

**CONTENT ANALYSIS OF PARLIAMENT LIBRARY WEBSITES
OF SAARC COUNTRIES**

A Thesis

Submitted to The

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Master's of Arts in Library and Information Science

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December, 2023

DECLARATION

I, Farhana Yasmin, hereby declare that the thesis entitled “**Content Analysis of Parliament Library Websites of SAARC Countries**” submitted for the Master's Degree in Library and Information Science is my original work and has not been submitted to any other University for the award of any degree. I further declare that all the sources of information used in this research work have been duly acknowledged. I am aware of and understand the University's policy on plagiarism.

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LETTER OF ACCEPTANCE

We certify that this thesis entitled “**Content Analysis of Parliament Library Websites of SAARC Countries**” prepared and submitted by Ms. Farhana Yasmin to the Central Department of Library and Information Science, under the faculty of Humanities and Social Science, Tribhuvan University for the partial fulfillment of the requirements for the Master’s Degree in Library and Information Science has been found satisfactory. Therefore, this thesis as a part of the said Degree has been accepted and approved.

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Thank you.

Farhana Yasmin

ABSTRACT

In this era, ICT plays a vital role in information services. This paper is the study of “Content Analysis of Parliament Library Websites of SAARC Countries”. This research paper introduces the details about content-analysis of Parliament Library Websites across SAARC member nations. This paper also considered as a pilot study of bridging the knowledge gap by evaluating with digitization of Parliament Library Websites of SAARC countries member nations. The present study is concerned with web-based content analysis.

The main objectives of this study to analyse & explore the content of Parliament library websites of SAARC countries. The required content information has been collected through searching, browsing & analysing the respected official websites of Parliament library of SAARC during August to December, 2023. To fulfil the objectives of this research study, adopted a manual evaluation method which has covered both qualitative and quantitative evaluation. Qualitative evaluation features covered descriptive information such as Library name, address, Type/Genre, Fax No., Phone No. & E-mail of the library websites, where 65 features were grouped into 9 criteria prepared in quantitative evaluation based on objectives of this study. The prepared 9 criteria covered; general information; web accessibility; navigation; currency, accuracy & relevance; library services; collection; e-resources; web 2.0 application and organization, structure & layout factors.

A quantitative 5-points rating scales was executed to provide a numerical rating for each feature and rank them on the bases of numerical facts. The findings of the study has shown that Indian Parliament library website got highest total score of 49 out of 65 points ranked with ‘Very good’, followed by Pakistan library website with 46 points ranked with ‘Very good’, Bangladesh library website with 45 points ranked with also ‘Very good’, Bhutan and Nepal score 43 & 41 with ‘Very good’ ranked. Maldives and Sri Lanka both library websites with 32 points ranked with ‘Good’ only. It helps website developers and librarians to evaluate their websites too.

Key word : ICT, SAARC, Content analysis, Parliament library, Parliament library websites

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CONTENT ANALYSIS OF PARLIAMENT LIBRARY WEBSITES OF SAARC COUNTRIES A Thesis Submitted to The Central Department of Library and Information Science For the Fulfillment of the Requirements for the Master's of Arts in Library and Information Science Submitted by FARHANA YASMIN Exam Symbol Number: LISC 281795 TU Registration Number: 9-2-15-2317-2007 Central Department of Library and Information Science Faculty of Humanities and Social Sciences Tribhuvan University Kirtipur, Kathmandu December, 2023 | CHAPTER I INTRODUCTION 1. Background of the Study Information & communication technology (ICT) emphasizes the role of internet, computers, mobile devices, and etc forms of information & communication technologies in our daily life style. ICT spread throughout all part of life, providing advanced ways for people to interact, network, gain help, seek access to information. So, in this digital era, everything is going on digitization, to get information, and to interact. Websites is one of such digital information platforms that gives digital visibility about an institution formally. This study is related Parliament library websites across SAARC member nations. "Libraries are shifting their role from preservation and conservation of resource to being providers of web – access based digital information resources. Libraries are trying to disseminate the variety of information to their users through websites." (Kumar & Verma, 2018, p. 68). So, digitization or by using internet, makes users easy to obtain their desired information through the websites without moving. These days, most of the libraries have adopted website. With the help of internet, almost all of the libraries provide the e-resources services to the library users. "Website is a collection of web pages and related content that is identified by a common domain name and published on at least on web server. All publicly accessible websites collectively constitute the web / World Wide Web (WWW). There are also private websites that can only be accessed on a private network such as a company's internal website for its employees. Websites are typically dedicated to a particular topic or purpose, such as news, education, commerce, entertainment, or social networking. Hyperlinking between web pages guides the navigation of the site, which often starts with a home page'(Wikipedia contributors, 2023). Nowadays libraries have also launched website. So, some of the libraries have their own website or some of the libraries have links in the homepage. The libraries are allocating a fairly large amount in obtaining e- materials in the form of e-Journals, e-Books, e-Databases, and so on. Parliament librarians should make sure that the facility and services are meeting to the users through this website or homepages. It is feasible to forward and gain information immediately to the users through internet. "Web based or through website, it is easy, convenient and timely to reach their users. Since libraries are becoming more accountable and have to prove that they are meeting performance metrics for funding and accreditation, a website is a way to display data" Clunie & Parrish, 2018, pp. 203–212). A library that has a website to offer its services and share its narrative with the local community is said to have a website (Wikipedia contributors, 2023b). Library website isn't just a website, it is an entirely separated branch of library system. Because it gives another level of online experience with the same value as they would

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LIST OF ABBREVIATION

HTTPS :	Hypertext Transfer Protocol Secure
ICT :	Information Communication Technology
IITs :	Indian Institution of Technology
OPAC :	Online Public Access Catalogue
SAARC :	South Asian Association for Regional Corporation
TCP/ IP :	Transmission Control Protocol/Internet Protocol
URL :	Uniform Resource Locater
WWW :	World Wide Web

CHAPTER -I

INTRODUCTION

1. Background of the Study

Information & communication technology (ICT) emphasizes the role of internet, computers, mobile devices, and etc. forms of information & communication technologies in our daily life style. ICT spread throughout all part of life, providing advanced ways for people to interact, network, gain help, seek access to information. So, in this digital era, everything is going on digitization, to get information, and to interact. Websites is one of such digital information platforms that gives digital visibility about an institution formally. This study is related Parliament library websites across SAARC member nations.

“Libraries are shifting their role from preservation and conservation of resource to being providers of web – access based digital information resources. Libraries are trying to disseminate the variety of information to their users through websites.” (Kumar & Verma, 2018, p. 68). So, digitization or by using internet, makes users easy to obtain their desired information through the websites without moving. These days, most of the libraries have adopted website. With the help of internet, almost all of the libraries provide the e -resources services to the library users.

‘Website is a collection of web pages and related content that is identified by a common domain name and published on at least on web server. All publicly accessible websites collectively constitute the web / [World Wide Web](#) (WWW). There are also private websites that can only be accessed on a private network such as a company's internal website for its employees. Websites are typically dedicated to a particular topic or purpose, such as news, education, commerce, entertainment, or social networking. Hyperlinking between web pages guides the navigation of the site, which often starts with a home page’ (Wikipedia contributors, 2023).

Nowadays libraries have also launched website. So, some of the libraries have their own website or some of the libraries have links in the homepage. The libraries

are allocating a fairly large amount in obtaining e- materials in the form of e-Journals, e-Books, e-Databases, and so on. Parliament librarians should make sure that the facility and services are meeting to the users through this website or homepages. It is feasible to forward and gain information immediately to the users through internet. “Web based or through website, it is easy, convenient and timely to reach their users. Since libraries are becoming more accountable and have to prove that they are meeting performance metrics for funding and accreditation, a website is a way to display data” Clunie & Parrish, 2018, pp. 203–212). A library that has a website to offer its services and share its narrative with the local community is said to have a website (Wikipedia contributors, 2023b). Library website isn’t just a website, it is an entirely separated branch of library system. Because it gives another level of online experience with the same value as they would find walking through the doors of their local library. So, it should be latest, easy to access the information.

The present study based on SAARC countries Parliament library websites. In the SAARC region, there are Nepal, India, Pakistan, Bangladesh, Afghanistan, Bhutan, Maldives and Sri Lanka. SAARC was founded in Dhaka, Bangladesh on 8 dec 1985. Its secretariat was established in Kathmandu, in 1987 by the late King Birendra Bir Bikram Shah of Nepal (Wikipedia contributors, 2023c). SAARC stands as a symbol of collective aspirations and collaboration among the nations of South Asia.

For a country, Parliament is essential. Because Parliament passes law for the betterment of the people and the nation. Parliament is a legislative body of governance. Parliament library is a special library which provides specialized information resources such as legislative documents, acts & bills, ad so on, it provides specialized services to a restricted and specialized customer. The specialized information resources are special Parliamentary documents such as acts & bills, legislative documents, legal databases, gazettes, and verbatim. Their clientele are ministers, parliament members and researchers. The library of parliament is a special library, which desire to fulfill the information requirement of members of parliament, ministers and parliament staff by providing relevant & current information.

Parliament library is a library specifically established by the government of a country to serve the repository of information for that country.

This is the special library, which has the task of gathering & securing the legislative documents of the countries issuing from both within & outside the country. The function & purpose of this library to related to political agendas, nation law, which changes often.

The websites of Parliamentary libraries offer access to online catalogs, electronic databases, digital collections, and other library tutorials, along with information on libraries and library services. The websites of Parliament libraries include details about the libraries and services they offer, along with access to electronic databases, digital collections, online catalogs, bills, and laws, among other resources.

The present research emphasis on the content analysis of Parliament library websites of SAARC countries with focus on its content, design, functions. The major objective of this research paper to analyze the content of Parliament library websites. Content analysis is examined the websites, it is used in many fields to examine the websites. Content analysis is employed to find out about the purposes , messages and effects of communication content by the researcher. To put it simply, content analysis is the study of spoken, written, or recorded language. By carefully categorizing and identifying themes or patterns, content analysis is a research approach that allows for the subjective interpretation of text data content (Parveen & Showkat, 2017, p. 8). The library website serves a wider audience and is more informative due to the inclusion of high-quality web material and links to all resources. As a result, in order to give visitors up-to-date information, library websites' web contents must occasionally be analyzed (Sahoo, 2019).

According to Johnson & Ramasamy, (2021, p. 54) “content analysis is distinguished from other kinds of social science research in that it does not require the collection of data from people. Like documentary research, content analysis is the study of recorded information, or information which has been recorded in texts, media, or physical items.” Any library website's ability to be used effectively depends on its content. Content analysis, as a research methodology, provides a structured approach

to understanding the information presented on the Parliament library websites of SAARC. Use of internet has change the accessing and disseminating information. The library websites of Parliament is great platform for publishing, the Parliamentary news, activities, programs, resources & services. This research explores the web of resources available on these websites, such as legislative documents, research papers, legal databases. This study adopted manual evaluation method to fulfill the objectives of this study.

At the end of result of this study is helpful for the Parliament member and researcher to get information, collections, services through websites. It is helpful to explore the overall content, coverage and different feature of parliament library websites.

1.1. Brief Background of parliament library of SAARC countries

1.1.1 Parliament library of Nepal

Parliament library was established in 2009 BS as a record section. In 2014 BS It named 'Sallahakar Sawa Pustakalaya'. In 2015 BS it was known 'Samsad Pustakalaya', in 2017 BS known as 'Rastriya Panchayat Pustakalaya' and from 2046 BS it was known as Parliament Library (Samsad Pustakalaya). The name of the library is being changed as the changing political situation in Nepal (Acharya, 2009). In 2006, the library was changed into Legislature-Parliament Library followed by the **Federal Parliament Library** in 2017. It is a special library of government of Nepal. The library is situated in Singha Durbar premises at Secretariate Bhawan of Parliament (Constitutional Assembly Building).

At present the library has housed 13,000 collections which includes books, documents, reports, national / international magazines, journals, bulletins on current issues etc. The main objectives of federal Parliament library is to collect, organize, manage and disseminate the information related to parliament, laws and politics to the parliament member and the staff of Federal Parliament Secretariat. And also coordinate, collaborate, outreach and exchange the available resources regarding information, expertise and future prospects with other libraries at both national and international level. The users of this library are 334 constitutional assembly members

and 377 parliament staffs. In total 711 are the users of the library (Federal Parliament Secretariat Library Catalog, n.d.).

1.1.2 Parliament library of India

The Parliament Library, one of India's richest book collections, was founded in 1921 to support Indian Legislative Assembly members. After the National Library, this is the biggest library in Delhi and the second-largest library in all of India. Parliament library of India has huge collection of books, acts and bills, Gandhiana, Nehruana, gazettes/debates, references, etc (Parliament Library, n.d.).

1.1.3 Parliament library of Pakistan

Parliament of Pakistan also known as MAJLIS-E-SHURA. It contains of the Senate as the upper house and the National Assembly as the lower house.

i) Senate Library: The Pakistani Senate is an assembly that speaks for the nation's provinces and territories and works to further the ideals of equality, harmony, and peace—all of which are crucial for a country's development and prosperity. Soon after Pakistan's Constitution was adopted in April 1973, the Senate started its library by buying 17 books. The Senate Library is moving toward automation and digitalization in order to meet better standards. The Online Public Access Catalogue (Web OPAC) allows users to access the library's collection of materials from any location. The library is still open to change and positioned to benefit from variety, facilitate opportunities for professional development, and honor adaptability and creativity. (National Assembly of Pakistan, n.d.).

ii) Library of the National Assembly: One of the country's most modern libraries, the National Assembly Library is located on the main floor of Parliament House. The library provides references and documentation services to house members, standing committees, and the parliamentary leadership in addition to aiding the senators on its premises. Additionally, it includes a subscription to the Higher Education Commission's digital library, which members are welcome to use (National Assembly of Pakistan, n.d.).

1.1.4 Parliament library of Bangladesh

Parliamentary Library of Bangladesh also as known as *Jatiya Sangsad*. The library opened its doors at Old Sangsad Bhaban, Tejgaon, Dhaka, in 1972—shortly after the Constituent Assembly of Bangladesh was established. One of the nation's best resourced libraries is the Bangladesh Parliament Library. The Bangladesh Parliament has an extensive collection of books, reports, government gazettes, journals, magazines, and newspapers. This library's primary goal is to assist the parliament staff secretaries, who are the legislators. Honorable members of Parliament, past members of Parliament, secretariat employees, and approved researchers are the people who utilize this library (Bangladesh Parliament Library Website, n.d.).

1.1.5 Parliament library of Bhutan

Bhutan's parliament is bicameral, consisting of the National Assembly as the lower house and the National Council as the upper house. There is an enormous collection of books, journals, etc. at the Library of National Council. This library's primary goals are to offer impartial, trustworthy, and timely information on topics related to legislative and constituency work. There is a library located within The National Assembly or The Library of Lower House. It is anticipated that its substantial library of books, periodicals, and other materials would help NA members carry out their legislative duties. The library is divided into a small hall that houses the computer room, reading room, and reference area (*Introduction*, n.d.)

1.1.6 Parliament of Maldives

Parliament of Maldives known as People's Majlis is a unicameral legislative of 87 members. The Library and Digital Archive of People's Majlis has been inaugurated by His Excellency President Ibrahim Mohamed Solih during a ceremony held today at the People's Majlis. The collection of this library is divided into general, reference, Maldivian, and special collections. The special collections are further divided into executive, judiciary and parliamentary collection. People's Majlis library currently provides reference and information services, circulation services, photocopying

services, and library orientation sessions for Parliament Members and secretariat of the People's Majlis (Parlinfo, n.d.).

1.1.7 Parliament of Afghanistan

The Meshrano Jirga, also known as the House of Elders, and the Wolesi Jirga, also known as the House of the People, are the two chambers of the parliament of the Islamic republic of Afghanistan. From 15 November, 2021 to till now the website of Parliament of Afghanistan and Parliament library are dead. Screenshots of Parliament library of Afghanistan is given below:

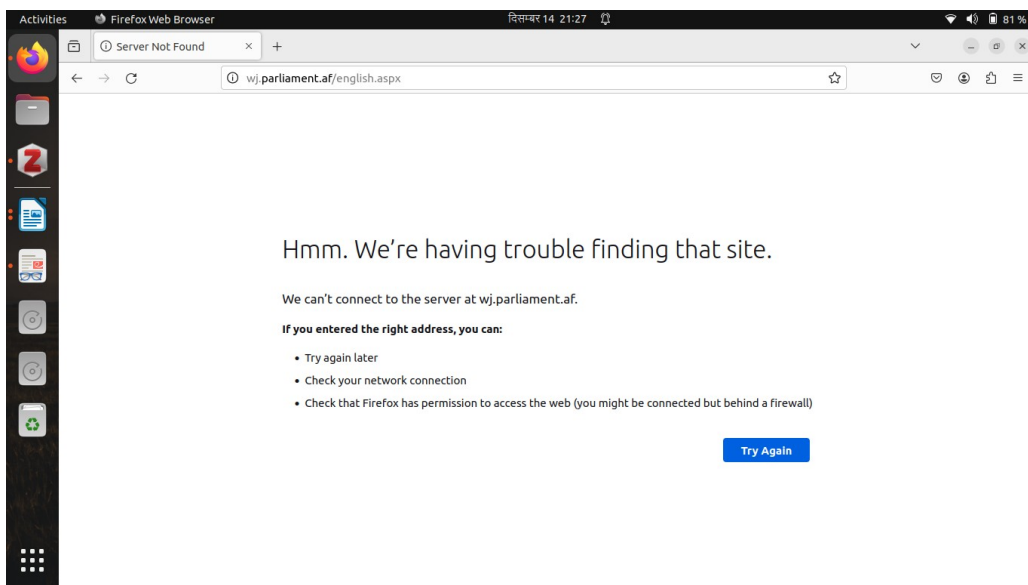


Figure 1: Parliament library of Afghanistan

1.1.8 Parliament of Sri Lanka

Afghanistan's Parliament or the Islamic Republic of The highest legislative body in Sri Lanka is the Parliament of the Democratic Socialist Republic of Sri Lanka. The library now occupies 8500 square feet on the ground floor and 9800 square feet on the first floor of the main Parliamentary building's South Wing. The library's collection of books covers a wide variety of topics. It covers nearly every topic under the sun, with a focus on fields like political science, economics, law, public administration, social welfare, education, history, geography, and so on (Parliament of Sri Lanka - Library of Parliament, n.d.).

The present study is to investigate the web content of websites of libraries of Parliament of SAARC countries to assess the efficiency with which these libraries use their websites to give their special users convenient access to a variety of materials and services.

Table 1: *List of countries name*

S. N.	Countries	Parliament Library	Abbreviation of Country's Name	Legisla-ture's type	Establis-hed year	URL Address
1.	Nepal	Federal Parliament	NP	bicameral	2018A D	http://library.parliament.gov.np/pages.pl?p=about
2.	India	Parliament library of India	IND	bicameral	1921A D	https://parliamentlibraryindia.nic.in/LibraryHome.aspx
3.	Pakistan	Library of the National Assembly	PK	bicameral	2007A D	http://www.na.gov.pk/en/library.php
4.	Bangladesh	People's Republic of Bangladesh	BG	unicameral	1972 AD	https://library.parliament.gov.bd/
5.	Bhutan	National Assembly of Bhutan	BH	bicameral		https://www.nab.gov.bt/en/library/pages/

						introduction
6.	Maldives	Library of People's Majlis	MA	unicameral		https:// parlinfo.majlis.gov.mv
7.	Afghanistan	National Assembly of	AF	bicameral	2006	http:// wj.parliament.af/ english.aspx
8.	Sri Lanka	Parliament of Sri Lanka	SR	unicameral	1927A	https:// www.parliament.lk/ secretariat/2- uncategorised/102- library-of-parliament

Table 1 shows that eight SAARC countries name with parliament library names, abbreviations, legislature type, established year and URL address.

1.2 Statement of the Problems

Organizations' websites are essential because they list all of the resources and services they offer. Creating a library website alone is insufficient; it also has to be properly maintained in order to give patrons access to up-to-date information. Websites study is ignored as major source of information services. The systematic research on library websites has been in need for information source management.

1.3 Research questions

There are some research questions for this research paper such as: -

- i) What are the available contents Parliament library websites of SAARC countries?
- ii) What is the basic information available in the parliament library website?
- iii) How is the content management system followed in different Parliament websites?

1.4 Objectives of the study

This study's primary goals are to assess the information on the SAARC nations' parliament libraries' websites and compare their characteristics.

- To identify the contents of Parliament library websites of SAARC countries.
- To explore the basic information available in the parliament library website.
- To analyze the content management system of Parliament library websites.

1.5 Significance of the study

The study looks at the information on the eight SAARC member countries' parliament libraries' web pages. The websites of these parliament libraries assist their members of parliament by offering pertinent books, materials, and services. They also function as an essential platform for promoting the information goods and services offered by the parliament libraries. It has provided internet-based services to access information more easier to keep it up-to-date. This research helps to find the basic information about eight parliament libraries. And it also helpful for the librarian and researcher to analyze and compare the contents and structure of parliament library's websites of SAARC countries. This study is helpful for politicians to improve their knowledge about different countries parliament library by accessing internet. This study helps to the library to provide service easy and quick.

1.6 Limitation /of the study

The present study covers the parliament library websites of the SAARC countries. Total 8 parliament library websites have been selected for the study (listed in table 1). The study is based on the published websites of Parliament libraries.

1.7 Definition of literary terms

Accuracy: Being truthful, accurate, or precise; not including any flaws or errors; exactness or precision; accuracy (“Dictionary.com | Meanings & Definitions of English Words,” 2023).

Accessibility: Accessibility is the practice of making your websites usable by as many people as possible(What Is Accessibility? - Learn Web Development | MDN, 2023).

Content analysis: A research method called content analysis is used to find out whether specific terms, themes, or ideas are present in a particular set of qualitative data, such as text. (Content Analysis, 2023).

Web page: A web page is a document that is accessed in an Internet browser and is typically authored in HTML, or hypertext markup language. A browser's address bar may be used to input a URL (uniform resource locator) address to access a web page. (Web Page, 2023).

1.8 Organization of the study

This research proposal has been setup according to the given format from the department. The first chapter covers the introduction, which contains a synopsis of the history of the parliament libraries in the eight SAARC member states, the problem statement, the research question, the study's aims, importance, its limitations, a description of literary terminology, and the study's organization. The second chapter covers the pertinent literature studies, including conceptual and theoretical frameworks and literature reviews. The research design, population, sampling technique, data collecting procedure, and data analysis procedure are all covered in the third chapter on research methodology. The data analysis, presentation, and tabulation of this study are covered in chapter four. The results, a summary, a conclusion, and suggestions are contained in the last chapter, chapter five.

CHAPTER- II

LITERATURE OF REVIEW

2.1 Review of literature

The research works on content analysis of SAARC countries' parliament libraries' websites are the primary focus of this overview of related literature. Numerous studies have been conducted with an emphasis on library websites with giving importance to the content analysis. The present study is concentrated on the content analysis of Parliament library website. These studies have been detailed in the literature review further ahead. Some brief reviews of related literature are given here.

Singh and Pravish (2021) studies, carried out an online poll to examine the services and resources provided by the Indian Institute of Science Education and Research (IISERs) Libraries' content management system. Additionally, this study assisted librarians and web developers in restructuring their web content pages to give the intended academic community greater freedom.

Magre (2021) in his comparative study, he systematically analyzed all 15 library websites by using 61 items checklists. The result shows both positive and negative facts about the information on the university library's non-agricultural websites. He suggested to provide date of updating, multilingual information, bibliographic databases, social networking site links & links to external search engines to the non-agricultural University library websites.

Zhou and DeSantis stated in his study concentrates on usability problems and examines cultural variations on city travel websites. Through content analysis, they looked at the features and content of 55 city tourist websites. Additionally, the findings offer recommendations for improving the effectiveness, efficiency, and usability of travel websites (Zhou & DeSantis, 2005).

“New environment meant that members of Parliament expected library and research services to support them in new ways, to assist the Parliament adopt new technologies” (Missingham, 2011). In this study he focuses the status of Parliament library and research service in this digital era or technical era in 21st century.

Manjunatha (2016) conducted a survey with 8 special libraries websites. He analyzes the contents of special library websites of Bengaluru, Karnataka. The designer or developer of a library website can benefit from this study in order to produce a more engaging, dynamic, and educational website. And also useful for the users of the library websites. He suggested that a well-designed library website is sure to draw visitors. newcomers as well as the frequently visitors so it should be more informative and attractive by availability of suggestion box, frequently asked questions (FAQ), help menu and feedback option in all websites (Manjunatha, K S, 2016).

An online survey was conducted to examine the library services offered by the University of Sri Lanka. Fifty-five checklists covering topics like site description, currency, website aids and tools, library general information, library resources, library services, links to E-resources, and value-added services were used in the survey. According to research, Web 2.0 features are not used as much as they should be in university libraries. This means that instead of uploading a lot of information on library administration, universities should use the features of Web 2.0 applications to provide creative internet based library services that are more compatible with users' ever-increasing demands and constantly changing technology. (Ranaweera & Si, 2016).

The literature analysis mentioned above reveals that several scholars have examined university websites across various nations. Although there has been considerable writing on the automation of university libraries in Sri Lanka, one of the least explored subjects in the academic library literature is website content analysis.

Johnson and Ramasamy (2021) attempted to find out in their study, “Library services through library websites” that the use of web and social media has been beneficial for library services saves time and effort to its customers. This paper discusses the

utilization of the web and social media in the spread of library organization through library locales and how this has made information assignment and recuperation direct and straightforward.

Mumtaz et.al., has analyzed the online resources found on 177 university library web pages. This web-based study using an observation-based case study research approach to assess. The researchers note that the websites of libraries were furnished with information about the libraries, e-resources, speed, currency, accessibility, and informal library collection. However, none of these make use of web 2.0 features. This study revealed that majority of libraries are missing some basic features, but very few university library websites are provided good quality of contents (Mumtaz et al., 2021).

Silva evaluated content and design feature of university library Websites of Sri Lanka with framework consisted of 67 items. Based on the develop framework content richness of the library websites of Sri Lanka its recommended to redevelop the content of library websites of Sri Lanka to provide better service to user community by including all the features described in the framework (Silva, 2019).

Johnson & Ramasay (2021) conducted a study “content Analysis of Homepage of library Websites for the top 10 IITs in India.” This study uses a web survey approach with a prepared checklist of 60 questions classified under 9 criteria based on the design and features of the homepages at the time of the study to assess and contrast the usefulness and substance of the different homepages of the top 10 IIT libraries. It has been noted that each IIT Library's homepage and website differ from the others in terms of both numeric and qualitative elements. Similar to how they haven't made use of web 2.0 features, homepages have disregarded some crucial essential information.

Bharati & Margam (2019) in their study, the content of the Jawaharlal Nehru and Banaras Hindu University libraries' websites was assessed using ten criteria: multimedia, descriptive information, general features, web 2.0, currency, accuracy and relevance, organization and structure feature, link and maintenance feature, user

interface feature, search, and helpful feedback and support features cording to this study, the objective of both libraries should be to give users access to knowledge with only one click and without wasting their precious time. This study provides other library websites with a benchmark for assessing the development of their websites (Bharati & Margam, 2019).

Singh and Prakash (2021) conducted a comparative study which was based on observation and the result was It could be useful for web developers and librarians to rearrange their website's content page such that the intended academic community has more options (Singh & Prakash, 2021).

Das and Gurey (2021) evaluated a study of 26 state universities website of West Bengal with 10 categories checklists prepared. According to the study's findings, most colleges don't have a web page just for their libraries, while a relatively small number of them do. They advise every university to establish a unique website just for its library. Additionally, they support academics and faculty members who focus primarily on research and development activities.

Hugar analyzed the content of 5 State public library websites of India. He explored the basic information; sections; electronic resources; library services; value added services available on websites. He discovered that some library website provides lots of information by using the latest technology and another side few States central library websites are providing very little information or there is no information. He also suggests that the library websites are very important to update for providing correct and accurate information to library users while saving their time and energy. At last, the content of the state central library websites requires improvement and development (Hugar, 2023).

Rafiq conducted an examination of the website of the top 50 medical universities worldwide. Using a completed checklist of 9 categories and 87 indicators, this study evaluated the services, resources, information dissemination mechanisms, and training possibilities offered to library users on the websites of the top-ranked medical

libraries according to QS World. The quality of the websites for the top-ranked medical libraries by QS World was investigated in this study. Additionally, it lists the most widely used disseminating platforms, such as Linked in, YouTube, Facebook, Twitter, and Instagram. Additionally, it clarifies the accessibility of databases like Pub Med, Web of Science, and PsycINFO and emphasizes their importance in these libraries' digital collections (Rafiq et al., 2021).

The present study 'Webometric study of IIT libraries websites' is an analysis of design & structure of the library websites. This study explore the fair idea about the information provided by the 15 IITs library websites of India. It discovered a few noteworthy variations based on several key perspectives, including user-supporting services, the quantity of links on homepages and entire websites, the number and location of photos, inactive connections & web pages, etc (Ratha et al., 2012).

As result, most of the above literature reviews has focused on content analysis limited to websites of academic libraries, none of the previous studies focused on analysis of SAARC Parliamentary websites according to the dimensions applied in this study. Thus this can be considered as a pilot study to bridge the knowledge gap in this subject. And also, above review of literature shows that number of content-analysis studies have been carried out to calculate the websites of many academic institute Libraries, but there have not any detailed study have been conducted to evaluate the Parliament library websites of South Asian Association for Regional Cooperation countries. Therefore, by examining the websites of SAARC Parliament libraries, this study aims to close the research gap.

2.2 Conceptual Framework

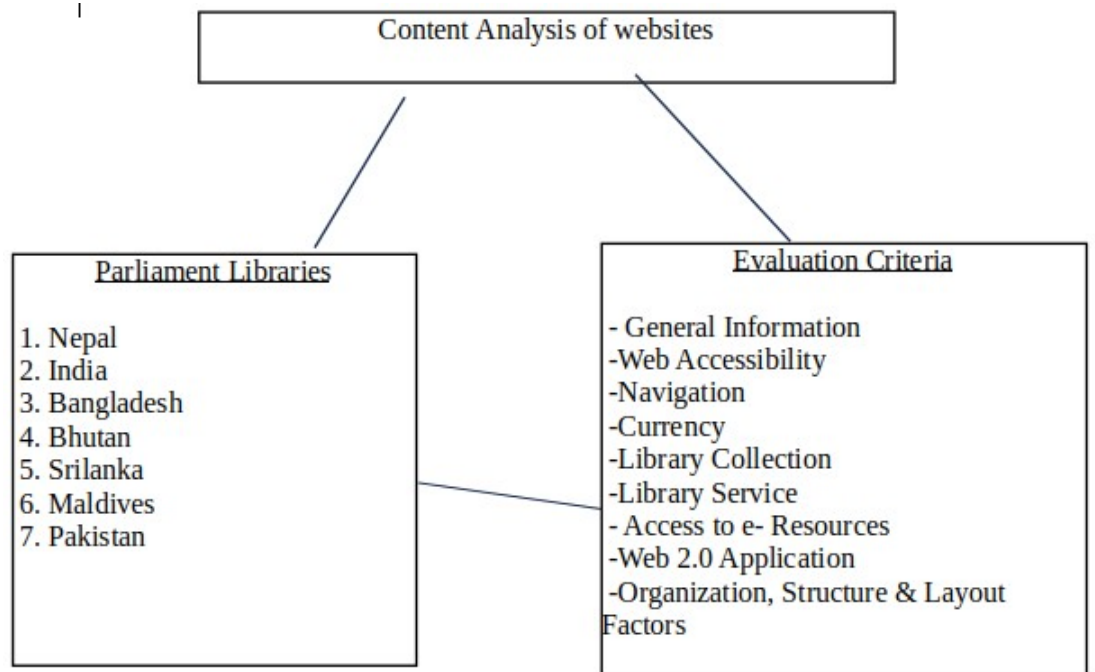


Figure 2: Conceptual Framework

CHAPTER- III

RESEARCH METHODOLOGY

3.1. Research Methodology

The Table-1 helps us in finding out the URL extensions of the 8 parliament library websites of SAARC countries. Websites were selected based on the SAARC countries.

It is imperative that the website's contents are comprehensive and that users are supplied with detailed instructions so they can quickly find all the information they need. The primary determinant of the current study is the caliber of the services and material provided on the library website. Parliament library website is a center of knowledge with sources of information for the member of parliament. Parliament library websites is helpful for the librarian and researcher to analyze and compare the contents and arrangement of Parliament library's websites of SAARC countries. This explored the websites of Parliament library. The content organization of parliament library websites are divided into different categories, Like general information, collections on websites, library service and technical services, library non book material, and e- resources of library website. The website of the Parliament library is constantly changing to offer web-based library services to ministers, parliamentarians, and scholars. It has provided internet based services to access information more easier to keep it up-to-date.

The researcher chosen Library of The National Assembly for this research because this is the main Parliament library of Pakistan. The present study was carried out in multiple steps five steps, It was as follows: These were the methodologies and procedures that were explained.

3.1 Research Design

This study is based on online survey. The researcher mainly searched the numerous e-journals, theses, and conferences that are published in electronic databases like Google, Google Scholar, and other online resources pertaining to the research issue in order to meet the goals of this study. You secondly went to the official websites of the Parliament officials in question.

A manual evaluation method was used in this study to assess both qualitative and quantitative data. With the aid of objectives, a thoughtful checklist was created..

3.2 Population of the study

The current study is limited to analyzing the online contents of the parliament libraries of eight SAARC countries, which were sourced from the official website of the SAARC countries for this research paper.

3.3 Sampling procedure

Based on the aims, the researcher created checklists with 65 elements from the SAARC nations' parliament libraries, which were then grouped under 9 categories for sample. Seven Parliament library websites were chosen as the study sample for this research since the Afghanistan Parliament library's website was no longer operational and was thus excluded from the sample. Table 1 contains a list of the research sample's names and URLs.

3.4 Data collection Procedure

The information was gathered by direct observation of the relevant study library website. Using both qualitative and quantitative evaluation characteristics, a checklist was created specifically for this study to collect data and analyze the content management system of the library websites. While quantitative research concentrates on measuring and testing using numerical data, qualitative research is concerned with gathering and evaluating words and textual or visual evidence. Descriptive information from the library websites was included in the qualitative evaluation features, whereas in Quantitative evaluation, the checklist was prepared and finalized into 9 criteria for exploring the content management system of parliament library websites. In addition, the following milestones were discussed: general characteristics, online accessibility, characteristics pertaining to resources, services, and my library; Features of Web 2.0 / Library 2.0: currency; precision and applicability; aspects of structure and organization; upkeep and connections; aspects of user interface; comments that were educational. A statistical strategy was used to organize and tabulate the data that had been collected.

3.5 Data Analysis procedure

The analysis of data was procedures with help of checklists. This content management system analyze the study's methodology is comparable to Santosh Kumar Bharati and Madhusudhan Margan with major modifications. All 7 countries have given all information except Afghanistan. Afghanistan's website and library website are dead now because of some circumstances. Data were gathered and analyzed using both qualitative and quantitative aspects in accordance with assessment standards. Every feature included on the websites of the parliament libraries under investigation was given a pair of variables, each of which was assigned a value of one. For analysis, the data from the qualitative and quantitative bases was gathered, revised, coded, tabulated, and categorized. Every library website's respondents' data was manually analyzed using basic statistical procedures. The study's findings from the data analysis were displayed using various tabulation representation formats (Bharati & Margam, 2019).

CHAPTER - IV

DATA ANALYSIS AND PRESENTATION

This chapter is the outcome of the study on content analysis of Parliament library websites of SAARC countries. It is the most important process of research. This chapter illustrates the output of the analysis of data assembled from the Parliament library websites. The data were received from 7 Parliament library websites of SAARC countries. The details about these library websites with URL listed in table 1. The data was analyzed for answering research questions. The examination yielded replies on both qualitative and quantitative characteristics. Every function that was available on the library website under investigation was given one point; a feature was marked as "Yes" or "No" depending on its availability. The total number of cells that are checked on a library web page determines the website's score (Bharati & Margam, 2019).

4.1 Qualitative Evaluation

Seven aspects comprise the descriptive data from the Parliament library websites that were used as a recording mechanism for the qualitative evaluation. Such as library name, address, types, phone no., fax no., and e-mail. Bharati and Margam also mentioned these features in his study. These significant information is obtained from the each Parliament library websites of SAARC countries. (Table 2)

All 7 countries have given all descriptive information except Afghanistan. Afghanistan's website and library website are dead now because of some circumstances.

Table 2: Descriptive data available on websites

S. N.	Descriptive/ Basic information	NP	IND	PK	BD	BH	MA	SL
1	Library Name	Yes	Yes	Yes	Yes	No	Yes	No

2	Address	Yes	Yes	Yes	Yes	No	Yes	No
3.	Type/Genre	special	special	special	special	special	special	special
4.	Fax No.	No	No	Yes	No	No	No	No
5.	Phone No.	Yes	Yes	Yes	Yes	Yes	No	No
6	E-mail	Yes	Yes	Yes	Yes	Yes	Yes	No
Total scores		5	5	6	5	3	4	1
(Max. 6)								

Above table 2 shows that descriptive feature of Parliament library websites. It revealed that every Parliament library is special type of library which provides specialized information resources of library. Most of the library website have its own name like Nepal have federal Parliament library, India have Parliament Library of India, Pakistan have Library of the National Assembly, Bangladesh have Bangladesh Parliament library and Maldives have Library of People's Majls, But Bhutan and Sri Lanka have not mentioned name of library. It is also mentioned on the table 1. Email have also mentioned on every websites except Sri Lanka. Fax feature only mentioned very of the website means only on Pakistan library website.

Over all, the most of the descriptive feature mentioned on the websites of Nepal, India, Bangladesh and Pakistan. They obtained 5 out of 6 scores whereas Pakistan obtained 6 out of 6 score. Bhutan 3 out 6 and Maldives 4 out 6 obtained scores. Maldives have very less descriptive features i.e. only 1 out 6 scores. Since the qualitative analysis section of the checklist lacks a numerical value, the values as well as Bharati and Margam's evaluations—are not taken into account while evaluating the SAARC Parliament library websites for final ranking.

4.2 Quantitative Evaluation

There are many criteria for analyzing the objectives of this study. In quantitative evaluation, the checklist was prepared with 65 features grouped under 9 criteria contains for assessing the information on the SAARC Parliament library's web pages. The established standards for judging library websites, such as :

1. General information

2. Web Accessibility
3. Navigation
4. Currency
5. Library collection
6. Library services/ technical services
7. Information about non-book material/ e-resources
8. Web 2.0 features
9. Design, Structure and layout factors

4.2.1 General information

Mainly general information includes information that every person needs when logging into the sites to easily access the information that they needs, such as library or institution introduction, library goals, library rules, library news, working hours, parliament member, staff information, bills and legislation. General information helps users to know what services are offered by libraries. In these criteria, the researcher considered 10 features in order to observation and evaluation of Parliament library websites.

Table 3: General information availability in websites of Parliament libraries

S.N.	General information/ features	NP	IN	PK	BD	BH	MA	SL
1.	About Institution	No	Yes	Yes	No	Yes	No	No
2.	Library Introduction	Yes	Yes	Yes	Yes	Yes	No	Yes
3.	Institute logo	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Vision / Goals	Yes	No	No	Yes	Yes	Yes	No
5.	Library rules	No	Yes	No	No	Yes	No	No
6.	Working hours	Yes	No	No	Yes	No	Yes	Yes
7.	Library news and Recent updates	No	No	No	Yes	No	No	No

8.	Library location or site map	Yes	Yes	No	Yes	Yes	No	Yes
9.	Staff information	No	Yes	No	Yes	No	No	No
10.	Parliament members information	No	Yes	Yes	No	Yes	No	Yes
Total score (Max.10)		5	7	4	7	7	3	5

Table- 3 discusses general information about the Parliament libraries website. It is very important to have the general information of the respective libraries in their website.

The data presented in Table 3 discloses that the general information about the Parliament library website likewise about library, working hour, search option, goals, Library rules, library section, staffs contact number, about Parliament members information etc. All 7 countries have given all general information except Afghanistan. It has observed from the above table 3 that Parliament library has each organization's logo. Every Library has given the institute logo on the respective websites. Introduction about organization of every Parliament library has less given. But introduction about library have given most of the library websites. The information about Parliament member, library goals and working hours have received on library websites. Library rules and staff information have given very less information on websites. Similarly, very less have the information about library news and recent updates have given on library website. Whereas library location or site map have given most of the library websites.

Over all Nepal and Sri Lanka has covered 5 out of 10 general features. India, Bangladesh and Bhutan has covered same 7 out of 10 general features of library websites. Pakistan has covered 4 out of 10 whereas Maldives covered only 3 out of 10 general features of library websites.

4.2.2 Web Accessibility

Web accessibility is very important criteria for analyzing and evaluating the websites of Parliament library. The creation of websites that are easily accessible to all users is

known as web accessibility. It should be easy and simple. The purpose of this study is to resolve how user-friendly the library websites of all eight SAARC parliaments are. Ten web accessibility elements are the focus of this investigation. These include browser compatibility, the ability to access the library's website in both English and the user's native tongue, links from each of the website's other pages to the homepage, and the homepage loading quickly, obtaining a library link using "google", among other things.

Table 4: Web accessibility of Parliament library websites

S. N.	Features	NP	IN	PK	BD	BH	MA	SL
1.	Browser compatibility	Yes	Yes	Yes	Yes	No	Yes	No
2.	Library website is accessible in eng only.	Yes	No	Yes	No	No	Yes	No
3.	the ability to access the library's website in both English and the user's native tongue	No	Yes	No	Yes	Yes	No	Yes
4.	links from each of the website's other pages to the homepage	No	No	No	No	No	No	No
5.	the homepage loading quickly	Yes	No	Yes	No	Yes	Yes	Yes
6.	obtaining a library link using "google"	Yes	Yes	Yes	Yes	No	Yes	No
7.	Does the library use a particular domain name?	Yes	No	No	Yes	No	Yes	No
8.	Accessibility under 3 clicks	Yes	Yes	No	No	Yes	Yo	No
9.	Link on parent organization website's homepage	No	Yes	Yes	No	Yes	No	Yes
10.	Get information about the	Yes	Yes	No	No	Yes	No	No

library by clicking on the link labeled "Library."							
<i>Total score (Max. 10)</i>	7	6	5	4	5	6	3

Table 4 shows the accessibility of websites of Parliament library of SAARC countries. All the seven websites are unanimous with all generally used browsers (Firefox, google chrome, Opera), except two library websites i.e. Bhutan & Sri Lanka. Library Only English is available for website access 3 out of 7 only. There are also country's native language which is also accessible in some websites. There is no inks from each of the website's other pages to the homepage of Parliament library websites. The loading speed of homepage is 5 out 7. It takes sometime to load in some websites. Some library websites has no specific domain name. Accessibility of less than three clicks separate the homepages from the institutional web pages. Apart from that some library website accessibility are more than 3 click away from the institutional websites. 4 out of 7 have links on parent organization website's homepage of library websites of Parliament. 3 out of 7 library websites may get information about the library by clicking on the link labeled "Library."

Overall, it is analyzed that the web accessibility of Parliament library websites are less in some websites. Nepal has 7 out 10 web accessibility of library websites. India & Maldives have 6 out 10 while Pakistan & Bhutan have 5 out 10 web accessibility of Parliament library websites. Bangladesh has 4 out 10 web accessibility on website. Sri Lanka has only 3 out 10 web accessibility on Parliament library website.

4.2.3 Navigation

Another important criterion for content analysis of Parliament library websites of SAARC countries. Navigation is very important tool for websites searching. It is essential for the researcher and individuals that go to the website and go through other homepages. It gives the proper titles of the web pages. Website navigation describes the way users find areas of a website and complete desired actions through a website's structure and organization (Hanak, 2023). The site of any organization should be constructed in such a way that it should be accessed within seconds. Taking more time

to appear on the screen, It is not helpful for the user. So easy of navigation is an important criterion to analyze any website.

The "navigation" tool, which functions as a panel to lead users around the various sections of the website, is one of the primary tools in website design that draws viewers. It follows that libraries must unavoidably provide users with effective and user-friendly navigation on their websites (Khademizadeh, Shahnaz & Mohammadian, Zahra, 2019). Navigation (tools) are considered essential part of library website. It includes 5 features. The key elements of website navigation are page title appears in the top window bar, home link on every web page, use of graphics, virtual tour and the site work with different browsers.

Table 5: Website Navigation of Parliament library websites

S.N.	Features	NP	IN	PK	BD	BH	MA	SL
1.	Page title appears in the window bar	Yes	Yes	Yes	Yes	Yes	No	Yes
2.	Home link on every webpage/use of back button	No	No	No	No	No	No	No
3.	Use of graphics	No	Yes	Yes	Yes	No	Yes	No
4.	Virtual tour	No	No	Yes	No	No	No	No
5.	The site work with different browsers	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<i>Total scores (Max.5)</i>		2	3	4	3	2	2	2

The above table 5 shows the navigation features of Parliament library websites of SAARC countries. When the website open in the browser, the page title appears in the window bar. Almost every websites has appeared page title in the window except Maldives website. The website work with different browsers as same, it has opened on every Parliament library websites. But there has no home link sign or back button

in any websites. The use of graphics on websites Nepal, Bhutan and Sri Lanka has no use graphics. Only Pakistan have virtual tour on library website.

Users will find it easier to use and access site amenities and services, save time and confusion, and locate information more quickly with proper navigation. (Khademizadeh, Shahnaz & Mohammadian, Zahra, 2019). They explain in their research website navigation make easy to access site facilities & services users. It will help them to find information faster. But here Nepal, Bhutan, Maldives & Sri Lanka has low facility of navigation feature. It has only 2 out of 5. Where India and Bangladesh improved, their navigation facilities are 3 out 5. And Pakistan has 4 out 5 navigation facilities.

4.2.4. Currency of the library websites

Nowadays everything going fast in this digital life. Since everyone is always looking for the newest information, currency is crucial in the modern era because information ages quickly. Currency means to be updated. Currency refers to the timeliness of information. Table 6 shows that the features of another criteria currency of analyzing the websites of library. The features of the library websites includes the ability to get all of the hyperlinks inside the page, contact details, copyright status that is clearly indicated, hyperlinks that are relevant and acceptable for an online reference desk, and the date of the most recent website update.

Table 6: Currency of the library websites

S.N.	Features	NP	IN	PK	BD	BH	MA	SL
1.	Retrieving all the hyperlinks in the webpage	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Given all the contact information	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Copyright status are clearly	Yes	Yes	Yes	Yes	Yes	Yes	Yes

4.	Date of last update of website	No	No	Yes	No	No	No	Yes
5.	Disclaimer	No	Yes	Yes	No	Yes	No	No
<i>Total score (Max.5)</i>		3	4	5	3	4	3	4

Table 6 discusses the features of currency, accuracy and relevance of Parliament library websites. It is observed that on every library websites have all the hyperlinks from the web page could retrieved. All websites are retrieved all hyperlinks in the web pages but sometimes It occurred in Bhutan website. All the contact number given in the websites of each Parliament library. Same as Copyrights status also have given at the end of each page. Copyright(c) reflects the authenticity of the information provided in their respective library websites. Date of last update gives the accuracy of websites. Date of update help the users/ visitors to know the currency of information available in their websites. Apart from that very less library websites give the date of last update information. Disclaimer status is most important term in any websites. It is legal term; it's given statement that rejects a legal claim. So, disclaimer is important but very few library website give these facilities.

So overall it is noted that India, Bhutan and Sri Lanka have 4 out 5 qualities of currency of Parliament library websites. Where Pakistan has the 5 out 5 qualities of currency of Parliament library websites. Nepal, Bangladesh and Maldives have the features of currency only 3 out of 5.

4.2.5 Library collection of Parliament library

Parliament libraries have a also physical collection like books, journals, newspaper, Annual reports, parliament documents, reference materials, rare books collection and acts and bills. It is very essential part of library without its collection, a library is not library. Same as Parliament library must have books, annual reports, newspaper, etc. to fulfill the user's needs and requirements. Reference materials refers to reference note, yearbooks, almanac, etc. Likewise rare materials are different types of debates, gazettes and verbatim.

Table 7: Library collection of Parliament library websites

S.N.	Features	NP	IN	PK	BD	BH	MA	SL
1.	Books	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Newspaper, journals	Yes	Yes	Yes	Yes	Yes	No	Yes
3.	Annual report	No	No	Yes	Yes	Yes	No	Yes
4.	Parliamentary document	Yes	Yes	Yes	Yes	Yes	Yes	No
5.	Reference Materials	No	Yes	Yes	Yes	Yes	Yes	Yes
6.	Rare books collection	Yes	Yes	Yes	Yes	No	No	No
7.	Acts and Bills	Yes	Yes	Yes	No	Yes	No	Yes
<i>Total scores(Max.7)</i>		5	6	7	6	6	3	5

Table 7 shows the collection of parliament library websites. It is observed that books are collected by every parliament library. Where, Newspaper and journals provided most of library of Maldives has not the newspaper & journals collections. Annual report or parliament report has provided some library website. Nepal, India and Maldives have not the collections of report. Parliament document like legal decisions, civil law causes, parliamentary proceed pages and publications are provided almost every library website except Sri Lanka. Reference materials like reference books, reference notes, yearbooks, Almanac, etc. has provided most of library except Nepal. Different types of debates, verbatim and gazettes, the rare books collection are provided some library, Bhutan, Maldives & Sri Lanka has not that collection. On the other hand, Acts & Bills has also provided almost every library website except Bangladesh & Maldives.

Overall, Nepal and Sri Lanka have provided 5 out of 7 library collection. Where India, Bangladesh & Bhutan has provided 6 out of 7 library collection. Maldives has only 3 out of library collection. Apart from that Pakistan has 7 out of 7 library collection.

4.2.6 Library services / Technical services

Another most important criteria for content analysis of Parliament library website is library services or technical services. A library service is any program that offers reading materials for easy access, circulates reading materials, assists users in getting library items for educational and recreational purposes, or offers a mix of these services (Library Service Definition, n.d.). Library services refer to the resources made available by a library for the use of books and the distribution of information, whereas technical services, which are defined as acquisition, categorization, cataloging, and circulation, are frequently visible on library websites. Same as Parliament library websites provides some features of library services. Such as internet access service; cataloging service; circulation service; reading room facilities; photocopy service; etc. Most of these services are found in Parliament to disseminate the information to special clientele.

Table 8: Library services of Parliament library of SAARC

S.N.	Features	NP	IN	PK	BD	BH	MA	SL
1.	Internet access service	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Catalogueing service	Yes	Yes	Yes	Yes	Yes	Yes	No
3.	Circulation service	Yes	Yes	Yes	No	Yes	Yes	Yes
4.	Reading room facilities	Yes	Yes	Yes	Yes	Yes	No	Yes
5.	Photocopy service	Yes	Yes	No	Yes	No	Yes	No
6.	References service	Yes	Yes	Yes	Yes	Yes	Yes	Yes

7.	Reservation service	Yes	Yes	No	No	Yes	Yes	No
8.	OPAC service	Yes	No	Yes	No	Yes	No	Yes
9.	E-library/ digital Library	Yes	Yes	Yes	Yes	No	No	No
<i>Total score(max.9)</i>		9	8	7	6	7	6	5

From table 8, it is observed that some services like internet access service and reference services are available on every websites. Without Internet access the website cant run, so it is essential for any library websites. And reference service is also essential feature of library service, it provided to the users to direct & assist in locating information & resources. Another feature is the cataloguing service, it provided KOHA library software. And the circulation service comprises the activities borrowing & returning of materials to their users. It is observed from above table 8 that cataloguing, circulation and reading room facilities are provided on most of library websites. Online Public Access Catalog (OPAC) service is frequently finding these days in library provided on some library websites of Parliament. Also photocopy service is common service in any library though only available on some websites of Parliament, Same as reservation service. Some Parliament library like Nepal, India, Pakistan and Bangladesh provided the facilities of e-library or digital library service.

So, overall Nepal has provided 9 out of 9 library services in library website, where India has not facility of OPAC services, it has provided 8 out of 9 library services. Pakistan and Bhutan have provided 7 out 9 while Bangladesh and Maldives have provided 6 out of 9 library services on Parliament library. Comparison Sri Lanka has less services provided only 5 out of 9.

4.2.7 Information about non-book material or Access to e- resources

Non-book materials of the library refers to various resources and materials such as links to internal sources, e-journals, e-books, search engine and others databases. Non book materials are not in form of printed book. In this digital era, non-book materials

play an essential role in libraries. It provides to access to e-resources through websites. E-resources are key features of any informational websites. It provide information into electronic format.

Table 9: Availability e-resources of Parliament library websites

S.N.	Features	NP	IN	PK	BD	BH	MA	SL	
1.	Link to internal sources	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7/7
2.	Links to search engine	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7/7
3.	Other databases	Yes	Yes	Yes	Yes	Yes	Yes	No	6/7
4.	Link to e-journals	Yes	Yes	Yes	Yes	No	Yes	No	5/7
5.	Link to e-books	Yes	Yes	Yes	Yes	No	Yes	No	5/7
6.	Link to manual for e resources	Yes	Yes	Yes	Yes	Yes	No	Yes	6/7
7.	E-news clipping	Yes	Yes	No	Yes	Yes	Yes	No	5/7
	<i>Total scores (Max. 7)</i>	7	7	6	7	5	6	3	

From the table 9, it is observed that the features of e- resources like link to internal sources and link to search engine has given 7 out of 7. All Parliament library have these types of e-resources. Other databases and link to manual for e- resources have also given 6 out 7, one Parliament library websites have not those features of e-resources, link to e-journals and e- books also mentioned 5 out of 7 e- resources on Parliament library websites. Bhutan and Sri Lanka have not these e- resources. Apart from this e- news clipping also mentioned 5 out of 7, Pakistan and Sri Lanka have not these types of features.

Overall, it is explained that Nepal, India and Bangladesh have 7 out of e-resources features of library websites of Parliament. Pakistan and Maldives have scored 6 out 7 the availability of e-resources on websites. Bhutan has secured 5 out of 7 features of

e-resources while Sri Lanka has secured 3 out of 7 availability of e-resources on the library websites of Parliament.

4.2.8 Web 2.0 Application

For the content analysis of Parliament library websites, Web 2.0 tools or applications are very important criteria of library websites. The features of Web 2.0 tools are covered with twitter, Facebook, Instagram, YouTube, google+, what sup, mobile and many more mentioned in table 10.

In a web study, 2.0 tools and their use in libraries the fact revealed about web 2.0 as influencing how people learn and access information, communicate with each other in a participative manner (Singh & Prakash, 2021). Web 2.0 tools are important for acquiring the latest available information, it is most frequently used by people. The importance of web 2.0 tools cannot be unseen in 21st century to disseminate information and communicate with each other. It helps in providing the services and information to a larger community. It allows users access the library's services and resources through the Web 2.0 applications. The provided data (Table 10) presents an analysis of the utilization of Web 2.0 tools on Parliament libraries' websites of SAARC countries.

Table 10: Web 2.0 tools availability in Parliament libraries website

S. N	Web 2.0 features	NP	IN	PK	BD	BH	MA	SL
1	Twitter	No	Yes	Yes	Yes	Yes	No	No
2	Facebook	No	Yes	Yes	Yes	Yes	No	No
3	YouTube	No	No	Yes	No	No	No	No
4	Instagram	No	Yes	Yes	Yes	No	No	No
5	Google+	No	No	No	Yes	Yes	No	No
6	Whats app	No	No	No	Yes	No	No	No
7	Mobile app	No	No	No	No	No	No	Yes

<i>Total scores</i>	0	3	4	5	3	0	1
<i>(Max. 7)</i>							

Here in table 10 shows the 7 applications of web 2.0 tools of Parliament library websites evaluated.

Each Web 2.0 tool is evaluated for its availability or absence on these websites. Very few library websites provide access to web 2.0 applications. Nepal and Maldives Parliament library has no one web 2.0 applications used. India and Bhutan have used 3 out of 7 web 2.0 tools used, Pakistan have used 4 out of 7 web 2.0 tools and Bangladesh have used 5 out of 7 tools. Highest used of web tools is Bangladesh. Sri Lanka has very less use of web tool, only 1 out 7. Sri Lanka has only mobile app web tool used. Comparatively shows that web 2.0 tools are used very less in Parliament library.

4.2.9 Organization, Structure and layout factors

Another important criterion for analysis of library websites is site designing, structure and layout factors. According to Konnur, P. V, et al. “The structure used to organize the contents of web page is easy for users to navigate. Organization is an important factor which should be done in such a fashion that each web page will be independent of the other” (Konnur et al., 2010). Any websites have the appropriate images, icon and graphics. These should load fast in any browsers. It should be clear and simple design; the page and screens are laid out. Table 11 presents the analysis of features organization and structure of study websites in term of vision friendly colour and graphics; simple design; do not require proprietary software or password to access information; easily accessible layout and visitors number of web pages.

Table 11: Availability features of organization, structures and layout factors of Parliament library websites

S.	Features	NP	IN	PK	BD	BH	MA	SL	
N									
1.	Vision friendly colour	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7/7

	and graphics								
2.	Simple design	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7/7
3.	Do not require proprietary software or password to access information	No	Yes	Yes	Yes	No	No	Yes	4/7
4.	Easily accessible layout	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7/7
5.	No. of visitors given	No	Yes	No	No	Yes	No	No	2/7
	<i>Total scores (Max. 5)</i>	3	5	4	4	4	3	4	

It is observed from table 11 that all the Parliament library websites have the vision friendly colour and graphics with simple design. And it has easily accessible layout on every Parliament library websites. There are user login system on some library websites. 4 out of 7 has not require proprietary software or password to access information. Only 2 out of 7 has given the numbers of visitors. Nepal and Maldives have 3 out of 5 features available of organization, structures and layout factors of Parliament library websites. While India has 5 out of 5 availability on website. Pakistan, Bangladesh, Bhutan and Sri Lanka has 4 out 5 availability of features of organization, structures and layout factors of Parliament library websites. Overall, all the Parliament library websites have the features organization, structures and layout factors.

To summarize the data analysis and presentation, evaluated the information about the overall scores of the library websites of Parliament during study period. Total score of Parliament website of SAARC countries is presented in Table 12 based on previous respective Table 3 to Table 11 entitled “ Total score of Parliament library websites of SAARC countries ”

Table 12: Total score of Parliament library websites of SAARC

S. N.	Evaluation criteria	NP	IN	PK	BD	BH	MA	SL
1	General information (out of 10)	5	7	4	7	7	3	5
2	Web accessibility (out of 10)	7	6	5	4	5	6	3
3	Navigation (out of 5)	2	3	4	3	2	2	2
4.	Currency, accuracy & relevance (out of 5)	3	4	5	3	4	3	4
5.	Library collection (out of 7)	5	6	7	6	6	3	5
6.	Library services (out of 9)	9	8	7	6	7	6	5
7.	Access to e-resources (out of 7)	7	7	6	7	5	6	3
8.	Web 2.0 (out of 7)	0	3	4	5	3	0	1
9.	Organization, structure & layout factors (out of 5)	3	5	4	4	4	3	4
	<i>Total score (out of 65)</i>	41	49	46	45	43	32	32

From above Table 12 , it is found that India provided maximum information in their library website, with 49 out of 65 points score which is the highest points among the 7 Parliament library websites of SAARC countries, followed by Pakistan with 46 points as 2nd highest and Bangladesh with 45 points as 3rd highest position. Similarly Bhutan has got 4th position with 43 points score, Nepal has got 5th position with 41 points and both Maldives & Sri Lanka has got 6th position with 32 points score from the Parliament library websites.

Among the websites contents with 9 criteria features of the Parliament library website, ‘Library service’ is provided by majority of the Parliament library websites, followed by information on ‘access to e-resources’, ‘General information’, ‘Library collection’, ‘web accessibility’. ‘Organization structure & layout factors’, ‘Currency, accuracy & relevance’ and ‘Navigation’. Web 2.0 application feature provided very less information on Parliament library websites of SAARC countries.

Rating scale for Parliament library websites of SAARC

A qualitative five – point rating scale was designed to evaluate checklist of Parliament library websites of SAARC countries during study period. The five-point rating scale was foxed equally based on the maximum score of 65 content features (Table 3 to Table 11 with 65 points) to rank the Parliament library websites, the rating scale was considered to rank “ Outstanding ” to “ Needs Improvement ” based on the five-point scale below (Table 13).

Table 13: Ratings scale of Parliament library websites of SAARC

Scores	Rank
Outstanding	53-65
Very Good	40 – 52
Good	27 – 39
Average	14 – 26
Need Improvement	01 – 13

Table 14: Total score & ranking of Parliament library websites of SAARC

Parliament library	Total score	Rank	Rating scale	Results
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websites	out of 65			
IN	49	1	40 - 52	Very Good
PK	46	2	40 - 52	Very Good
BD	45	3	40 - 52	Very Good
BH	43	4	40 - 52	Very Good
NP	41	5	40 - 52	Very Good
MA	32	6	27 - 39	Good
SL	32	6	27 - 39	Good

Table 14 describes that total score and Ranking of Parliament library websites of SAARC countries based previous table (Table 12 to 13). From the above table 14 it is found that out of 65 score Parliament library websites, none of the Parliament library website obtained ‘Outstanding’ ranked of content analysis of library websites. All the Parliament library websites were ranked with ‘Very Good’ & ‘Good’.

Indian Parliament library website got highest total score of 49 out of 65 points ranked with ‘Very good’, followed by Pakistan library website with 46 points ranked with ‘Very good’, Bangladesh library website with 45 points ranked with also ‘Very good’, Bhutan and Nepal score 43 & 41 with ‘Very good’ ranked. Maldives and Sri Lanka both library websites with 32 points ranked with ‘Good’ only.

CHAPTER-V

SUMMARY, FINDINGS, AND RECOMMENDATIONS

5.1. Summary

According to above mentioned collected data appropriate for the library websites. All 7 countries has given basic information about their library on website. After presentation and analysis, the data following summary, findings and recommendations are made in this area of study. The present study attempted to analyze the content of Parliament library websites of SAARC countries. To fulfill the objectives of this study, adopted a manual evaluation method which covered both qualitative and quantitative data. A well-thought prepared checklist with 65 features grouped under 9 criteria on the basis of questionnaires of objectives from the Parliament library websites of SAARC countries was designed with the help of objectives. Due to dead website of Afghanistan's Parliament library was excluded from the sample and subsequently 7 Parliament library websites were taken as the study sample for this research.

5.2. Findings

Major findings of present of present study on content-analysis of Parliament library websites of SAARC countries during the study period are as follows:

- ➔ India, Bangladesh & Bhutan has 7(70%) given information highest number of general information on the website such as introduction about library, institution logo, Vision/ goals, library rules, working hours, Parliament news information, etc.
- ➔ All library websites of Parliament are accessible with all web browsers.
- ➔ Some Parliament library names are given such as Nepal, India, Bangladesh, Pakistan on websites.
- ➔ All Parliament library websites linked with e-journals e-books. India & Bangladesh have own digital library websites.
- ➔ Sri Lanka has Parliament mobile app service for Parliamentary news, acts & bills.
- ➔ Most of the Parliament library website provides reference documentation services to the Parliamentary leadership, house members, etc.

- The collections of reference materials like reference books, reference note, Gazettes, yearbooks, Alamanc, etc have provided by mostly library websites.
- Pakistan have 7 (100%) given information of library collection of Parliamentary publication, Parliament reports, legal, decisions, civil law cases , Parliamentary proceedings and publications.
- Different types of Rare materials like debates, verbatim, acts & bills are also provided by mostly Parliament library websites.
- Mostly Parliament library websites have provided Navigation features on websites, specially Pakistan has highest 80% scores of navigation feature.
- The websites currency, accuracy & relevance of the Parliament library websites have the 100% availability on Pakistan Parliament library website, followed by India, Bhutan & Sri Lanka has 80% availability of these types of features.
- Some Parliament library websites like India, Pakistan, Bangladesh, Bhutan and Sri Lanka has very less use of Web 2.0 application. While Nepal & Maldives has not used of this types of Web 2.0 application on Parliament library websites.
- Mostly Parliament library websites have the features of Organization, structure & layout factors like websites design, graphics & easily accessible layout on websites. India, Pakistan, Bangladesh, Bhutan & Sri Lanka has highest features of these.
- Mostly Parliament library websites has met objectives of this study satisfactory & the special users / Parliamentary members are satisfied with the various types of services provided by Parliament library websites.

5.3 Recommendations

The present study attempted to analyze the content management system of Parliament library website of SAARC countries. Most of the objectives are met satisfactory by this research paper.

The present study seeks to analyze & explore the basis information available in the Parliament library websites. This study of content analysis of the library website have subsequent analysis of data and findings have have enabled the researcher to conclude

that Parliament library websites have to more dynamic & interactive by the following the web 2.0 application technology. There is an urgent need to make websites of Nepal Parliament library more attractive by using the Web 2.0 application, there should be provision for many social networking site that is YouTube, Facebook, Instagram, etc. It would be great for the Parliamentary users to communicate with the system.

Based on findings of this study, it is recommended that websites should be updated from time to time in order to respond to users changing needs. Future research may be conducted to verify the availability & quality of what is presented on the library websites. The findings resulted from this study may help in improving the service & resources of Parliament library websites. Specially this study determine effectively to provide easy access from one place to another to their special users like Parliamentary members, ministers, etc. without moving 24/7 hours. This study will help to the Parliamentary libraries to improve their in all aspects so the content will be accessible by their special users to get fast and reliable information from their websites. By conducting this research paper on content analysis of Parliament library websites, Ministers, Parliament members, researcher, and librarian can gain valuable insights to improve the user experience, and improve the communication and place the website content with the needs and expectations of Parliament library users. It will help the users to know about overall aspects of the particular library.

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