

Abstract

Nowadays, “Information” is known as the center of the modern economy. Nowadays, information technology is directly used to provide this information to people who need it. In this regard, the use of information websites is shown to be a more practical process. In library services, these websites can easily provide information and reader services. In this context, the challenges in aligning the dynamic and evolving nature of the web content of the reader services provided by the university libraries of Sri Lanka with the web content and the nature of the use of web-based user services are important. This study was conducted based on the research problem of “What is the use of web-based user services in Sri Lankan university libraries?”. In this, “A content analysis of web-based user services in Sri Lankan university libraries is conducted to explore their current status, effectiveness and use and to propose suggestions for it.” This objective introduces the main goal of the study. Furthermore, the research objectives of this research are to identify the differences in the content (services and resources) available on the websites of Sri Lankan university libraries, to develop a checklist for analyzing web content based on the websites of Sri Lankan university libraries, and to create a site map with common criteria that can be used in creating university library websites in Sri Lanka. Content analysis was used for website analysis in this study using a mixed research methodology. This analysis was carried out in three stages. In the first stage, a list of (17) state universities available on the University Grants Commission website was obtained as a study collection. In the second stage, a checklist was prepared to analyze web-based library services. In the third stage, the web content was analyzed using content analysis methods according to the processed list. The data obtained in this way was analyzed using spreadsheet software. The conclusions of the study are that web-based user services exist in university libraries and their dynamic nature, and the use of their content are also of the same nature. The use of new technologies in the creation of web content has been minimized. Suggestions such as creating a web map before creating websites, adopting a common web map, and analyzing the content available in websites over time can be given about the conclusions reached through the study.

Keywords: University libraries, web Technology, web-based user services, content analysis