the eyes. A site must be visually appealing, polished and professional.

- **I.G.M Library of Hyderabad University**: Screen layout of the website of I.G.M library is consistent. The decorated webpage is not good to see for users because every time user can search their information by scrolling down of mouse.

- **Tokyo University Library**: Screen layout of the website of Tokyo university library is consistent. The website is very simply designed. The consistent layout of the website helps the users to navigate easily. Simplicity is the vital feature of any library website. Users can search their required information without scrolling the mouse.

5.9 Use of image (Flash and animation): A simple way to increase visual appeal is to use high quality photography. High quality product images are especially important for online retailers.

- **I.G.M Library of Hyderabad University**: Images (flash and animation) is not available in the website.
- **Tokyo University Library**: Images have been used in the website as the part of the options given. The images are between 80kb-90kb.

5.10 Font face and size: The most easily read combination is black text on a white background, but many other colour combinations are acceptable if the contrast is within an appropriate range. Use fonts that are easy to read and are found on most of today's computer systems.

- **I.G.M Library of Hyderabad University**: Different font sizes have been used in the website to denote heading subheading and body. The font face used all over the website is same.
Tokyo University Library: Different font sizes have been used in the website to denote heading subheading and body. The font face used all over the website is not same. Different font size like small, medium and large options is given in the website.

5.11 Colour: An appropriate colour scheme will contain 2 or 3 primary colours that blend well and create a proper mood or tone for library website.

- I.G.M Library of Hyderabad University: The colours used in the website are soothing for the eyes of the user because background of the website is white. This website is not eye catching.

- Tokyo University Library: This website is not eye catching but eye soothing. This website is designed by white colour and blue colour. Website designer use only one or two matched colours in the design of web site to make it more aesthetically pleasing and prevent a circus-like appearance.
5.12 Space: Space is the boundless three-dimensional extent in which objects and events have relative position and direction.

- I.G.M Library of Hyderabad University: Enough vacant space is available in the website.

- Tokyo University Library: Proper space utilization is very tough work for any website designer. In this website appropriate space utilization is seen here.

5.13 Margin: Margin is used to decorate document properly.

- I.G.M Library of Hyderabad University: Margin is used properly to make this website.
5.14 Security: Security is the degree of resistance to, or protection from, harm. It applies to any vulnerable and valuable asset, such as a person, dwelling, community, item, nation, or organization.
- **L.G.M Library of Hyderabad University:** No security information is provided in this website.
- **Tokyo University Library:** No security information is provided in this website.

5.15 Screen resolution: Screen resolution for the typical computer monitor continues to increase. Today, the average web surfer uses a resolution of 1024 x 768 pixels.
- **L.G.M Library of Hyderabad University:** Screen resolution of this website is normal for eyesight.
- **Tokyo University Library:** Screen resolution of this website is normal for eyesight.

5.16 Mobile compatibility: As more and more people use their mobile phones to access the Internet, creating a mobile optimized website has become a necessity.
- **L.G.M Library of Hyderabad University:** This is a mobile compatible website.
- **Tokyo University Library:** This is a mobile compatible website.

5.17 Contact information: Gateways should always be provided through which a user can contact with the library in need. Now-a-days, there are so many ways to contact like e-mail, phone number, fax etc.
- **L.G.M Library of Hyderabad University:** Contact information includes library address, e-mail Id of the librarian, telephone number and fax. Special Service contacts including mobile numbers e-mail Id of all the library administrators have been provided in the website.
- **Tokyo University Library:** Contact information includes library address, e-mail Id of the librarian, telephone number and fax. Special Service contacts including mobile numbers e-mail Id of all the library administrators have been provided in the website. “ASK Service” which is very valuable service, has been provided in this website.

5.18 Feedback mechanism personal information: Feedback mechanism occurs when outputs of a system are routed back as inputs as part of a chain of cause and effect.
- **L.G.M Library of Hyderabad University:** No feedback mechanism personal information is available.
- **Tokyo University Library:** No feedback mechanism personal information is available.

5.19 Web content: Web content is the textual, visual or aural content that is encountered as part of the user experience on websites. It may include among other things text, images, sounds, videos and animations.
- **L.G.M Library of Hyderabad University:** The database includes e-journals, e-databases, e-books, university entrance exam papers, theses and subject specific resources for study and research, historic collections, annual reports and full text journal articles and abstracts.
Tokyo University Library: The database includes e-books, e-journals, Subject specific resources for study and research and Doctoral dissertation. Databases are available through GACoS. Information about all digital collections, digital rare book collection, Webcat, Digital exhibition, Web of Science, UTokyo Repository and database training are available in website.

5.20 Open access resources: Open-access resources are those that can be accessed by anyone at any time without restrain.

I.G.M Library of Hyderabad University: The library website provides open access to open access e-books, open access e-journals, and open access career guidance list, open access science, Social science and LIS Journals, other databases, open access e-print repositories, open access documents on regional languages etc.

Tokyo University Library: No information about open access resources is available.

5.21 Staff: Staff means all the people employed by a particular organization.

I.G.M Library of Hyderabad University: Information about present staff and ex-staff includes name, designation of the personnel.

Tokyo University Library: Information about library staffs is not available.

5.22 Navigation links: Navigation is vital for users to route their search within a web site. This can be achieved by proper titles, a location map and returning options to the homepage from any page of the web site.

I.G.M Library of Hyderabad University: A link to the home page has been added at every page. All the pages are linked to each other through the menu given. The users can easily access the pages whenever they need.
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5.23 Readability: Readability is the ease with which a reader can understand a written text. The readability of a particular text depends on context (for example the complexity of its vocabulary and syntax) and typography (for example its font size, line height and line length).

- **I.G.M Library of Hyderabad University**: Paragraphs and sentences used in the website are very long. It does not improve readability of this website.
- **Tokyo University Library**: Paragraphs and sentences used in the website are short. It improves the readability of the website.

5.24 Formatting language: A formatting language is used for making a good and proper webpage.

- **I.G.M Library of Hyderabad University**: The formatting language used in this website is xml.
- **Tokyo University Library**: The formatting language used in this website is html and php.

5.25 Browser: A web browser (commonly referred to as a browser) is a software application for retrieving, presenting and traversing information resources on the World Wide Web.

- **I.G.M Library of Hyderabad University**: The website can be accessed through all types of browser.
- **Tokyo University Library**: The website can be accessed through all types of browser.

5.26 Aesthetics: Aesthetics or the philosophy of art is the study of beauty and taste.

- **I.G.M Library of Hyderabad University**: The representation of the website is very decent which shows the well maintained aesthetics of the library website.
- **Tokyo University Library**: The overall representation of the website shows the good aesthetics maintained by the library.

5.27 Terms and conditions: Website terms and conditions template has been designed for use on typical websites, including those with basic interactive features. It includes, amongst other things, a license specifying how the website may be used, a disclaimer of liability, a statutory disclosures section and rules on user-contributed content.

- **I.G.M Library of Hyderabad University**: There is no various terms and conditions like access, disclaimer, links, liability, copyright, privacy policy, changes, jurisdiction, enquiry used by the library website. There is terms and conditions on publishing document through the site, uploading material through the site in the website.
- **Tokyo University Library**: No information about terms and conditions is available in this website.

5.28 Privacy policy and cookies: Privacy policy and cookies are very much important for any library website.

- **I.G.M Library of Hyderabad University**: No information about privacy policy and cookies is available in this website.
- **Tokyo University Library**: No information about privacy policy and cookies is available in this website.
6.0 Concluding remarks: The websites studied above show various features of the library and the services. The websites have been designed keeping in mind the need of the user. The websites of Hyderabad university library and Tokyo university library have some features in common and some unique features also. Despite all the features there are some limitations of the websites. The above study helps in the evaluation of the website.

7.0 References: