

Exploring Digital Information Landscapes: A Content Analysis of Library Websites in Women's Universities of India

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ABSTRACT

The present study is based on a content analysis of the library websites of women's universities in India. There are 13 women's universities in India, comprising 10 state universities and 3 private universities. However, the study is limited to 10 universities because the remaining three universities either do not have functional library websites or their websites are currently under construction. Data were collected systematically from the selected university library websites and organized in a structured table for evaluation. The websites were assessed based on the accuracy and accessibility of the information provided. The selected parameters were evaluated using two variables: "Available" (1) and "Not Available" (0). The collected data were subsequently presented and analyzed using checklists, tables, and figures to facilitate comparison among the selected universities. The findings indicate that several universities provide important e-learning and digital information services, including the National Digital Library (NDL), SWAYAM, MOOCs, NDLTD, and reference management tools. However, mobile-based library services are available only in a limited number of universities. The analysis also reveals gaps in the provision of value-added services, remote access facilities, and research support services on several university library websites. Among the universities evaluated, RDWU achieved the highest rank, providing 30 out of 50 parameters, representing 60% of the total score, which indicates that coverage of library-related information and digital services is provided on its website.

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KEYWORDS: Women's University, Library websites, Web Content analysis, Library Services, Library resources.

INTRODUCTION

In the technological era, libraries serve as important knowledge repositories and academic support centres within educational institutions (Onunka et al.,2023). University library websites play a pivotal role in ensuring the accessibility, availability, and dissemination of information resources and services to users (Kato et al., 2021). These websites provide essential information about the library, including its vision, mission, objectives, facilities, content details, working hours, holiday lists, copyright policies, and library services. They also facilitate access to resources and services such as the Web OPAC, e-books, e-journals, databases, reference services, and other electronic resources (Francis, 2023). In addition, user-oriented facilities such as Ask-a-Librarian/ online help desk services, e-mail assistance, FAQs, and online reference support enhance communication between users and library professionals. Features such as user-friendly navigation, social media services, and online announcements further improve information dissemination and user engagement (Atnan & Sembada,2025). Thus, a well- developed university library website acts as an effective digital gateway to information resources and library services, supporting the teaching, learning, and research needs of the academic community (Haridasan & Uwesh, 2014). Through library services, a library website fosters a long-lasting and solid relationship with users (Wani, 2021). These web portals offer users an interactive interface for accessing and interacting with digital content in addition to hosting necessary tools and services (Arya Asok & Rekha, 2025). In India, women's universities have been established to empower women by providing equitable access to quality higher education and creating opportunities for academic and professional development. In this context, the present study focuses on the functional analysis of the websites of state and private women's universities in India, with particular emphasis on the availability and accessibility of library services, electronic resources, research support services, e -learning platforms, and value-added services. The study aims to assess the extent to which these university library websites provide essential digital resources and user-oriented services to support the teaching, learning, and research needs of women students, scholars, faculty members, and other users.

WOMEN'S UNIVERSITY IN INDIA



(Source: <https://www.publishersglobal.com/directory/india/media/map-publishers>)

The first women's university in India, established in 1907, is Vanita Vishram Women's University in Gujarat. In India, women's universities play a crucial role in promoting girls' access to higher education and give equal importance to the promotion of employment prospects for young girls (Ghosh & Kundu, 2021). There are a total of thirteen women's universities in India, and all universities offer different facilities, services, safety, and academic support, including libraries, laboratories, reading rooms, sports grounds, Wi-Fi connections, and programs for graduate, postgraduate, M.Phil., and Ph.D. Students. Some universities provide affiliation of the colleges under the UGC. These universities help women develop leadership, socioeconomic independence, and self-assurance in addition to improving their academic and professional abilities (Backiarsu et al., 2025). In the digital era, to support lifelong learning and close the information gap for women in both urban and rural areas (Oyelude, 2024). Women's university libraries and information services are also developing, offering access to e-resources, digital platforms, and remote learning tools.

Need for the Study

The present study on women's universities in India is important for the ongoing initiatives to advance gender equality and empower women via education. The library website provides a lot of services for the faculty members and students (Konnur et al., 2010). On this platform, users access information related to their academic work. However, not all university library websites are updated, and as a result, students face lots of problems with the library services. The objective is based on the development of academic growth, using digital tools and technology. Some universities have limited access to research in digital literacy, skill development, and satisfaction levels of women users.

REVIEW OF LITERATURE

Devi & Kumar Verma (2018) analysed the IIT library websites and found that while most of the libraries used graphical elements and ensured proper navigation, many fields provide the maintenance details and multilingual support. Kumar & Bansal (2014) also concluded that newly established IIT library websites lacked comprehensive quality features. Arya Asok & Rekha (2025) The study has evaluated the information accessibility of the best 50 Asian University library websites in higher education based on 2024 ranking data using a methodology with the combination of WAVE and axe Dev tools. There are indicating the no statistically significant link between website categories based on web performance score, and the need to create an equitable, inclusive web environment. Sharib et al. (2024) examined ten university library websites using 43 checklist items and found that many libraries lacked essential information such as institutional details, annual reports, and collection descriptions. The study emphasized the need for dynamic and well-structured websites. Li et al. (2021) analyzed three smart library portal models of two major Chinese third-party companies on Smart Library Portal Research and Development. The smart library portal website is constructed using a model to support the company in developing solutions at the same time, funding construction and human resources a most effective and high-quality of library portal. Saloi (2020) This study evaluated the library webpage/website with various library contents, which is very important for the University of Assam, as it states that there are differences among them in many aspects. The majority of libraries are still falling behind in various areas, despite their efforts to keep up with web technology. Rahman & Sadik Batcha (2020) analysed the study to include the content evaluation of library websites of women's colleges in the University of Delhi with the user-friendliness, functionality, highlighting that core features are common, but advanced services are

limited. The study's conclusion will help college librarians and other professionals update their websites regularly to meet user expectations. Sahu & Sonkar (2021) explain in this paper the top ten NIRF-2020 ranked of medical colleges' library websites in India. Finding the 67.08% content services provided by the AIIMS library websites. The study shows that there is no uniformity among all the library websites. Kedar & Kiran (2025) analysed the study based on selected Indian Architecture and planning institutes of the library websites through the NIRF ranking 2023. The results provide insights for improving digital library services and user experiences in academic settings, as well as illuminating the current state of library webpage development. Rafiq et al. (2021) examined the study based on the world's top 50 universities in medicine by using the content analysis method. The result showed that among university libraries, patron-driven acquisition was the least common service, and they continued not to use the mobile applications. LinkedIn, Twitter, YouTube, Facebook, and Instagram are the five most well-known platforms for dissemination. This is the first comprehensive study looking into the web content analysis of top-ranked medical university libraries worldwide.

A review of the existing literature reveals that most previous studies have focused on the content analysis of websites of national-level institutions, colleges, and universities, particularly those with high NIRF rankings. However, limited attention has been given to the library websites of women's universities in India. No comprehensive study has been identified that specifically examines the availability, accessibility, and range of information resources and services provided through the library websites of all women's universities in India. Therefore, the present study aims to address this research gap by conducting a content analysis of the library websites of women's universities in India and evaluating the availability of various library resources, services, facilities, and user-oriented features.

OBJECTIVES OF THE STUDYS

1. To find out the library facilities in women's universities
2. To identify the e-learning services of the library website.
3. To evaluate the research supporting services in providing the library website, Support services provided by the library website.
4. To explore the library website for value-added features.
5. To identify the rank-wise distribution of the availability of the website, and the distribution of the availability of resources and services on the library website.

SCOPE OF THE STUDY

This study is constrained to the library website of state and private women's universities in India. According to the UGC, there are 10 state and 3 private women's universities in India. The region wise distribution of the universities are Assam, Delhi, Tamil Nadu, Telangana, West Bengal, Odisha, Jharkhand, Gujarat, Maharashtra, and Karnataka. In which 1 state and 2 private university websites are under maintenance, that is why we selected only 10 universities (9 state and 1 Private) for this study. Kaushal Vidya Entrepreneurship, Digital and Skill University (KVEDSU), EdTech Skills University (ETSU), and Jayoti Vidyapeet Women's University (JWU) are excluded from this study. The list of selected universities under study is given below.

1. List of the Women's Universities:**Table 1:** Women's Universities List

S. No.	Universities Name	Year of Establishment	Abbreviations	State	NAAC Grade	University Website
1.	Assam Women's University	2013	AWU	Assam	B	https://awu.ac.in/
2.	Diamond Harbour Women's University	2013	DHWU	West Bengal	NA	https://www.dhwu.ac.in/
3.	Indira Gandhi Delhi Technical University for Women	2012	IGDTU W	Delhi	A+	http://www.igdtuw.ac.in/
4.	Jamshedpur Women's University	1953	JWU	Jharkhand	A	http://www.jsrwomenscollege.ac.in/Default.aspx
5.	Karnataka State Akkamahadevi Women University	2003	KSWU	Karnataka	B	http://www.ka.kswu.ac.in/
6.	Mother Teresa Women's University	1984	MTWU	Tamil Nadu	A	https://www.motherteresawomenuni v.ac.in/
7.	Rama Devi Women's University	1964	RDWU	Odisha	B++	https://rdwu.ac.in/
8.	Smt. Nathibai Damodar Thackersey Women's University	1916	SNDT	Maharashtra	A+	https://www.sndt.ac.in/
9.	Veeranari Chakali Ilamma Women's University	1924	VCIWU	Telangana	NA	https://www.oucwkoti.ac.in/
10.	Vanita Vishram Women's University	1907	VVWU	Gujarat	A	https://vwusurat.ac.in/

* UGC Website-<https://www.ugc.gov.in/>

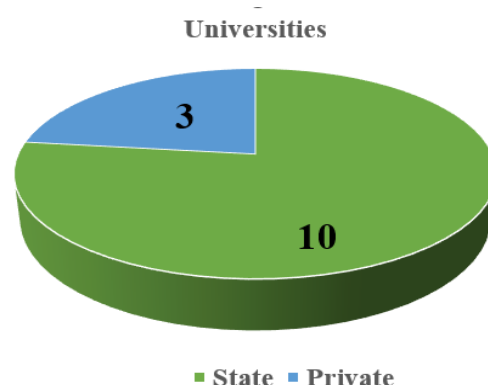


Figure 1: University-based division

METHODOLOGY

The study aims to evaluate the availability of web content of the selected universities under study. The collection of data will be based on the previous study (Rahman & Batcha, 2022). The data will be collected by observation of the library websites. The popular checklist method will be used to analyse the collected data from the library websites. The checklist will be categorized into 6 main categories based on accessibility, accuracy, and current creation, comprising 50 items on the library websites. Collected data will be represented in '0' and '1' form, where '0' represents 'Not availability' and '1' represents 'Availability' of the website content. Based on the availability of content, provide a separate score to all selected universities. then ranked them. A scoreboard will be created to denote these rankings.

ANALYSIS AND DISCUSSION

The analysis of the study is based on structured data organized in tabular and figure formats. The collected data focuses on the availability of library websites, which are used by users in the digital era of information access.

Table 1 presents an overview of all 13 women's universities in India based on university websites, library websites, and their respective states. Among these, only 10 university websites are updated, while the remaining university websites are under construction. The region-wise distribution of the universities includes Assam, Delhi, Tamil Nadu, Telangana, West Bengal, Odisha, Jharkhand, Gujarat, Maharashtra, and Karnataka. The analysis further reveals that universities such as SNTD, IGDTUW, and RDWU provide well-structured library web access, whereas newer or developing institutions generally lack this feature. Overall, the study indicates that although universities have successfully established their online presence, libraries still need to improve their digital presence, as they play an essential role in providing access to digital resources, services, and user support.

2. General Information regarding university library websites:

Table 2: General Information

General Information	AW U	DH WU	IGDT UW	JW U	KS WU	MT WU	RD WU	SND T	VCI WU	VV WU	Total (10)%
About information	1	1	1	1	1	1	1	1	1	1	10(100)
About Library	1	1	1	1	1	1	1	1	1	1	10(100)
Mission/Vision	1	0	0	0	1	0	1	1	1	0	5(50)

Library Staff	0	1	0	0	1	1	0	1	0	0	4(40)
Library Timing / Holiday	0	1	1	1	1	0	1	1	0	0	6(60)
Library Name	0	0	0	1	0	0	1	1	0	0	3(30)
Site Map	1	1	1	1	1	0	1	1	0	0	7(70)
Rules & Regulation	0	1	1	1	1	1	0	0	0	1	6(60)
Library Committee	0	1	0	1	1	1	1	0	0	1	6(60)
Copyright	1	1	1	1	1	1	1	1	1	0	9(90)
Collection	0	0	0	1	1	1	1	1	0	1	6(60)
Statistics	0	0	0	0	1	0	1	0	0	0	2(20)
Total Score (12)	5	8	6	9	11	7	10	9	4	5	

Table 2 presents the general information available on the women's university library websites. The findings show that information about the university and the library is available on all 10 universities (100%). This is followed by copyright information, which is available on 9 universities (90%), while sitemap information is provided by 7 universities (70%). Library timing/holidays, rules and regulations, library committee details, and library collections are each provided by 6 universities (60%). The mission and vision statements are available on 5 university websites (50%), while information about library staff details is provided by 4 universities (40%). Only 3 universities (30%) provide the library name clearly, and library statistics are available on 2 university websites (20%).

3. University Library Facility/ Services:

Table 3: Library Facility/Services

Library Facility/Services	AWU	DH WU	IGD TUV	JWU	KS WU	MT WU	RD WU	SN DT	VCI WU	VV WU	Total 10(%)
Library Orientation	0	0	0	1	0	0	0	0	0	0	1(10)
Circulation Service	0	0	0	1	1	0	1	0	0	1	4(40)
Reference Service	0	1	0	1	1	0	1	1	0	0	5(50)
CAS	0	0	0	1	0	0	0	0	0	0	1(10)
OPAC	1	1	1	1	1	1	1	1	0	1	9(90)
Referral Service	0	1	0	0	0	1	0	0	0	0	2(20)
Reprographic Service	0	0	0	0	0	1	1	0	0	1	2(20)
DDS	0	0	0	0	1	1	0	0	0	0	2(20)
Newspaper Clipping Service	1	0	0	0	1	1	0	0	0	0	3(30)

Exploring Digital Information Landscapes: A Content Analysis of Library Websites in Women's Universities of India

Facility for Disabled Students	0	0	0	0	0	1	1	1	0	0	3(30)
Open Access System	1	1	1	1	1	1	1	1	0	0	8(80)
ILL	0	1	1	0	1	1	0	0	0	0	4(40)
Total (12)	3	5	3	6	7	8	6	4	0	2	

Table 3 shows the library facilities and services provided by women's universities. The findings reveal that OPAC is the most widely available service, provided by 9 universities (90%), followed by the Open Access System, which is available in 8 universities (80%). Reference services are provided by 5 universities (50%). Circulation services and Inter-Library Loan (ILL) services are each available in 4 universities (40%). Newspaper clipping services and facilities for disabled students are provided by 3 universities (30%). Similarly, referral services, reprographic services, and Document Delivery Services (DDS) are each available in 2 universities (CAS), which are the least available services, provided by only 1 university (10%). Overall, MTWU provides the highest number of facilities and services (8), followed by KSWU (7), JWU and RDWU (6), VVWU (2), while VCIWU does not provide any of the listed facilities or services (0).

4. e-Learning of Library Website:

Table 4: e-Learning

e-Learng	AWU	DH WU	IGD Tuw	JWU	KS WU	MT WU	RD WU	SN DT	VCI WU	VV WU	Total 10(%)
SWAYAM	1	1	1	0	1	0	1	0	0	0	5(50)
Vidya Mitra	1	0	0	0	0	0	0	0	0	0	1(10)
NDL	1	0	0	1	0	0	1	1	0	0	4(40)
e-PG pathshala	1	1	0	0	0	0	1	0	0	0	3(30)
Vidwan	0	1	0	0	0	0	0	1	0	0	2(20)
NPTEL	0	1	1	0	0	0	1	0	0	0	3(30)
Total (6)	4	4	2	1	1	0	4	2	0	0	

Table 4 presents the e-learning services provided by the libraries of women's universities in India. The findings show that SWAYAM is the most widely available e-learning service, provided by 5 universities (50%). The National Digital Library (NDL) is available in 4 universities (40%). Similarly, e-PG Pathshala and NPTEL are each provided by 3 universities (30%). Vidwan is available in 2 universities (20%), while Vidya Mitra is provided by only 1 university (10%). Overall, the universities with the highest performance in providing e-learning services are AWU, DHWU, and RDWU, each offering 4 services. IGDTUW and SNDT provide 2 services each, while JWU and KSWU provide 1 service each. In contrast, MTWU, VCIWU, and VVWU show minimal performance, with none of the listed e-learning services available on their library websites.

5. E-Resources of Library Websites:

Table 5: E-resources services

E-Resources	AWU	DH WU	IGD Tuw	JWU	KS WU	MT WU	RD WU	SN DT	VCI WU	VV WU	Total 10(%)
E-Books	1	1	1	1	1	1	1	1	1	1	10(100)
E-Journals	1	1	1	1	1	1	1	1	1	1	10(100)
E-database	1	1	1	0	1	1	1	1	0	1	8(80)
Remote Access	0	0	1	1	1	0	0	1	0	0	4(40)
N-List	1	0	1	1	1	1	0	0	0	0	5(50)
MOOCS	0	0	0	0	0	0	0	0	1	0	1(10)
ONOS	1	0	1	0	0	0	1	1	1	0	5(50)
NDLTD	1	0	0	0	0	0	0	0	0	0	1(10)
Total (8)	6	3	6	4	5	4	4	5	4	3	

Table 5 shows that the libraries of the ten women's universities provide basic and relevant digital resources, such as e-books, e-journals, e-databases, and ONOS. The findings reveals that e-books and e-journals are available in all 10 universities (100%), demonstrating a strong foundation for supporting academic learning. However, advanced digital resources are not consistently available across all universities. E-databases are provided by 8 universities (80%). Similarly, ONOS and N-List are available in 5 universities (50%), indicating a moderate adoption of national- level digital initiatives. Remote access facilities are available in only 4 universities (40%) across the university campuses. The availability of MOOCs and NDLTD is very limited, with only 1 university (10%) providing these resources. Overall, AWU and IGDTUW demonstrate the highest performance in providing e-resources, whereas DHWU and VVWU show comparatively low performance.

6. Items (Value-added Services) of Library Website:

Table 6: Value-added services

Items(Value added Services)	AWU	DH WU	IGD Tuw	JWU	KS WU	MT WU	RD WU	SN DT	VCI WU	VV WU	Total 10(%)
Notice Board	0	0	1	1	0	1	0	0	0	0	3(30)

Exploring Digital Information Landscapes: A Content Analysis of Library Websites in Women's Universities of India

Library Mobile Apps	0	0	1	0	0	0	0	0	0	0	1(10)
Navigation	0	1	1	0	0	0	1	0	0	1	4(40)
Social Networking	0	1	1	1	0	0	1	0	0	1	6(60)
Keyword Search	1	0	1	1	0	0	0	1	0	1	5(50)
FAQs	1	0	1	0	0	0	0	1	0	0	3(30)
Total (6)	3	2	6	3	0	1	2	2	0	3	

Table 6 presents the value-added services provided by the library websites of the ten women's universities. The findings show that social networking is available in 6 universities (60%), utilizing platforms such as WhatsApp, Facebook, YouTube, and Twitter. Keyword search facilities are available in 5 universities (50%), while navigation services are provided by 4 universities (40%). Other important services include notice boards and Frequently Asked Questions (FAQs), each available in 3 universities (30%). Library mobile applications are the least available service, provided by only 1 university (10%). Overall, IGDTUW demonstrates the highest performance by providing 6 value-added services. AWU, JWU, and VVWU each provide 3 services, while DHWU, RDWU, and SNDT provide 2 services each. In contrast, KSWU and VCIWU show minimum performance, with none of the listed value-added services available on their library websites.

7. Research Support Services regarding library websites:

Table 7: Research support services

Research Support Services	AWU	DH WU	IGDT UW	JW U	KS WU	MT WU	RD WU	SN DT	VCI WU	VV WU	Total 10(%)
Plagiarism tool	0	1	0	0	1	0	1	1	0	0	4(40)
Reference Management tool	0	0	0	0	0	0	0	0	0	0	0(00)
Shodhganga	0	0	0	0	0	1	1	1	1	0	4(40)
Shodhgangotri	0	0	0	0	0	0	0	0	0	0	0(00)
ShodhShudhi	0	0	0	0	0	0	1	0	0	0	1(10)

ShodShindu	0	0	0	0	0	0	1	1	0	0	2(20)
Total (6)	0	1	0	0	1	1	4	3	1	0	

Table 7 shows the research support services provided by the libraries of top women's universities for their users. This category is divided into six items. The findings reveal that plagiarism checking services and Shodhganga are the most commonly available services, each provided by 4 universities (40%). ShodhSindhu is available in 2 universities (20%), while ShodhShuddhi is provided by only 1 university (10%). The study further indicates that none of the universities provide Reference Management Tools or ShodhGangotri services for users. Overall, RDWU demonstrates the highest performance by providing 4 research support services, followed by SNDT with 3 services. DHWU, KSWU, MTWU, and VCIWU each provide 1 service. In contrast, no research support service performance was identified for AWU, IGDTUW, JWU, and VVWU.

8. Ranking of Women's University Library websites:

Table 8 presents the ranking-wise distribution of the ten women's universities. The rankings were prepared based on the cumulative scores obtained from Tables 2 and 3, reflecting the overall performance of the universities. RDWU secured the first rank with a score of 30 (60%), mainly due to its strong performance in providing e-learning services and library resources.

Table 8: Ranking of Library Websites of Women's University

S. No.	Name of University	Table 2 (12)	Table 3 (12)	Table 4 (6)	Table 5 (8)	Table 6 (6)	Table 7(6)	Total Score (50)	Percentage %	Rank
1	RDWU	10	6	4	4	2	4	30	60	1
2	KSWU	11	7	1	5	0	1	25	50	2
3	SNDT	9	4	2	5	2	3	25	50	2
4	DHWU	8	5	4	3	2	1	23	46	3
5	IGDTUW	6	3	2	6	6	0	23	46	3
6	JWU	9	6	1	4	3	0	23	46	3
7	AWU	5	3	4	6	3	0	21	42	4
8	MTWU	7	8	0	4	1	1	21	42	4
9	VVWU	5	2	0	3	3	0	13	26	5
10	VCIWU	4	0	0	4	0	1	9	18	6

KSWU and SNDT jointly secured the second rank with scores of 25 (50%) each. The third rank was shared by three universities- DHWU, IGDTUW, and JWU, each scoring 23 (42%), indicating an average level of performance in providing library facilities and services.

9. Range of items women's university library website

Table 9: Range of items of library website

Range of items	Frequency	Percentage
1-5	0	0
6-10	1	10
11-15	1	10
16-20	0	0
21-25	7	70
26-30	1	10
31-35	0	0
36-40	0	0
41-45	0	0
46-50	0	0
Total	10	100

Table 9 presents the distribution of 40 listed items and their availability on the library websites. The majority of the universities, 7(70%), fall within the 21-25 item range, indicating that they fulfil a substantial number of the criteria for library websites. This is followed by 1 university (10%) each in the 6-10, 11-15, and 26-30 item ranges. No universities were represented in the 1-5, 16-20, 31-35, 36-40, 41-45, and 46-50 item ranges.

FINDINGS

Among the 13 women's universities, only 10 universities provide their own library websites. All 10 university library websites (100%) are updated with information related to the library. Overall, 9 universities (90%) provide OPAC facilities for users. Among these universities, 5 provide the SWAYAM online learning platform. AWU and IGDTUW are the top-performing universities in terms of providing e-resources, each offering 6 out of 8 resources. IGDTUW is also the best-performing university in providing value-added services, offering 6 services (60%) compared to other universities. The study further reveals that research support services are limited across women's universities. RDWU secured the first rank with the highest score of 30 (60%) out of a total score of 50 for library website performance. Overall, only a few universities maintain well- developed and user-oriented library websites.

SUGGESTIONS AND CONCLUSIONS

The study identifies significant gaps in supporting advanced research activities through university library websites. There is a need to include reference management tools, such as Mendeley and Zotero, for postgraduate students and researchers. Improvements are also needed in e-learning services and library mobile applications. Furthermore, universities should increase participation in initiatives such as INFLIBNET, ONOS, and N-LIST to enhance the quality of digital resources and services.

The present study is based on the facilities and services available on university library websites. All universities provide basic information related to the library. However, library orientation programs and Current Awareness Services (CAS) are available only to a limited extent. Among the e-learning services, SWAYAM is the most widely

available platform, whereas VidyaMitra has the lowest availability. In terms of e-resources, e-books and e-journals are the most commonly provided resources, while MOOCs and NDLTD are the least available.

Some universities provide value-added services, with social networking services being the most common. Only IGDTUW provides a library mobile application. Four universities provide Shodhganga as a research support service on their library websites. However, none of the universities provides reference management tools for their users. Overall, RDWU secured the first rank in terms of library website performance. The study highlights the need to improve the quality of digital resources and services to ensure better access to information and to strengthen women's empowerment through higher education in India.

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