

Checklist Based Evaluation of User Centred Re-Design of Website of Bhagwandas Central Library, Mahatma Gandhi Kashi Vidyapith, Varanasi

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Abstract- The website of an academic library has become a crucial component of higher education, serving as the primary access point for both physical and digital information resources. The efficacy of information dissemination and user contentment are significantly influenced by the caliber of a library website, particularly given the increasing dependence on electronic databases, institutional repositories, online public access catalogs, and remote library services. A well-designed website not only facilitates access to academic resources but also demonstrates the institution's technological expertise and customer-centric philosophy. The present paper examined the MGKVP Library website using a specified checklist. The checklist methodology provides a systematic assessment of the presence, organization, and availability of essential website features, as opposed to complex usability testing. The evaluation proposes a user-centric redesign approach to enhance digital library services, identifying areas for development alongside strengths and deficiencies

Index Terms- Centered Design, Academic Library Website, Checklist Evaluation, Website Usability, Digital Library Services, SOUL 3.0, MGKVP, User Experience (UX).

I. INTRODUCTION

As the main entry point to both physical and digital information resources, an academic library's website has grown to be an essential part of higher education. The efficiency of information delivery and user satisfaction are greatly impacted by the quality of a library website, especially in light of the growing reliance on electronic databases, institutional repositories, online public access catalogs, and remote library services.

In addition to providing easy access to academic materials, a well-designed website showcases the institution's technology prowess and customer-focused approach.

The National Education Policy (NEP 2020) has hastened the development of library services in Indian universities through digital initiatives. It is increasingly expected of academic libraries to offer integrated digital platforms that facilitate research, teaching, learning, and administrative tasks. As a result, the library website needs to be more than just an informational page; it needs to be an interactive service platform that allows users to connect with librarians, find resources, access online services, and get research assistance all from one interface.

The Bhagwandas Central Library of Mahatma Gandhi Kashi Vidyapith (MGKVP), Varanasi, offers undergraduate and graduate students, research scholars, faculty, and university employees a variety of academic materials and services. In addition to offering access to electronic resources and research assistance services, the library has embraced contemporary technology including SOUL 3.0 for library automation.

However, the organization, usability, and accessibility of the library website have a significant impact on how effective these services are. Important digital resources remain unused if users are unable to quickly find or comprehend the services that are accessible.

The MGKVP Library website is assessed in this study utilizing a defined checklist. The checklist approach offers a methodical evaluation of the existence, arrangement, and accessibility of crucial

website features, in contrast to intricate usability testing. The assessment suggests a user-centered redesign methodology to improve digital library services and points out areas that need development as well as strengths and gaps.

II. STATEMENT OF THE PROBLEM

Essential information about the library and its collection can be found on the current MGKVP Library website; however, a number of modern digital services are either unavailable, hard to find, or inadequately integrated. Research support functions are not offered through a single user interface, online services are dispersed, and navigation pathways are restricted.

The lack of a well-structured and user-friendly website may lower the visibility and utilization of existing library services as the use of digital resources continues to rise. Therefore, a thorough assessment is necessary to ascertain whether the website sufficiently serves the users' academic and research needs.

III. OBJECTIVES OF THE STUDY

The study aims to:

- 1) Evaluate the existing MGKVP Library website using a checklist-based approach.
- 2) Identify strengths and weaknesses of the current website.
- 3) Examine the availability of essential digital library services.
- 4) Recommend user-centered improvements for enhancing website usability.
- 5) Develop a practical framework for future website redesign.

IV. RESEARCH QUESTIONS

- 1) The research aims to respond to the following queries:
- 2) Does the MGKVP Library website have all the information customers need?
- 3) Is it simple to use the website to access digital library services?
- 4) Which crucial aspects of the website are presently unrepresented or unavailable?

- 5) How may the website be changed to enhance service delivery and user experience

V. RESEARCH METHODOLOGY

The study used a descriptive research approach based on checklist evaluation. The study does not focus on user-based usability studies but rather on carefully examining the existence and quality of critical website components. The checklist was developed after analyzing international standards for academic library websites, digital libraries and best practices used by prominent university libraries in India. The features were rated in three categories:

- Available
- Partially accessible
- Unavailable

The present MGKVP Library website was observed and observations were documented. Recommendations were created for aspects to be improved.

VI. CHECKLIST EVALUATION FRAMEWORK

S. No.	Website Feature	Available	Partially Available	Not Available
1	Library Home Page	yes		
2	About the Library	yes		
3	Library Rules	yes		
4	Contact Information	yes		
5	Working		yes	

	Hours			
6	OPAC/ Search Catalogue			
7	SOUL 3.0 Integration	yes		
8	Online Membership Registration			no
9	Institutional Repository		yes	
10	ONOS Access		yes	
11	E- Books	yes		
12	E- Journals	yes		
13	Previous Question Papers			no
14	Remote Access Facility			no
15	Ask a Librarian	yes		
16	Live Chat			no

17	AI Chatbot			no
18	Research Guides		yes	
19	Plagiarism Support	yes		
20	Citation Management Help			
21	Research Data Services		yes	
22	Mobile Responsive Design Accessibility Features		yes	
23	Website Search	yes		
24	FAQ Section		yes	
25	News			no

	and Announcements			
26	Library Events			no
27	User Feedback Form			no
28	Social Media Links			no
29	Website Analytics			no
30	Dashboard			no

Table 1.0 checklist for evaluating website

VII. DATA INTERPRETATION

The checklist assessment reveals that the MGKVP Library website offers basic information about the institution such as library profile, contact information, OPAC, working hours and access to electronic resources. These elements make the website a functional information hub. However, a modern university library website is missing a number of services or only partially implements them.

Some features such as online membership, interaction with institutional repositories, remote access, research guides, plagiarism help, and ONOS links need to be more visible and integrated. More advanced user-oriented facilities such as AI-powered assistance, online reference services, accessibility tools, personalized dashboards, live chat, citation support and frequently asked questions are not yet available. Adding them would raise user engagement, facilitate access to services, and update the website to contemporary digital library standards.

VIII. RECOMMENDATIONS

1. Taking into consideration the results of the checklist evaluation, the following enhancements are suggested:
2. Create a new homepage that is compatible with mobile devices.
3. Include a single search box for the purpose of searching digital collections, books, journals, and theses.
4. SOUL 3.0, ONOS, the institutional repository, and research databases should all be brought together under a single interface.
5. It is possible to provide online services for document requests and memberships.
6. Provide a "Ask a Librarian" service as well as virtual assistance driven by artificial intelligence.
7. Accessibility features should be implemented in accordance with the WCAG standards.
8. Create pages that are dedicated to providing support for research, raising awareness about plagiarism, managing citations, and providing reference services.
9. Personalized user dashboards that are connected to library accounts should be created.
10. Insert feedback from users. FAQs should be added.
11. Support for NAAC, IQAC, and NIRF reporting should be included, as well as analytics for monitoring the website.

IX. CONCLUSION

The checklist-based evaluation reveals that the MGKVP Library website provides a strong structure for supplying academic material but it needs to be expanded extensively to act as a full-fledged digital library gateway. A user-centered redesign focusing on service integration, accessibility, and ease of navigation will dramatically improve the discoverability and utilization of library materials.

The proposed framework is a viable approach to modernize the website and improve digital library services in accordance with the current needs of higher education. The checklist-based evaluation reveals that the MGKVP Library website offers a strong framework to deliver academic material, but it needs to be expanded substantially to function as a

complete digital library gateway. A user-centered redesign focusing on service integration, accessibility, and ease of navigation will dramatically improve the discoverability and utilization of library materials. The proposed framework is a viable way to update the website and improve the digital library services according to the present requirements of higher education.

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