Analysis of the library website at University of Colombo from user perspectives: a case study

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The Library of the University of Colombo declared its digital presence by launching its first-ever website in 2001. Since launching the website, the library has continued to develop content and interactions with stakeholders. However, after 2013, no survey was conducted to investigate whether the users were satisfied with the existing website contents and services. Moreover, the recent economic crisis and COVID-19 pandemic led to reliance on digital interfaces to share and retrieve information. In this regard, a pilot survey was carried out to explore the demand and desire of the library users to examine the need for redesign the library website. Convenient sampling technique was employed, and fifty (50) users were administered semi-structured questionnaires using Google Form. Data extracted were descriptively analyzed using the Pearson Chi-square test and one-way ANOVA. Majority (33.3%) of the students of the Faculty of Science were using the library website more frequently than the students of other faculties. Respondents revealed that the Training Guides (Mean=4.00; SD = ±0.926) and past-paper database (Mean=3.96; SD = ±0.989) accessed via the library website were useful for their studies. Pearson Chi-Square revealed a significant relationship of faculties with article requests ($p=0.037$) and adequacy of website information for academic work ($p=0.036$). Similarly, year of study has a significant relationship with Selective Dissemination of Information ($p=0.048$); usefulness of the training guides ($p=0.022$); adequacy of research support ($p=0.026$); and meaningful organization of information ($p=0.003$). Overall responses reveal that the library website is highly user-friendly (Mean=3.90; SD = ±0.909). One-way ANOVA revealed a significant relationship between the resourcefulness of the website and the respondents' overall satisfaction with the information received from the library website ($p=0.021$). Hence, the library website must be aligned with users' expectations. Despite the positive results discovered in this initial survey, the need for updating the website was felt through a benchmark of other library interfaces. Therefore, FAQ section and Chat bot are being suggested to assist the users.

Keywords: Library resources, Website design, User satisfaction