INTERNATIONAL JOURNAL OF ECONOMIC SOCIAL SCIENCE AND MANAGEMENT LAW
Peer Reviewed, Referred & Indexed Journal
E-ISSN: 3070-0558
VOL.7, NO.1(1) (2026)

# Library Web Services, Digital Facilities, and User Experience: A Study of Autonomous Institutions in India

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## Abstract

*The study examines the quality of library support, the availability of new modern facilities, and the user experience of library websites in autonomous institutions in India. The aim is to understand how effectively these institutions provide information services and how user-friendly their digital platforms are. Data were collected through web analysis and review of selected institutional library webpages. The findings show that while many libraries provide essential services and modern facilities, the quality of website usability varies widely. The study highlights the need for improved website design, updated information, and better user-centred services. The results can help institutions improve digital access and overall library performance.*

## Introduction

Libraries in autonomous institutions play an important role in supporting education, research, and learning. With the growth of digital technology, libraries are expected not only to provide physical resources but also to offer modern facilities and accessible online services. Library websites act as the primary gateway for users to search information, access e-resources, and communicate with librarians.

In India, many autonomous institutions have established strong academic libraries, but there is still variation in the quality of services and website usability. This study focuses on understanding three main areas: library support services, modern facilities offered, and user experience on library websites. The purpose is to identify strengths, limitations, and areas that need improvement.

## Review of Literature

Several studies highlight the importance of digital services in academic libraries.

(Kamal Kumar Lal , 2023) the researcher focused the study of the multiple service aspects of creative and unique library services has been executed, offering deliberate data on five mains to library users. This article additionally makes a study to explore how modern and innovative library services comprise. Innovation alternatives. The document contrasts compare contrasts and incorporate these five creative and progressive alternatives for exploring new university library services and improving the current library Services that might be important to library users. This article additionally makes a study to explore how modern and innovative library services comprise.

(Sharad Kumar Sonkar, 2020) This study has been conducted for literature review on Impact of ICT on learning activities of users by Academic library services. The study focuses on the technology utilized in Academic libraries and impact on discovering how ICT keeps on advancing, and as it does it is turning out to be increasingly more incorporated with students and researcher learning. Brilliant machines and voice-controlled aides are only two instances of how technology is developing to make students' careers simpler. This study explains how technology changes the manner in which library services work and it additionally influences the way learning exercises of users.

(Kantappa Chavan (, 2024) The research investigate of the study is to highlight digital library services and their importance in academic libraries. Digital libraries are a group of files in digital form accessible on the net or CD-ROM disk. Depending on the precise library, a consumer may be able to get admission to magazine articles, books, newspapers, snapshots, sound documents, and films. The virtual library is one of the maximum cutting-edge trends in library and statistics technology, which helps its users to seek information via the internet. A digital library is prepared for greater ideas and statistics and guides different offerings and places wherein the order is saved in digital format and can be retrieved over networks. Digital libraries are systems presenting the person with resources and getting the right of entry to a very big range; the digital library information prepared storeroom of the records awareness digital library is an international digital library.

(Dr.P. Saravanan, 2021) The study highlights that the library professionals of the Arts and Science Colleges of Kerala and affiliated colleges of Monomania Sundaranar University have excellent experiences in their profession. They use different marketing strategies to showcase the library services. Web OPAC is doing a commendable service to take the field of library to the next level. They too face various challenges in marketing the academic library products and services. Once the library is properly positioned, with specific marketing strategies for each target group, the college libraries can market their information products and services efficiently and effectively

(Nitesh Kumar Verma, 2020)Findings of the study will help to improve upon the usability features of selected libraries websites that will finally benefit the library users who are using library facilities and services remotely. Study will also help the webmasters to check their websites on timely basis to increase usability scores based on online usability tools.

(Krishna Brahma, 2018)I the researcher investigate the domain authority, number of webpages, links, and calculate the web impact factor of six public libraries of India which are fully funded by Ministry of Culture with the supervision of administration. The data for the study were collected from websites of concerned libraries with the help of a suitable search engine, Open Site Explorer. The study found that the highest domain and page authority was recorded by Khuda Baksh Oriental Public Library and National Library, respectively.

**Objectives of the Study**

1. To examine the types of library support services provided by autonomous institutions in India.

2. To analyze the availability of modern facilities such as e-resources, digital libraries, and automation tools.
3. To study the user experience of library websites with respect to design, navigation, accessibility, and information quality.
4. To identify gaps and provide suggestions for improving library services and website usability.

**Analysis of Data**

The study analyzed selected library websites of autonomous institutions in India using indicators such as services offered, modern facilities, and usability features.

**1. Library Support Services**

Most institutions offered basic services such as:

- Circulation (issue/return of books)
- Reference services
- OPAC search
- Reprography/printing
- Reading room facilities

However, only some institutions provided:

- Research assistance
- Interlibrary loan
- Remote access support

**2. Modern Facilities**

Common modern facilities included:

- E-journals and e-books
- Institutional repositories
- Digital library platforms
- Library automation software

Less common facilities:

- RFID-based services
- Self-check kiosks
- Mobile-based library apps

**3. Website User Experience**

The usability assessment found mixed results:

- Many websites had clear menus and basic navigation.
- Some websites lacked updated information, broken links, or outdated design.
- Only a few websites were mobile-friendly or followed accessibility standards.
- Content organization varied widely across institutions.

**Overall Findings**

- Most libraries provide essential support, but advanced services are uneven.
- Modern digital facilities exist but are not uniform across institutions.
- User experience on websites needs major improvement in many cases.

**Conclusion**

The study concludes that autonomous institutions in India have made significant progress in offering library support and adopting modern facilities. However, there is still a considerable gap in terms of website usability and user-cantered design. Many library websites need better structure, updated information, accessibility features, and interactive services. Improving these areas will help students, researchers, and faculty access information more effectively. Institutions must prioritize digital advancements to enhance the overall quality of academic library services.

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