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Relevancy of Academic Library Website in Research Support for Researchers: A Quantitative Analysis of Central University Library Websites in North India

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ABSTRACT

Academic libraries have been impacted by online learning environments in every aspect of their services. Both on-campus and distance learners have benefited from academic libraries' use of information technology for providing access to resources and services on libraries websites. The importance of research support cannot be undermined in the journey of research. Researchers need a ladder in the form of research help to reach the completion of their research easily. University libraries do provide research support in the form of resources to their researchers but, the role of library websites cannot be challenged. It has an ample potential in this area to help researchers in making them aware of resources available for research support. Many academic library websites have dedicated section for research help and research support. This study intends to explore and quantitatively analyses research support available on the academic library website in India. Result of this study has shown that there was good visibility of research support on central university library websites in providing research support to researchers on library websites in North India. It was found that the library website at JNU (Jawaharlal Nehru University) provides good research support for researchers. All central university library websites are providing online resources and services to their research community markedly.

KEYWORDS: *Research Support; Central University Library Website; North India; Library Websites; Online services*

INTRODUCTION

Every researcher dream of easy research support for their research work. For this, they look to their libraries and library website besides other online option available to them. Academic library do provide research help to their academic learners. But, due to information pollution in online mode, researchers remain in state of confusion about what to search, where to search and remain worried about authencity of learning material. Now, academic library website has become one stop solution for researchers to look for research support besides, librarian staff and library. Now library professional assemble useful resources, tools, software relevant for researchers at one place on library websites. According to Keller (2015) five most important research support for research students are: institutional repository, open access, enhancement of research impact, bibliometric, and support for research students and research data managements. However, research support on an academic library website include numerous resources like plagiarism software, research ethics articles, referral, citation software, research submission guideline, electronic thesis, grammar correcting software, research guide information, training videos on how to use a particular software etc.

OBJECTIVES OF THE STUDY

- To know relevancy of academic library websites in providing research support for researchers.
- To identify the different types of research support available to scholars on other academic library websites.
- Discover which University libraries offer maximum support to researchers through their library websites.
- Suggest some research support features for inclusion in central university websites.

LITERATURE REVIEW

The academic library website provides varying levels of assistance to researchers in terms of services and online resources. (Lundy, R., & Curran, R. (2020) conducted research on the library websites of 38 members of a regional academic library consortium to identify guides regarding funding for educational purposes in the paper on "Desperately seeking funding: library guides to student funding". Findings revealed that online guides are available at 42 percent of the institutions studied, but few guides are exhaustive, and many lack features that facilitate discovery. In-person and in-person funding support is uncommon in the studied guides, presenting opportunities for academic libraries to contribute to student retention and success. (Dangre, U.M., & Paradkar, A.P. 2020) in a case study on E-Learning environment on websites of selected IIT's libraries have studied on the e-learning environment on the websites of IIT libraries in India is presented in this paper. The purpose of this paper is to examine the ways in which these libraries provide web access to a variety of resources and services. It is revealed in the present study that all IIT libraries have a good foundation in e-learning for their libraries via the abundance of e-services and e-resources on their web pages. The paper "Where is QDA hiding?" by Cain et al., 2019 explores how qualitative data analysis is discovered on U.S. academic library websites. Study discovered that QDA was hard to found on most of the academic library websites. The authors aimed to help libraries in increasing the visibility of resources for qualitative researchers and students. In another study (Mierzecka & Suminas, 2018) studied functions of academic library websites from a user's need and viewpoint. Based on survey results authors were able to find these functions supporting the online collection, creation of library online image, locating information, and promotion of culture. (Yoon, A., & Schultz, T., 2017) Based on a content analysis of 185 library websites in the U.S., this study examined the research data management services offered by academic libraries using four main themes: service, information, education, and network. Using the content analysis of these webpages, it was discovered that libraries need to become more active and engaged in providing services, providing online information, and developing educational opportunities. Data management services and programs vary widely depending on their web presence as well. As for Huie et al.,

(2015), they developed a website that is easy to use, and that contains a variety of academic resources for students. A discussion of research support at Australian universities is presented by Keller, (2015). In the study he discussed how research supports are incorporated into the library's resources. In addition, the study revealed the approach taken by higher authorities to provide research support services. The first is the rationalization of student services, the second is focusing liaison librarian activities on research support and creating a team for better research support, and the third is the creation of new research support positions. However, the study does not examine the use of university websites for e-research. While, (Suiter & Moulaison, 2015) discussed the role of librarians and library websites in supporting scholars by assisting them in understanding and using traditional as well as new metrics for assessing their scholarly output in the study on analysis of library website documentation on metrics and impact .As part of a project "Online Academic-Support Technology Website" (Leslie, 2012), an online tutorial is developed for an academic support website that assists students and provides tutorials so they can be helped. This online tutorial intends to provide a range of supportive software which aims at helping students in their academic careers. This tutorial also targets disabled students with difficulty in learning and (Richardson et al., 2012) in a survey on library research support in Queensland that all responding libraries provide a high level of research support for research agenda to their researchers. However, there was a difference in e-research and research data management among responding libraries. Authors stressed upon on huge scope of e-research in future days.

SCOPE OF STUDY

The study includes central universities in states of Delhi, Punjab, Haryana, Rajasthan and Uttar Pradesh in India. This study considers research support features available on the library websites of the selected central universities library websites. The purpose of this study is to evaluate the relevance of research support websites at central university libraries in North India. Furthermore, the study focuses on

information available on the websites of the participating universities from July 10, 2021 to July 24, 2021.

METHODOLOGY

All Library Website of central university in the state of Delhi, Haryana, Punjab, Rajasthan, and Uttar Pradesh has been selected for the study. A list of central universities has been taken from U.G.C. (University Grant Commission) in India. The methodology is a combination of content analysis of central universities library websites and creating a checklist for analysing research support features on central university websites.

For simplifying, all research support features used in checklist for evaluating central university libraries has been categorised in there different categories.
Category I Availability of Research Related Software on Central University Library Websites. It include research related software like Plagiarism Detection Software, Grammar Correcting Software, Plagiarism Documentation, Reference Management Software, and Training Tutorials for Software
Category II Availability of Research support for thesis on Central University Library Websites .This category contains features related to thesis such as ETD Repository, Sodhganga, E-Thesis Submission Guide, and Research Guide.
Category III Availability of Research Services Online Resources on Central University Library Website. Digital Services, Electronic Resources, Seminar, Conference and Workshops, and Referrals has been clubbed together in category III.

A point system will be used to rank central university library websites in terms of research support. One point will be allocated to each present (√) research support feature and Zero will be allocated for the absence (×) of research support. Data will be analysed using Excel software and relevant table, graph will be drawn and analysis, interpretations, findings and suggestions will be given.

Table 1: Name of Central University and Libraries

S. No.	Name of University	Acronym of University	URL of Library
1	Indira Gandhi National Open University, New Delhi	IGNOU	http://ignou.ac.in/ignou/aboutignou/division/ldd/introduction
2	Jamia Millia Islamia,New Delhi	JMI	https://www.jmi.ac.in/zhlibrary
3	Jawahar Lal Nehru University , New Delhi	JNU	http://lib.jnu.ac.in/
4	Shri Lal Bahadur Shastri National Sanskrit University, New Delhi	SLBSNSU	https://www.slbsrsv.ac.in/library/about-library-0
5	South Asian University, New Delhi	SAU	http://library.sau.ac.in/
6	The Central Sanskrit University, New Delhi	CSU	Not Available
7	University of Delhi, New Delhi	DU	http://crl.du.ac.in/
8	Central University of Haryana, Haryana	CUH	https://library2dotblog.wordpress.com/plagiarism-check/ http://14.139.13.69/cuh/
9	Central University of Punjab, Punjab	CUP	http://www.cup.edu.in/library.php
10	Central University of Rajasthan, Rajasthan	CUR	https://www.curaj.ac.in/library/about-library
11	Aligarh Muslim University	AMU	https://www.amu.ac.in/libraries/maulana-azad-library
12	BabasahebBhimraoAmbedkar University	BBAU	https://www.bbau.ac.in/Library.aspx
13	Banaras Hindu University	BHU	https://www.bhu.ac.in/lib/history.htm
14	University of Allahabad	UA	https://www.allduniv.ac.in/about-central-library.php
15	Rajiv Gandhi National Aviation University	RGNAU	Not Available
16	Rani Lakshmi Bai Agricultural Central University	RLBSCU	Not Available

There are total 16 Central University in the state of Delhi, Punjab, Haryana, Rajasthan and Uttar Pradesh in India. In table.1 name of central university, URL, Name of Library attached with these central universities and URL of libraries are mentioned. Out of 16 central universities 13 central universities are having library websites and library home page. The Central Sanskrit University, New Delhi, Rajiv Gandhi National Aviation University and Rani Lakshmi Bai Agricultural Central University are not having library home page or library website.

RESULTS AND DISCUSSIONS

Category I: Availability of Research Related Software on Central University Library Websites It include research related software like Plagiarism Detection Software, Grammar Correcting Software, Plagiarism Documentation, Reference Management Software, and Training Tutorials for Software.

Plagiarism Detection Software: Now UGC provides all central university Plagiarism detection software to check unethical cut and paste of previous research work by researchers and thus bringing new and original research. URKUD plagiarism detection software is provided by UGC to central university of India. University may opt for other Plagiarism detection software like Turnitin.

Grammar Correcting Software: These software are of great help to researcher who find themselves hard to express in English language and their native language is not English. There are many grammar correcting software available for researchers. Popular among them are Grammarly, Ginger etc. These are also helpful in proofreading of final version of thesis and research papers.

Plagiarism Documentation: a documentation and resources on How to avoid plagiarism and various issues related to Plagiarism is given in this link on library website.

Reference Management Software: Reference Management software are boon for today's researchers. It makes easy for researcher to cite references easily in just few clicks in different citation style like APA, Chicago, and MLA etc. It helps to organise research material in library and access in online and offline mode whenever and wherever required. And also helps to search paper related to research and helps to collaborate with other researcher and provide information of research projects and research grants from various institute and organisation. Popular reference management software are Mendely, Zotero, End Note etc. University do mention name of such software for helping researchers.

Training Tutorials: Many universities provide recorded or live training tutorial for software which are helpful in research like Plagiarism software, Grammar correcting software, Reference Management software and other research software.

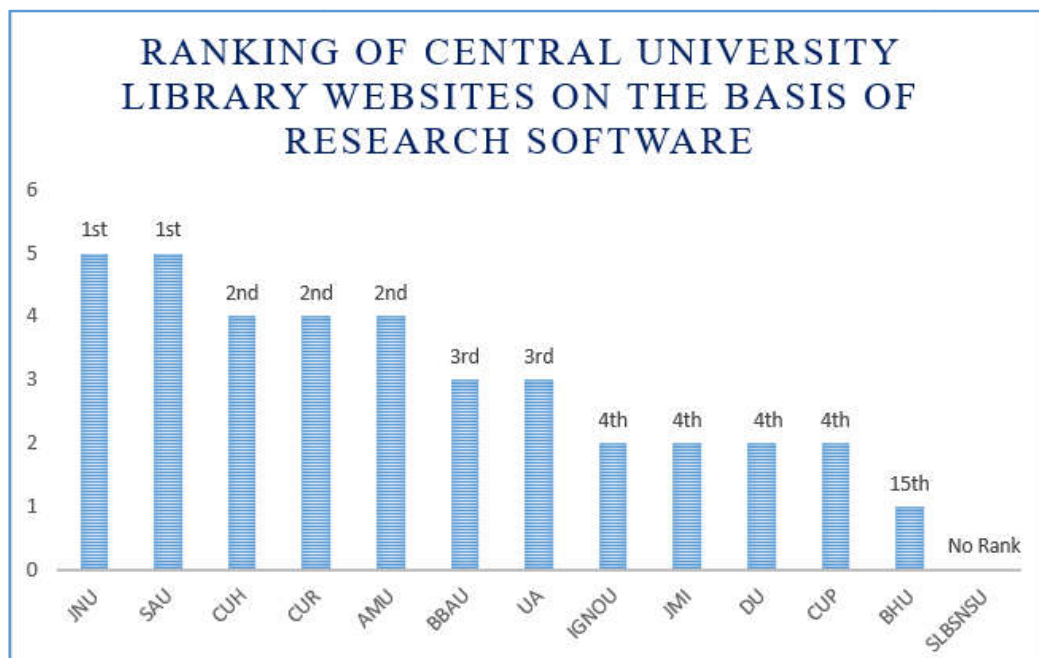**Table 2:** Availability of Research Softwares on Central University Library Websites

Acronym of University	Plagiarism Detection Software	Grammar Correcting Software	Plagiarism Documentation	Reference Management Software	Training Tutorials for Software	Total Score
IGNOU	√	×	×	×	√	2
JMI	√	×	×	×	√	2
JNU	√	√	√	√	√	5
SLBSNSU	×	×	×	×	×	0
SAU	√	√	√	√	√	5
DU	×	×	√	×	√	2
CUH	√	√	√	×	√	4
CUP	√	√	×	×	×	2
CUR	√	√	×	√	√	4
AMU	√	√	√	×	√	4
BBAU	√	×	√	×	√	3
BHU	×	×	×	×	√	1
UA	√	×	√	×	√	3
	10/13	6/13	7/13	3/13	11/13	

Table 3: Ranking of Central University Library Websites on the basis of Research Software

Acronym of University	Total Score	Rank
JNU	5	Ist
SAU	5	Ist
CUH	4	2nd
CUR	4	2nd
AMU	4	2nd
BBAU	3	3rd
UA	3	3rd
IGNOU	2	4th
JMI	2	4th
DU	2	4th
CUP	2	4th
BHU	1	5th
SLBSNSU	0	No Rank

Table 2 shows Availability of Research Software on Central University Library Websites in NCR and total score for ranking these websites. Tabular representation of Ranking and total score obtained by central university library websites has been presented in table.3 based on score obtained from table 2. Two library website stood at top position in availability of research software, followed by three universities library website at second position and two got third position followed by four university library websites at number fourth and only one university was at fifth position. Also, one was not having any research software related software on its library website.

Figure 1: Ranking of Central University Library Websites on the basis of Research Software

Graphical visualization of Ranking of Central University Library Websites on the basis of Research Software has been shown in figure 1.

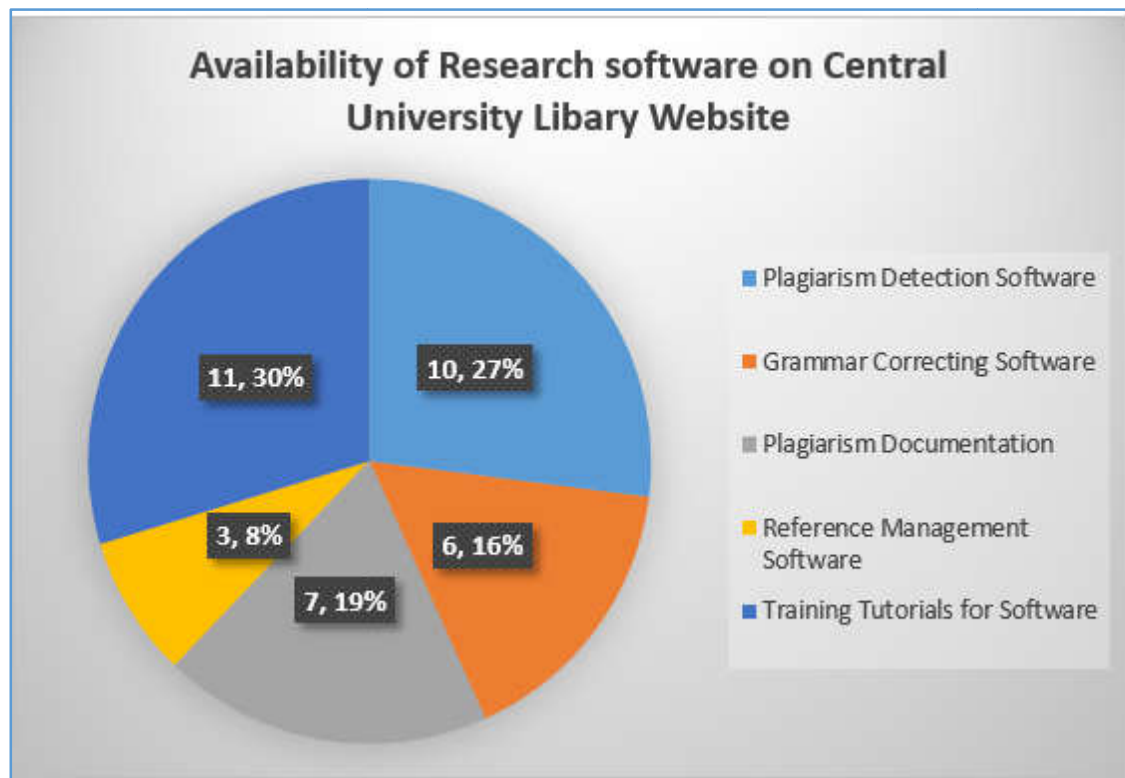In figure one JNU and SAU stood at number one followed by CUH, CUR and AMU.

Figure 2: Availability of Research Related Software on Central University Library Websites

Figure 2 shows number and percentage availability of research related software on library website in number and percentage. Training tutorial had 30% presence on university library websites while Plagiarism detection software has 27% presence. Least presence was of reference management software.

Category II: Availability of Research support for thesis on Central University Library .This category contains features related to thesis such as ETD Repository, Soghganga, E-Thesis Submission Guide, and Research Guide.

ETD Repository: Electronic Thesis and Dissertation repository are one of the important primary information resources for researcher community. A library is supposed to maintain

these ETD repository for use of its researchers. Usually these are not open access and are access in campus or accessed through login by proxy service.

Sodhganga: INFLIBNET (Information and Library Network) of UGC (University Grant Commission) India, provides a platform for research students for deposition of their research thesis which is available in open access for other researcher and thus is a great research help for new researchers. A link on library website is given for Sodhganga indicating university contribution to Sodhganga.

E-Thesis Submission Guide: University provide guidelines on submission of digital copy of thesis to library in CD/DVD format.

Research Guide: A Guide to research include various aspects like how to measure research impact, Citation Analysis, Journal Impact Factor, Publication selection (where to publish), Evaluating open access journals, finding H-Index and ORCID.

Table 4: Availability of Research support for thesis on Central University Library Websites

Acronym of University	ETD Repository	Sodhganga	E-Thesis Submission Guide	Research Guide	Total Score
IGNOU	√	×	×	×	1
JMI	√	√	×	×	2
JNU	√	√	√	√	4
SLBSNSU	×	√	×	×	1
SAU	√	×	√	√	3
DU	√	×	×	√	2
CUH	×	×	√	√	2
CUP	√	×	×	√	2
CUR	√	√	√	√	4
AMU	√	×	√	√	3
BBAU	√	√	√	√	4
BHU	√	×	×	√	2
UA	×	√	√	×	2
	10/13	6/13	7/13	9/13	

Table 4 shows Availability of Research support for thesis on Central University Library Websites in NCR and total score for ranking these websites.

Table 5: Top Central University Library Websites on the basis of Research support for thesis

Acronym of University	Total Score	Rank
JNU	4	Ist
CUR	4	Ist
BBAU	4	Ist
SAU	3	2nd
AMU	3	2nd
JMI	2	3rd
DU	2	3rd
CUH	2	3rd
CUP	2	3rd
BHU	2	3rd
UA	2	3rd
IGNOU	1	4th
SLBSNSU	0	Nill

Tabular representation of ranking and total score obtained by central university library websites has been presented in table5 based on score obtained from table 4. Three library website stood at top position in availability of Research support for thesis, followed by two universities library website at second position. Interestingly, six central university library website got third position followed by only one at number fourth. One university library websites was not having any Research support for thesis on its library website.
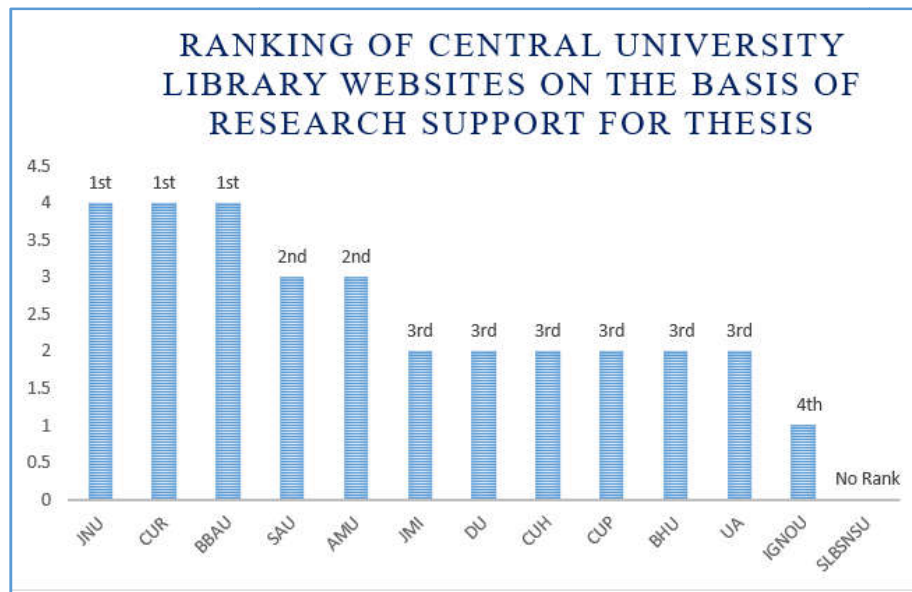

Figure 3: Ranking of Central University Library Websites on the basis of Research support for thesis

Graphical visualization of Ranking of Central University Library Websites on the basis of Research support for thesis has been shown in figure 3. In this figure JNU, CUR and BBAU stood at number one followed by SAU and AMU at second position.
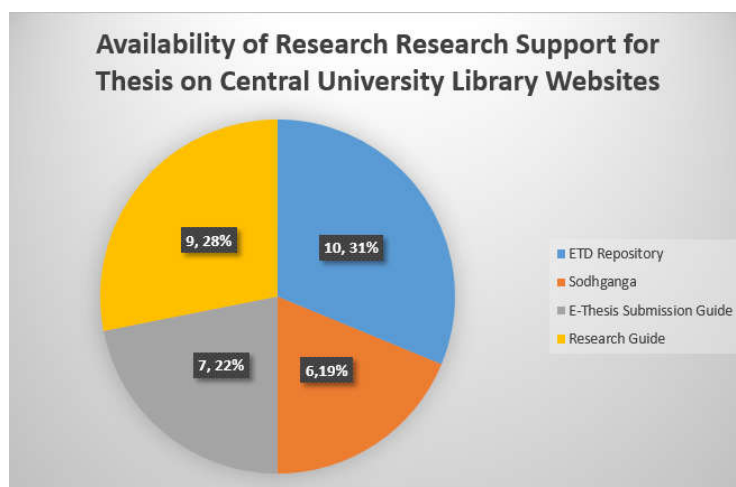

Figure 4: Availability of Research support for Thesis on Central University Library Websites

Figure 4 shows number and percentage availability of research support for thesis on library website in number and percentage. ETD Repository had 31% presence on central university library websites while Research Guide had 28% presence. Sodhganga was at lowest number and had least presence on library websites,

Category III: Availability of Research Services Online Resources on Central University Library Website. Digital Services, Electronic Resources, Seminar, Conference and Workshops, and Referrals has been clubbed together in category III.

Digital Services: These are equally important as other research support for researchers. University may differ in providing these services. It might include digital services like OPAC(Online Public Access Catalogue),Open Access, Trial of resources, Remote Access, Data portals etc.

Electronic Resources: These are backbone for any research and researchers do hinge on it for their research work. These generally include online databases e-books, e -journals and e-newspapers.

Seminar, Conference and Workshops: University conducts various seminar, conference and workshop in interest of researchers from time to time to participate, attend and present their research paper. Information related to these are generally put on library website or university websites. Also information about seminar and conference form other university are also announce on website for researchers.

Referrals: Referrals service provides various useful links to researchers which are further helpful in conduction research and literature searching. This might include Word Cat, Delnet, DOAJ (Directory of Open Access Journals), Forthcoming conference alerts, TOC (Table of Content) and Digital libraries and many more such links.

Table 6: Availability of Research Services and Online Resources on Central University Library Website

Acronym of University	Digital Services	Electronic Resources	Seminar, Conference and Workshops	Referrals	Total Score
IGNOU	√	√	×	√	3
JMI	√	√	√	√	4
JNU	√	√	√	√	4
SLBSNSU	√	√	×	√	3
SAU	√	√	√	√	4
DU	√	√	√	√	4
CUH	√	√	√	√	4
CUP	√	√	×	√	3
CUR	√	√	√	√	4
AMU	√	√	√	√	4
BBAU	√	√	√	√	4
BHU	√	√	×	√	3
UA	√	√	√	√	4
	13/13	13/13	9/13	13/13	

Table 7: Ranking of Central University Library Websites on the basis of Research Services and Online Resources on Central University Library Website

Acronym of University	Total Score	Rank
JMI	4	Ist
JNU	4	Ist
SAU	4	Ist
DU	4	Ist
CUH	4	Ist
CUR	4	Ist
AMU	4	Ist
BBAU	4	Ist
UA	4	Ist
IGNOU	3	2nd
SLBSNSU	3	2nd
CUP	3	2nd
BHU	3	2nd

Table 6 represents Availability of Research Services and Online Resources on Central University Library Website. Tabular representation of Ranking and total score for Research Services and Online Resources on Central University Library Website obtained by central university library websites has been presented in table 7 based on score obtained from table 6. Table 7 shows interesting results and surprisingly there are only Ist and 2nd position in ranking. Out of 13, nine central universities libraries are at number one position followed by 4 at second position.
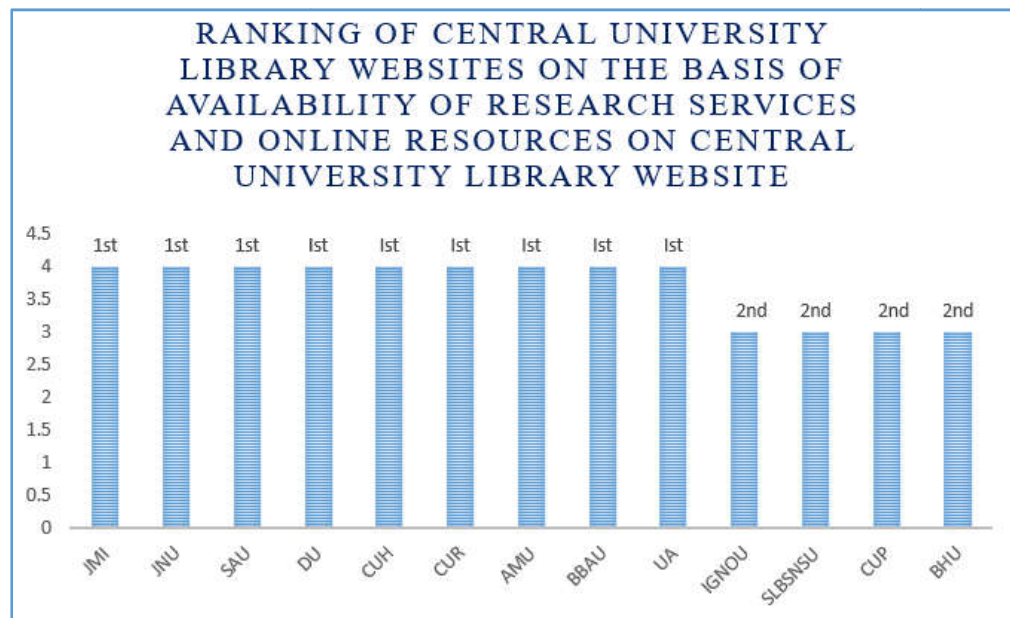

Figure 5: Ranking of Central University Library Websites on the basis of Research Services and Online Resources on Central University Library Website

Graphical visualization of Ranking of Central University Library Websites on the basis of Research Services and Online Resources has been shown in figure 5. In this figure, JMI, JNU, SAU, DU CUH, CUR, AMU, and BBAU stood at number one followed by IGNOU, SLBSNSU, CUP, and BHU at second position.
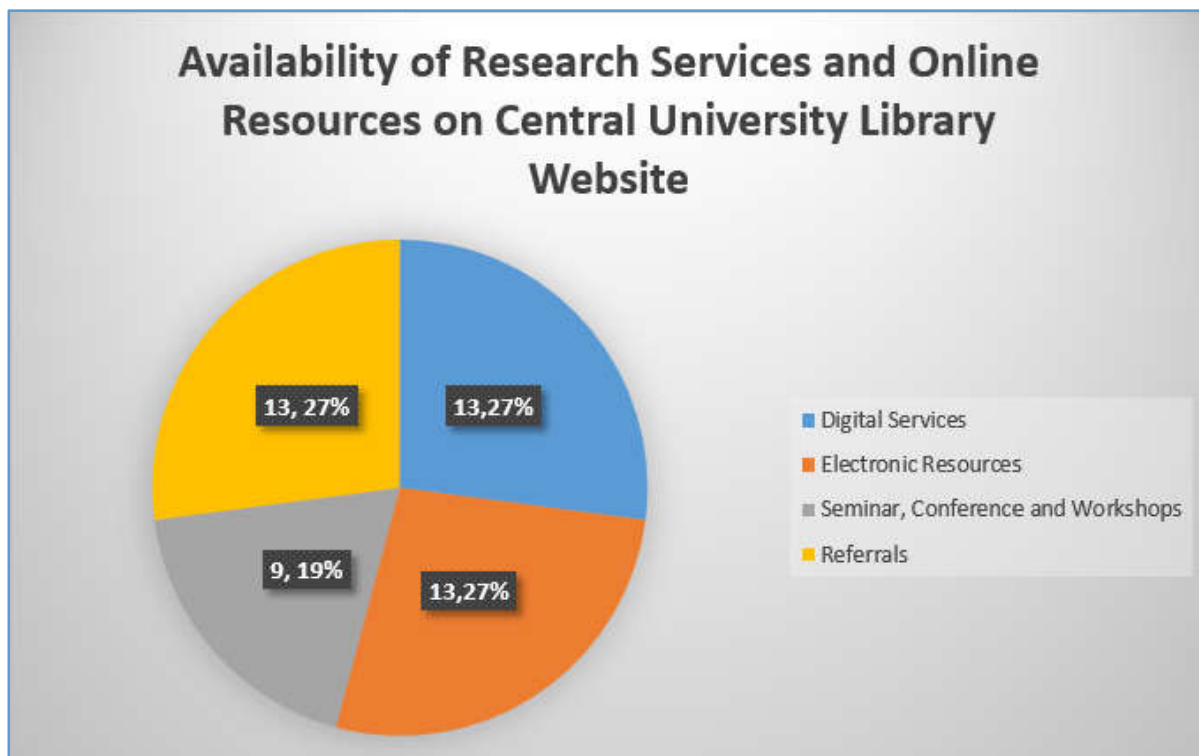

Figure 6: Availability of Research support for Research Services and Online Resources on Central University Library Website

Figure 6 shows number and percentage availability of Research Services and Online Resources on library website in number and percentage. Remarkably, Digital Services, Electronic Resources and Referrals had equal presence on library website with 27% and Seminar, Conferences and Workshops had 19% presence.

The following are the key findings from the results and discussion:

- JNU and SAU ranked first, followed by CUH, CUR, and AMU in terms of the availability of research-related software on their library websites.
- The presence of training tutorials was 30% on central university library websites in NCR, while plagiarism detection software was 27%. Reference management software revealed the least presence.

- In terms of the availability of research support for thesis on its library websites, JNU, CUR, and BBAU ranked first, followed by SAU and AMU in second place.
- ETD Repository had a 31% presence on central university library websites, Research Guide had a 28% presence, and Sodhganga had the lowest presence and number on central university library websites.
- JMI, JNU, SAU, DU CUH, CUR, AMU, and BBAU ranked first, followed by IGNOU, SLBSNSU, CUP, and BHU in second place.
- Digital Services, Electronic Resources and Referrals had equal presence on library website with 27% and Seminar, Conferences and Workshops had 19% presence.

CONCLUSION

An analysis of the relevance of research support available on university library websites in northern India, including Delhi, Punjab, Haryana, Rajasthan and Uttar Pradesh, was conducted in the study. It should be noted that this study is a preliminary attempt to study academic library websites from this perspective. The study can be extended to a larger scale to provide a more comprehensive understanding of the research support features and functions available on central universities library websites. Future studies can investigate important research supports such as research data management, citation assistance, and research funding. Online presence of research support on library websites of educational institutions plays an important role in attracting good researchers from around the world. Keeping researchers updated on research support on library websites is therefore essential for library professionals. It is also a necessity to incorporate cutting-edge and innovative online services in light of the changing needs and technology of users. In addition, online access to library resources should be encouraged by using various techniques, such as E-Z proxy access and authentication software, in light of the ongoing pandemic. These research tools available on library websites would make the researcher's journey easy and pleasant. University libraries should offer information about reference management software and related tutorials on their website so that researchers can easily access and use them. Libraries should also organize training workshops, conferences, and seminars, as well as orientation on these reference management software. This will result in consistent and error-free citations of references in researchers' research. For a greater impact, central university should participate in the Sodhganga repository so that its research thesis will be visible to the entire research community. It would be helpful if the university libraries provide information and video tutorials on the website of the central library on data analysis software, such as SPSS and Excel, which are essential for researchers. University libraries should maintain their existing online resources and services and add more relevant ones like inclusion of research data management, research funding, citation help on academic library websites would be an important features of academic library websites.

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