

## Contents Analysis of Select Library Websites of All India Institute of Medical Sciences (AIIMS): An Analytical Study

Neha Suyal\* and Margam Madhusudhan\*\*

\* *Research Scholar, DLIS, University of Delhi, Delhi-110007, India*  
Email: [nehasuyal66@gmail.com](mailto:nehasuyal66@gmail.com)  
ORCID: <https://orcid.org/0009-0002-4116-9921>

\*\**Professor, DLIS, University of Delhi, Delhi-110007, India*  
E-mail: [mmadhusudhan@libinfosci.du.ac.in](mailto:mmadhusudhan@libinfosci.du.ac.in)  
ORCID: <https://orcid.org/0000-0002-1174-2099>

### ABSTRACT

This study aims to conduct a content analysis of four AIIMS library websites: Delhi, Rishikesh, Bhubaneswar, and Jodhpur, utilising both qualitative and quantitative methods. The qualitative analysis assessed 10 homepage features, and the quantitative component utilized a checklist comprising 150 dichotomous checkpoints. The results indicate that AIIMS Delhi outperformed the other libraries, scoring 102 out of 150 (68%), which reflects a relatively comprehensive and user-centric web presence. In contrast, AIIMS Rishikesh scored the lowest, with 71 out of 150 (47.33%), highlighting considerable gaps in content and service dimensions. The lagging features include minimal use of multimedia and limited Web 2.0 tools. The study highlights the need for improvements in accessibility, multilingual content, technical support, and interactive features. It calls for regular updates and a user-centric approach to enhance digital engagement, offering a benchmark for academic and special library websites in the AI era.

**Keywords:** Evaluation, AIIMS Libraries, Library Websites, Content Analysis, India.

\*Corresponding Author.

## 1. INTRODUCTION

Libraries play a significant role in providing health education. They supply scientific information, evidence-based practices, and related resources to health professionals and researchers. Library websites offer users access to a diverse range of information resources, including e-books, databases, and various digital tools that support the learning and understanding of theoretical concepts in the field. Medical library websites must be up-to-date and comprehensive to ensure users can access the latest medical information and procedures. Today, accessing any library via its website is simpler than ever.

These websites serve as effective communication channels between libraries and their users, gaining importance as they incorporate additional features such as expanded information networks, participation in distance education, inter-library collaboration, achieving research objectives, and extensive use of electronic and digital resources. However, several challenges are associated with using medical library websites. These include identifying high-quality websites that provide reliable information and prioritizing website design to meet the goals and needs of user groups, thereby enhancing users' ability to achieve their information

needs. This research examines four AIIMS library websites within different contexts of the library, aiming to determine which site offers the maximum information for users.

## 2. ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS)

The All India Institute of Medical Sciences (AIIMS) was established in 1956 as an autonomous institution by an Act of Parliament (AIIMS Delhi, 2025). The primary purpose is to develop high standards in medical education and healthcare by promoting excellence in various aspects of both fields. AIIMS aims to create a systematic approach to undergraduate and postgraduate medical education across all medical colleges and affiliated institutions in India. The institute also trains health workers and fosters scientific thinking through continuous research. This newly generated knowledge encourages independent inquiry among students and contributes significantly to national interests by challenging tyranny and superstition in society. "The first AIIMS was established in Delhi in 1956 and operates as an autonomous body under the Ministry of Health and Family Welfare, Government of India" (AIIMS Delhi, 2025). The founder of AIIMS was Rajkumari Amrit Kaur, who was also the first health minister in India.

**AIIMS Delhi:** Established in 1956 as a public medical research university and hospital, AIIMS Delhi ranked first in the NIRF Medical Ranking 2024. The current dean is Dr Kaushal Kumar Verma, and the director is Dr M. Srinivas (AIIMS Delhi, 2025).

**AIIMS Rishikesh:** This institute was established in 2012 in Rishikesh, Uttarakhand, and serves as a medical college and a hospital. AIIMS Rishikesh is ranked fourteenth in the NIRF Medical Ranking 2024, with Dr Samiran Nandi as President and Dr Meenu Singh as Director (AIIMS Rishikesh, 2025).

**AIIMS Bhubaneswar:** Founded in 2014, originally known as "Netaji Subhas Chandra Bose All India Institute of Medical Sciences, it was later renamed All India Institute of Medical Sciences (AIIMS) Bhubaneswar (AIIMS Bhubaneswar, 2025). It currently holds the fifteenth position in the NIRF Medical Ranking 2024. This public medical college and research university is led by Dr Shailesh

Kumar, President, and Dr Ashutosh Biswas, Director (AIIMS Bhubaneswar, 2025).

**AIIMS Jodhpur:** Established in 2014, this public medical research university provides high-quality health services through medical education, patient care, and research. It has been ranked sixteenth in the NIRF Medical Ranking 2024 and is headed by Dr. S. S. Agarwal as President and Dr. Goverdhan Dutt Puri as Director (AIIMS Jodhpur, 2025).

## 3. REVIEW OF RELATED LITERATURE

Numerous studies have been conducted on various aspects of content analysis related to evaluating library websites in India. The existing literature primarily emphasizes the development of evaluative criteria proposed by different authors and the formulation of corresponding checklists. Researchers have conducted various studies to promote high-quality websites. Paul et al. (2024) evaluated the quality of hospital websites based on acceptability, credibility, readability, reliability, and validity. The study compared information on heart disease from the internet and healthcare organisation websites in India and the US. Using tools like the DISCERN instrument, HONcode certification, and WRAPIN, the study addressed concerns about content quality. Findings revealed that among 65 US. Websites, only four employed HONcode certification and WRAPIN, highlighting the limited adoption of standardized quality measures and the lack of universal criteria for evaluating healthcare websites.

Madhu and Kannappanavar (2024) analyzed the online content found on library websites of South Indian Pharmacy Institutes ranked by NIRF. Among the 28 sites reviewed, 96.43% offered information regarding physical books and copyright issues, while 85.71% included details on electronic resources. Furthermore, 42.86% featured e-learning platforms and 28.57% provided access to plagiarism-checking services. Nevertheless, only a few libraries incorporated Web 2.0 technologies, and half offered information on remote access and reprographic services.

Shashidhara (2023) reviewed the web content of nine library websites in Karnataka using a checklist. The study found that 55.56% had dedicated websites. Half of these libraries provided information on physical collections, 66.7% linked electronic

resources, and 77.78% included links to Web OPAC. Only a few integrated Web 2.0 technologies, and 50% featured information on remote access and reprographic services. Brahma and Verma (2022) evaluated national libraries in 41 Asian nations through surveys and checklists, finding that 39 libraries had dedicated websites featuring graphics. Their assessment covered site content, design, and global rankings, revealing that 78% included OPAC links, and 85% displayed copyright information. Facebook and Twitter were the most commonly used Web 2.0 tools by 53.65% of the libraries. The National Library of Japan ranked highest globally, while the National Library of India ranked 22nd.

Roy and Mandal (2021) examined five Indian Institutes of Science Education and Research (IISERs) using 57 criteria. IISER Mohali ranked highest overall, with both IISER Pune and IISER Mohali scoring 66.66% for website features and 100% for library resources. All five sites utilized RSS feeds and achieved full browser compatibility.

Rekha and Chandrashekara (2020) conducted a content analysis of 10 medical college library websites affiliated with the Medical Council of India in Kerala. Their study focused on library holdings, services, and facilities. Utilising 39 criteria organised into six sections, the researchers discovered that none of the websites provided services through electronic resources or Web 2.0 tools. Furthermore, most websites lacked information regarding membership, policies, and procedures.

Rahman and Batcha (2020) assessed the library websites of 10 Delhi University colleges using a checklist for accessibility and usability. They found that 90% of the offerings provided complete introductory information, but key elements, such as feedback options and regular updates, were missing. The study recommends periodic assessments to enhance the user experience.

Bharati and Madhusudhan (2019) evaluated the library websites of Jawaharlal Nehru University (JNU) and Banaras Hindu University (BHU) using both qualitative and quantitative methods. They employed a checklist and a 5-point rating scale to assess various aspects, including general information, resources, services, search features, and Web 2.0 tools. JNU's library website received the highest score, rated above average. However, the study also pointed out the limited use of Web 2.0 features, indicating a need for improvement.

#### 4. STATEMENT OF PROBLEM

Libraries are crucial in academic institutions as key providers of information and resource centres. Library websites are designed to present resources and services tailored to users' needs while guiding them in utilizing information effectively to meet their educational requirements. The existence of library websites has become essential in academic institutions to address the information needs of students. Recognizing the significance of education and research, libraries utilize advanced information technology to digitize their resources, making them easier to locate and access. Each library website has unique features, with its design and content varying based on the needs of its users. The primary goal of these websites is to provide users with accurate, reliable, and authentic information.

This study conducts a content analysis of the library websites of India's distinguished All India Institutes of Medical Sciences (AIIMS) across various contexts. Four library websites from AIIMS have been selected for evaluation. These websites offer modern library resources and services to their users. This study aims to identify which library website can provide the most comprehensive information, services, and resources, as there is currently a lack of literature on this topic. Through this analysis, the study seeks to determine which library website has made the most significant efforts to deliver valuable services to its users.

#### 5. OBJECTIVES OF THE STUDY

- To examine the information available on the selected library websites of the All India Institutes of Medical Sciences (AIIMS) in India.
- To develop criteria for conducting a content analysis to assess the information available on these medical library websites
- To identify the different content features present across all the studied websites.
- To compare various categories of information to determine the best-performing website among them.

## 6. SCOPE OF THE STUDY

The present study focuses on evaluating four library websites affiliated with the All-India Institutes of Medical Sciences (AIIMS) in India. The selected institutions are AIIMS Delhi, AIIMS Rishikesh, AIIMS Bhubaneswar, and AIIMS Jodhpur. The selection of these samples for the *pilot study* was

based on their rankings in the NIRF India Rankings 2024 (Medical) (<https://www.nirfindia.org/Rankings/2024/MedicalRanking.html>), published by the National Institutional Ranking Framework (NIRF), Ministry of Education, Government of India. The participating medical institutions are listed in Table 1.

**Table -1: Participating AIIMS Library Websites in India**

S. No.	Name of AIIMS & Abbreviation	NIRF (2024) Rank	State	URL of Website	URL of Library's Website/Webpage
1	All India Institutes of Medical Sciences, Delhi (AIIMSD)	01	Delhi	<a href="http://www.aiims.edu">www.aiims.edu</a>	<a href="https://www.aiims.edu/index.php/en/library">https://www.aiims.edu/index.php/en/library</a>
2	All India Institutes of Medical Sciences, Rishikesh (AIIMSR)	14	Uttarakhand	<a href="http://www.aiimsrshikesh.edu.in">www.aiimsrshikesh.edu.in</a>	<a href="http://14.139.54.114/">http://14.139.54.114/</a>
3	All India Institutes of Medical Sciences, Bhubaneswar (AIIMSB)	15	Odisha	<a href="http://www.aiimsbhubaneswar.nic.in">www.aiimsbhubaneswar.nic.in</a>	<a href="https://aiimsbhubaneswar.nic.in/library/">https://aiimsbhubaneswar.nic.in/library/</a>
4	All India Institutes of Medical Sciences, Jodhpur (AIIMSJ)	16	Rajasthan	<a href="http://www.aiimsjodhpur.edu.in">www.aiimsjodhpur.edu.in</a>	<a href="https://aiimsj-opac.kohacloud.in/">https://aiimsj-opac.kohacloud.in/</a>

**Source:** Author's own work.

## 7 METHODOLOGY OF THE STUDY

The present study employed a manual evaluation method that incorporated both qualitative and quantitative approaches. A structured checklist was developed based on the study's objectives, drawing insights from relevant literature and previously established evaluation checklists. The primary aim was to explore and assess the content of library websites through a combination of descriptive and measurable evaluation criteria.

The qualitative evaluation focused on recording descriptive information related to the structure and features of the library websites. The quantitative assessment, on the other hand, involved the use of checkpoints across various dimensions, including multimedia features, general website features, library services, library resources, Web 2.0/Library 2.0 tools, currency, accuracy and relevance, organization and structure, link maintenance, user interface design, search functionalities, and informative feedback and support features. These checkpoints were systematically represented in tabular form using

Microsoft Word for easy analysis. The evaluation methodology adopted in this study follows the approaches outlined by Madhu and Kannappanavar (2024) and Bharati and Margam (2019), with minor modifications to suit the specific objectives and scope of the present research.

## 8. DATA ANALYSIS AND INTERPRETATION

Data was collected from the checklist between December 2024 and January 2025. Each feature in the checklist is categorized and marked with either '1' or '0'. A score of '1' is assigned if a feature is available on the website, while a score of '0' is given if it is not. The total score for each checklist category and the overall score for the website are calculated by summing all the points marked as '1'.

## 8.1 Qualitative Evaluation

The qualitative evaluation focuses on 10 features of library websites, collecting descriptive data primarily from each site's homepage. The analysis of

the descriptive and technical features of the selected AIIMS library websites, namely AIIMS Delhi (AIIMSD), AIIMS Rishikesh (AIIMSR), AIIMS Bhubaneswar (AIIMSB), and AIIMS Jodhpur (AIIMSJ) (Table 2).

**Table-2: Descriptive Features (n=4)**

S.No.	Descriptive/Technical Features	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Library Name	1	1	1	1
2	Address	1	0	1	1
3	Type/Genre	edu	edu	nic	edu
4	Fax No.	1	0	0	0
5	Phone No.	1	0	1	1
6	Email	1	1	1	1
7	Plug-ins required	Java script; php; CSS	JavaScript; CSS	Java script; php; CSS	Java script; php; CSS
8	Website Language (Hindi/English)	Both	English	English	English
9	Language of site content	Both	English	English	English
10	Level & Browser	Google Chrome Version 135.0.7049.96	Google Chrome Version 135.0.7049.96	Google Chrome Version 135.0.7049.96	Google Chrome Version 135.0.7049.96
<b>Total scores (Max. 10)</b>		<b>10/10 (100%)</b>	<b>7/10 (70%)</b>	<b>9/10 (90%)</b>	<b>9/10 (90%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 2 reveals significant similarities and a few differences among them. All four libraries mention their names on their respective websites. Regarding the address, three libraries (AIIMSD, AIIMSB, and AIIMSJ) provide it, whereas AIIMSR does not. The type or genre of the website domain varies slightly, with AIIMSD, AIIMSR, and AIIMSJ using educational domains ('edu'), while AIIMSB uses a government domain ('nic'). Fax numbers are available only on the AIIMSD website, while the other three do not provide this detail. Phone numbers are listed for AIIMS-D, AIIMS-B, and AIIMS-J, but are missing for AIIMS-R. Email addresses are consistently available across all four websites. In terms of technical requirements, all the websites require JavaScript and CSS plug-ins; additionally, AIIMSD, AIIMSB, and AIIMSJ also require PHP support.

Regarding website language options, AIIMSD offers content in Hindi and English, while the other three provide content exclusively in English. Similarly, the language of the site content follows the same pattern. All four websites are compatible with the Google Chrome browser version 135.0.7049.96.

Table 2 highlights the overall scores, out of a maximum of 10 points, compared. AIIMSD scored a perfect 10 (100%), while AIIMSB and AIIMSJ both scored 9 (90%). AIIMSR scored the lowest, with 7 (70%). This indicates that AIIMSD provides the most complete descriptive and technical features among the selected library websites, followed closely by AIIMSB and AIIMSJ. This quantitative evaluation offers insights into the descriptive features of the websites; however, this aspect score is not included in the final ranking of the websites.

## 8.2 Quantitative Evaluation

In this section, a quantitative evaluation was conducted using 150 checklists. This part of the research focuses on data collection to evaluate the study's effectiveness, and the results indicate its effectiveness.

### 8.2.1 Multimedia Features

With the advancement of information technology, multimedia technology is also evolving across various fields in colleges and universities. Traditional education often lacks interaction, raising questions about the stability of knowledge. In contrast, integrating multimedia technology into education

makes learning more engaging for students. Multimedia on library websites in colleges and universities delivers information to users through various formats, including text, video, audio, graphics, and animation. Table 3 outlines the multimedia features utilised on various AIIMS library websites based on a 17-item checklist.

**Table-3: Multimedia Features (n=4)**

S. No.	Multimedia Features	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
<b>Audio</b>					
1	Audio contents	0	0	0	0
2	Textual description of external audio files	0	0	0	0
3	Audio icons are clearly labelled	0	0	0	0
4	File size of external audio files	0	0	0	0
<b>Video</b>					
5	Video contents	0	0	0	0
6	Video icons are clearly labelled	0	0	0	0
7	Textual description of external video files	0	0	0	0
8	File size of external video files	0	0	0	0
<b>Animations/GIF Files</b>					
9	Animations/GIF feature available	1	1	1	1
10	Animations/GIF files appropriate for the websites	1	1	1	1
11	Animations/GIF files enhance the websites	1	1	1	1
12	No disturbance of Animation/GIF files	1	1	1	1
<b>Graphics/Icons/Images</b>					
13	Graphics/Icons/Images show the content	1	1	0	1
14	Graphics/Icons/Images suitable for information content	1	1	1	1
15	Icons/Images and other graphical representations are used constantly	1	0	1	1
16	Proper textual information for external images	0	0	0	0
17	Mentioned file size for external images	0	0	0	0
<b>Total scores (Max. 17)</b>		<b>7/17</b> <b>(41.17%)</b>	<b>6/17</b> <b>(35.29%)</b>	<b>6/17</b> <b>(35.29%)</b>	<b>7/17</b> <b>(41.17%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 3 reveals that the evaluation of multimedia features on the selected AIIMS library websites shows limited use of advanced media elements. None of the four libraries, AIIMS Delhi (AIIMSD), AIIMS Rishikesh (AIIMSR), AIIMS Bhubaneswar (AIIMSB), and AIIMS Jodhpur (AIIMSJ), provide audio content, textual descriptions for audio files, labelled audio icons, or mentions the file sizes of external audio files. Similarly, video content is absent across all websites, and no video icons, textual descriptions, or file size information is available.

However, all four websites perform well in terms of animations and GIFs. Each site features animations or GIFs that enhance the visual appeal without compromising the user experience. There is some variation in the graphics, icons, and images that support the content available on AIIMSD, AIIMSR, and AIIMSJ, but are missing on AIIMSB. The graphics suit the information content and are well-maintained across all four sites. Consistent use of icons and graphical elements is observed on AIIMSD, AIIMSB, and AIIMSJ, while AIIMSR shows inconsistency. None of the websites provides textual descriptions or mentions the file sizes for external images. Regarding scoring out of

a maximum of 17 points, AIIMSD and AIIMSJ each scored 7 (41.17%), whereas AIIMSR and AIIMSB scored 6 (35.29%) each. This suggests that, although multimedia is generally minimal across all sites, AIIMSD and AIIMSJ offer slightly better animations and graphics integration than AIIMSR and AIIMSB.

### 8.2.2 Web 2.0/Library 2.0 Features

Web 2.0 features are user-centric elements that encourage interaction, including social networking, Wikipedia, blogs, virtual facilities, calendaring, QR

codes, and podcasts. These features allow users to share and edit information. Libraries have historically adopted new information technologies and are increasingly incorporating them into their websites to better serve their users. Michael Casey coined the term "Library 2.0" when applying the concept of Web 2.0 to libraries. This study utilized 18 criteria to assess the Web 2.0 features on medical library websites. Table 4 assesses Web 2.0 features across the studied library websites.

**Table- 4: Web 2.0/Library 2.0 Features (n=4)**

S. No.	Web 2.0 Features	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Blogs	0	0	0	0
2	RSS feeds	0	1	0	1
3	Social Networking Sites	1	0	1	0
4	Wikipedia	0	0	0	0
5	Google Plus	0	0	1	0
6	Social tagging and bookmarking	0	0	0	0
7	Calendaring	0	0	0	0
8	Library virtual tour	0	0	0	0
9	QR code for mobile phones	0	0	0	0
10	Virtual help desk	0	0	0	0
11	Folksonomies	0	0	0	0
12	Collaborative authoring	0	0	0	0
13	Weather detail	0	0	0	0
14	PlumX Metric	0	0	0	0
15	YouTube	1	0	0	0
16	Podcasts	0	0	0	0
17	Instant message	0	0	0	0
18	Widgets	0	0	0	0
<b>Total scores (Max. 18)</b>		<b>2/18</b>	<b>1/18</b>	<b>2/18</b>	<b>1/18</b>
		<b>(11.11%)</b>	<b>(5.55%)</b>	<b>(11.11%)</b>	<b>(5.55%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. *\*Please refer to Table 1 for the abbreviations used for AIIMS.*

Table 4 indicates a very limited integration of modern interactive tools and technologies. None of the websites have blogs, Wikipedia links, social tagging, calendaring features, library virtual tours, QR codes, virtual help desks, folksonomies, collaborative authoring, weather updates, or PlumX metrics, podcasts, instant messaging services, or widgets. RSS feeds are available only on the AIIMSR and AIIMSJ websites. AIIMSD and AIIMSB provide social networking links, while AIIMSB also features a Google+ link. Only AIIMSD includes a link to YouTube content.

Regarding overall performance, AIIMS Delhi and AIIMS Bhubaneswar each scored 2 out of 18 (11.11%), while AIIMS Rishikesh and AIIMS Jodhpur scored 1 out of 18 (5.55%). Data in Table 4 highlights

that the use of Web 2.0 features is extremely low across all the AIIMS library websites.

Although a few elements, such as RSS feeds, social networking, and YouTube presence, are observed sporadically, the absence of broader interactive features highlights a significant area for improvement in making these library websites more engaging, dynamic, and user-centred.

### 8.2.3 General Information about Library Websites

The library serves a crucial role as a disseminator of information within educational institutions, supporting study and teaching. A user will likely engage with a website only if it contains content that meets their needs. Various factors are considered when evaluating the content of library

websites, including the clarity of the information presented, diversity of content, availability of services and facilities, and overall management. The analysis of general information features on the library websites is

presented in Table 5 using a checklist of 32 items.

**Table 5: General Information about Library Websites (n=4)**

S. No.	General Information	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Home Page	1	1	1	1
2	Mission/vision	1	0	0	0
3	Staff Information	1	0	0	1
4	Library Building Plan details	1	0	1	1
5	Library Timings	1	1	1	1
6	Library Rules and Regulations	1	0	1	1
7	News and Events	1	0	1	1
8	Contact Information	1	1	1	1
9	Frequently Asked Questions	1	0	0	0
10	Annual Reports	0	0	1	0
11	Floor Map/Sitemap	1	0	0	0
12	Library e-Newsletter	1	0	1	0
13	Visitor Number/Total hits	0	0	0	1
14	Library History	0	0	1	1
15	Library committee/advisory committee	1	1	1	1
16	Announcements	1	1	0	1
17	Membership Information	1	0	1	0
18	RFID	1	0	1	1
19	Barcode	1	0	0	0
20	Staff Directory	1	0	0	0
21	Infrastructure Details	1	0	1	0
22	Library Sections	0	0	1	0
23	Library Statistics	1	0	0	0
24	Feedback	0	0	0	0
25	Budget Statement	1	0	0	0
26	Mobile Apps	1	1	1	1
27	Workshop/Webinar/Seminar	1	0	0	0
28	Quick/Important Links	1	1	0	0
29	Registration/Login	1	1	1	1
30	Download Forms	0	1	1	0
31	Photo/video Gallery	0	0	1	1
32	Chatbot/AI	0	0	0	0
<b>Total scores (Max. 32)</b>		<b>24/32</b>	<b>9/32</b>	<b>18/32</b>	<b>15/32</b>
		<b>(75%)</b>	<b>(28.12%)</b>	<b>(56.25%)</b>	<b>(46.87%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. *\*Please refer to Table 1 for the abbreviations used for AIIMS.*

Table 5 reveals notable variations in the availability of content. All four libraries offer basic features, including a homepage, library hours, contact information, membership details, committee information, mobile app access, and registration/login options. However, AIIMSD stands out by offering a wide range of additional information, including mission and vision statements, staff information, library building plans, library rules and regulations, news and events, frequently asked questions, floor maps, e-newsletters, announcements, infrastructure details, library statistics, and budget statements. AIIMSB and AIIMSJ provide moderate information, while AIIMSR offers the least.

Specific details, such as annual reports, library history, visitor numbers, library sections, and photo/video galleries, are available only on a select few websites. Features like feedback forms, chatbots, or AI-based services are missing across all the websites. AIIMS Delhi achieved the highest score among the libraries assessed, with 24 out of 32 features (75%) reflecting a comprehensive and detailed library website. AIIMS Bhubaneswar scored 18 out of 32 (56.25%), AIIMS Jodhpur scored 15 out of 32 (46.87%), and AIIMS Rishikesh scored the lowest with 9 out of 32 (28.12%). These findings indicate that while AIIMS provides a robust and user-friendly online presence, other AIIMS library websites, particularly AIIMSR, require significant



enhancements to effectively meet user information needs.

#### 8.2.4 Library Service Features

The mission of the library is to serve society. With the information explosion in our society, readers' information-seeking behaviour has evolved, prompting

libraries to focus on providing quality services. Library websites are aligned with this goal and aim to meet the expectations and needs of their users. The assessment of library services available on the studied websites is presented in Table 6.

**Table 6: Library Service Features (n=4)**

S. No.	Library Services	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	New arrivals list	0	1	0	1
2	Interlibrary loan/ Document delivery	1	0	0	0
3	Circulation service	1	0	1	0
4	Reference service	1	1	1	1
5	Referral Service	1	0	0	0
6	Literature search service	1	0	0	0
7	Research support service	1	0	1	0
8	Book bank service	1	0	0	0
9	Table of Contents	0	0	0	0
10	Internet/Wi-Fi	1	1	1	1
11	Alert service	1	0	0	0
12	Photocopying/Reprography service	1	1	1	1
13	Ask a Librarian service	1	1	0	0
14	Newspaper clipping service	0	1	0	0
15	User orientation awareness	1	0	0	1
16	Citation style tools	1	0	0	1
17	Information desk/Reference desk	1	0	0	0
18	Reading/conference room	1	1	1	0
19	Faculty publication display	0	0	0	0
20	Anti-Plagiarism checking	1	1	1	1
21	Current Awareness Services	0	0	0	0
22	Selective Dissemination of Information Services	0	0	0	0
<b>Total scores (Max.22)</b>		<b>16/22 (72.72%)</b>	<b>8/22 (36.36%)</b>	<b>7/22 (31.81%)</b>	<b>7/22 (31.81%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 6 reveals considerable variation in service offerings. AIIMS Delhi library provides a wide range of services, including interlibrary loan, circulation, reference and referral services, literature search support, research support, book bank service, internet/Wi-Fi access, alert services, photocopying, "Ask a Librarian" service, user orientation, citation tools, information desks, reading/conference rooms, and anti-plagiarism checking. In contrast, AIIMS Rishikesh, AIIMS Bhubaneswar, and AIIMS Jodhpur offer fewer services, with major gaps in research support, book bank, and referral services. Common services, such as internet/Wi-Fi access, reference services, photocopying, and anti-plagiarism checking, are available on all four websites. AIIMSR and AIIMSJ offer new arrival lists and newspaper clipping services,

which are not available on AIIMSD and AIIMSB. However, all four libraries are missing essential advanced services, such as Current Awareness Services and Selective Dissemination of Information (SDI).

Regarding overall performance, AIIMS Delhi library scored the highest, with 16 out of 22 (72.72%), indicating a strong and well-rounded service provision. AIIMSR scored 8 out of 22 (36.36%), while AIIMSB and AIIMSJ scored 7 out of 22 (31.81%). These findings suggest that AIIMSD's library is more service-oriented and user-focused. In contrast, the other libraries, especially AIIMSB and AIIMSJ, need to enhance their service offerings to support their users better.

### 8.2.5 Library Resource Features

Library websites accessed via the Internet strive to meet users' information needs, but these efforts often fall short of meaningful results. Due to the information explosion, while subject-related information is plentiful, it frequently provides only partial knowledge. To gain a deeper understanding, websites need to offer

advanced educational resources. Library websites can provide users with a wide array of useful information by connecting to subject-specific databases, bibliographic and full-text resources, open resources, online reference tools, tutorials, and library consortia. Table 7 illustrates the availability of library resources across different library websites based on 21 checkpoints.

**Table- 7: Library Resource Features (n=4)**

S.No.	Library Resources	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Physical collection	1	1	1	1
2	Electronic books	1	1	1	1
3	Electronic journals	1	1	1	1
4	Bibliographic databases	1	1	1	1
5	Full-text databases	1	1	1	1
7	Open Educational Resources (OER)	1	1	1	1
8	Web-OPAC	1	1	1	0
9	Online Union Catalogue of Indian Universities (INDCAT & WorldCat)	0	1	0	0
10	Rare collections	0	0	0	0
11	E-Theses and E-Dissertations	1	1	0	0
12	Open access resources	1	1	1	1
13	Online reference sources	1	1	1	1
14	Free electronic books	1	1	1	1
15	Institutional Repository (IR)	1	1	1	1
16	Developing Library Network (DELNET)	1	1	0	1
17	Library Management Software	1	1	1	1
18	Digital library consortium	1	1	1	1
19	Services for faculty members	1	1	1	1
20	Remote access facility/e-Library	1	1	1	1
21	Information for Persons with Disability (PwD)	1	0	0	0
<b>Total scores (Max. 21)</b>		<b>18/21 (85.71%)</b>	<b>18/21 (85.71%)</b>	<b>15/21 (71.42%)</b>	<b>15/21 (71.42%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 7 reveals a strong overall presence of essential library materials across all institutions. All four libraries provide access to a wide range of resources, including physical collections, electronic books and journals, bibliographic and full-text databases, open educational resources (OER), online reference sources, free electronic books, institutional repositories, library management software, digital library consortia, and remote access facilities.

However, there are some differences in specific offerings. AIIMS Delhi and AIIMS Rishikesh show slightly stronger collections, scoring 18 out of 21 (85.71%) each, while AIIMS Bhubaneswar and AIIMS Jodhpur scored 15 out of 21 (71.42%). Web-OPAC services are available at AIIMSD, AIIMSR, and

AIIMSB but are missing from AIIMSJ. AIIMSR is the only library that provides access to INDICAT and WorldCat. Resources, such as rare collections, are missing across all four libraries. Moreover, only AIIMSD offers information services specifically for persons with disabilities (PwD), which indicates a progressive move towards inclusivity. The data in Table 7 highlights that while the core digital and physical resources are consistently strong across the AIIMS libraries, minor gaps remain in specialized services and unique resource categories, indicating areas where further enhancements can be made to enrich user experience and accessibility.

### 8.2.6 Currency, Accuracy, and Relevance

With numerous websites available on the Internet offering vast amounts of information, it is crucial to identify authentic websites based on their content's

currency, accuracy, and relevance. The analysis of currency, accuracy, and relevance of content on the selected AIIMS library websites is presented in Table 8.

**Table 8: Currency, Accuracy, And Relevance**

S. No.	Currency, Accuracy, and Relevance	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Indication of the last update/revision of the webpage	1	0	0	0
2	Official logo of the institute	1	1	1	1
3	Copyright mentions	1	0	1	1
4	Free from grammatical or spelling errors	0	0	0	0
5	No dead hyperlinks/empty links/broken links	0	0	0	0
<b>Total scores (Max.5)</b>		<b>3/5 (60%)</b>	<b>1/5 (20%)</b>	<b>2/5 (40%)</b>	<b>2/5 (40%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. *\*Please refer to Table 1 for the abbreviations used for AIIMS.*

Table 8 reveals moderate performance with significant areas needing improvement. AIIMS Delhi (AIIMSD) performs better than the others, achieving a score of 3 out of 5 (60%) by displaying the last update date, the official logo, and copyright information. AIIMS Rishikesh (AIIMSR) scored the lowest, with 1 out of 5 (20%), providing only the official logo. In comparison, AIIMS Bhubaneswar (AIIMSB) and AIIMS Jodhpur (AIIMSJ) each scored 2 out of 5 (40%) by displaying both the official logo and copyright mentions.

However, across all four websites, critical issues persist: none are completely free from grammatical or spelling errors, and dead or broken hyperlinks are also present, affecting the overall credibility and user experience. The absence of regular updates and proofreading indicates a need for better website maintenance and quality control. The data in Table 8 also highlights that some basic elements of

authenticity, like logos and copyright notices, are present. Still, much improvement is needed to ensure the websites' accuracy, currency, and professional relevance.

### 8.2.7 Organization and Structure

To enhance user experience, website content should be organised under clear, main headings. These headings should be chosen based on the needs and current demands of the readers. Additionally, design elements such as colour schemes, font sizes, and error-free language significantly attract users. Therefore, it is essential to pay special attention to these aspects. The organization and structure of selected AIIMS library websites are evaluated in Table 9, utilizing various checklists.

**Table 9: Organization and Structure (n=4)**

S. No.	Organization and Structure	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Easy site accessible from different web browsers	1	1	1	1
2	The site has font re-size/ colour options	1	0	0	0
3	Menu bar arranged in a dropdown architecture (Integrated Homepage)	1	1	1	0
4	The organization scheme of a resource is appropriate	1	1	1	1
5	No password for accessing the website	1	1	1	1
6	No language jargon for visitors	1	1	1	1
7	Using scroll left and right when reading content on the website	0	1	0	0
8	The title of the webpage appears at the top of the window bar	1	1	1	1
9	Areas and coverage are aligned with the needs of users	1	1	1	1
10	Responsive website	1	1	1	1
<b>Total scores (Max.10)</b>		<b>9/10 (90%)</b>	<b>9/10 (90%)</b>	<b>8/10 (80%)</b>	<b>7/10 (70%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. *\*Please refer to Table 1 for the abbreviations used for AIIMS.*

Table 9 demonstrates generally good performance across all four institutions. AIIMS Delhi (AIIMSD) and AIIMS Rishikesh (AIIMSR) achieved the highest scores with 9 out of 10 (90%), followed closely by AIIMS Bhubaneswar (AIIMSB) with 8 out of 10 (80%), and AIIMS Jodhpur (AIIMSJ) with 7 out of 10 (70%). All the websites are easily accessible through various web browsers, have well-organised schemes, are free of technical jargon, do not require passwords for access, and align their content with user needs. Furthermore, each site displays the webpage title clearly and is responsive, ensuring better device usability.

However, only AIIMSD offers font re-sizing or colour-changing options for better accessibility. Dropdown menu architecture is present in AIIMSD, AIIMSR, and AIIMSB, but is missing in AIIMSJ, slightly affecting navigation ease. Additionally,

AIIMSR allows horizontal scrolling, which could hinder user experience compared to a clean, scroll-free design. The data in Table 9 also highlights that the fundamental structure and organisation of these websites are strong; improvements in accessibility features and consistency in design would further enhance the user experience.

### 8.2.8 Links and Navigation Features

Navigation refers to the way information is connected to users and presented visually. A robust search function is crucial for users, as it enables them to access various web pages and streamline the search process. The quality of its navigation largely determines the effectiveness of a website. Table 10 evaluates links and navigation features on the selected AIIMS library websites.

**Table-10: Links and Navigation Features (n=4)**

S. No.	Links and Navigation	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Links are described appropriately (external links)	1	1	1	1
2	Link to move to the top/bottom of the page (internal links)	1	0	1	1
3	Link to the parent institution's home page on the library homepage	1	1	1	1
4	Links to other credible websites	1	1	1	1
5	Internal links reliable to websites	1	1	1	1
6	Easy navigation labels/ menu bar	1	1	1	1
<b>Total scores (Max.6)</b>		<b>6/6 (100%)</b>	<b>5/6 (83.33%)</b>	<b>6/6 (100%)</b>	<b>6/6 (100%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 10 reveals excellent overall performance. AIIMS Delhi (AIIMSD), AIIMS Bhubaneswar (AIIMSB), and AIIMS Jodhpur (AIIMSJ) achieved perfect scores of 6 out of 6 (100%), while AIIMS Rishikesh (AIIMSR) closely followed with 5 out of 6 (83.33%). All four websites consistently provide appropriately described external links, links to the parent institution's homepage, links to credible external websites, reliable internal links, and easy-to-use navigation menus or labels. However, AIIMSR was the only one missing the internal link feature that allows users to move quickly to the top or bottom of the page. This small gap slightly affects the convenience of navigation on the AIIMS Rishikesh site. The

navigation structure across the AIIMS library websites is highly effective, promoting a smooth and user-friendly browsing experience for visitors.

### 8.2.9 Searching Features

Websites and academic databases are crucial resources for obtaining literature. Searching these resources follows a systematic process that yields a wide range of results for the user. The reader must then select the information that best meets their needs from the results provided. Table 11 assesses searching features across the selected AIIMS library websites.

**Table -11: Searching Features (n=4)**

S. No.	Searching Features	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Site search/Search engine	1	1	1	1
2	Keyword/FieldSearch/Truncation Search/ Wild Card Searching	1	1	1	1
3	Federated search	1	1	1	1
4	Boolean operators	1	1	1	1
5	Browse option	1	1	1	1
6	History of search results	0	0	0	1
7	Add to favourites/Place hold/Bookmarking of search results	1	1	1	1
8	Search results in an understandable format	1	1	1	1
9	Search Guidelines/Tips	1	0	1	0
<b>Total scores (Max.9)</b>		<b>8/9 (88.88%)</b>	<b>7/9 (77.77%)</b>	<b>8/9 (88.88%)</b>	<b>8/9 (88.88%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 11 indicates strong performance overall. AIIMS Delhi (AIIMSD), AIIMS Bhubaneswar (AIIMSB), and AIIMS Jodhpur (AIIMSJ) scored 8 out of 9 (88.88%), while AIIMS Rishikesh (AIIMSR) scored 7 out of 9 (77.77%). All the libraries successfully provide essential search functionalities, including site-wide search engines, keyword and field searching, federated search options, Boolean operators, browsing facilities, bookmarking of search results, and presenting search results in a clear and understandable format. However, only AIIMSJ offers a feature to save the history of search results. Additionally, search guidelines or tips are provided by AIIMSD and AIIMSB but are missing from AIIMSR and AIIMSJ. Despite these few missing features, the overall search

functionality is robust, allowing users to retrieve information efficiently and conveniently.

### 8.2.10 User Interface and Support Features

The user interface of a computer system plays a crucial role in interacting with users. It is essential for addressing user problems, providing support, and offering suggestions. This feature is incorporated into websites to facilitate communication with users, ensuring they feel comfortable navigating the site. Table 12 presents data on user support features available on AIIMS library websites.

**Table 12: User Interface and Support Features (n=4)**

S.No.	User Interface/Support	*AIIMSD	AIIMSR	AIIMSB	AIIMSJ
1	Back button on the homepage	1	1	1	1
2	The aesthetic presence of websites is appropriate	1	1	1	1
3	Web pages are loading faster (less than 30 seconds)	1	1	1	1
4	No scrolling or blinking/blurring text	1	1	1	1
5	User manual/guide	1	0	1	1
6	No web advertisements	1	1	1	1
7	Finding requested content is not more than three clicks	1	1	1	1
8	A status message is present to indicate the system	1	1	1	1
9	The system indicates the user's instructions (if required)	0	0	0	0
10	Help desk	1	0	1	0
<b>Total scores (Max. 10)</b>		<b>9/10 (90%)</b>	<b>7/10 (70%)</b>	<b>9/10 (90%)</b>	<b>8/10 (80%)</b>

**Source:** Author's own work. **Codes:** 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 12 reveals a generally high standard. AIIMS Delhi (AIIMSD) and AIIMS Bhubaneswar (AIIMSB) achieved the highest score of 9 out of 10 (90%), followed by AIIMS Jodhpur (AIIMSJ) with 8 out of 10 (80%), and AIIMS Rishikesh (AIIMSR) with 7 out of 10 (70%). All four libraries offer key user-friendly features, including a back button on the homepage, an aesthetically pleasing design, fast-loading pages (under 30 seconds), the absence of scrolling or blinking text, no web advertisements, and easy navigation that requires no more than three clicks to access the requested content. Most websites also provide a status message to indicate system processing. However, none of the libraries provides a system that

clearly shows the user's instructions when required. Additionally, user manuals and help desk services are not available at AIIMSR and AIIMSJ, respectively. Despite these minor gaps, the user interface and support systems are overall strong and contribute positively to the users' browsing and research experience.

## 9. TOTAL SCORES AND RATING SCALE OF THE STUDY WEBSITES

The total scores of the AIIMS library websites under study are presented in Table 13, based on the data from Tables 3 to 12. A five-point rating scale was developed using the number of

checkpoints achieved by each AIIMS library website out of 150 quantitative assessment points. The rating scale ranges are as follows: (i) 121–150: Excellent, (ii) 91–120: Above Average, (iii) 61–90: Average, (iv) 31–

60: Below Average, and (v) 1–30: Needs Improvement. The analysis of total scores and rankings from Tables 3 to 12 is summarised in Table 13.

**Table 13: Total Score and Rating of the Studied AIIMS Websites**

Table No.	Particulars	*AIIMS Delhi	AIIMS Bhubaneswar	AIIMS Jodhpur	AIIMS Rishikesh
3.	Multimedia Features	07/17	06/17	07/17	06/17
4.	Web 2.0 /Library 2.0 Features	02/18	02/18	01/18	01/18
5.	General Information about Library Websites	24/32	18/32	15/32	09/32
6.	Library Service Features	16/22	07/22	07/22	08/22
7.	Library Resource Features	18/21	15/21	15/21	18/21
8.	Currency, Accuracy and Relevance	03/5	02/5	02/5	01/5
9.	Organization and Structure	09/10	8/10	7/10	9/10
10.	Links and Navigation Features	06/6	06/6	06/6	05/6
11.	Searching Features	08/9	08/9	08/9	07/9
12.	User Interface/Support Features	09/10	09/10	08/10	07/10
<b>Total Score=150</b>		<b>102/150 (68%)</b>	<b>81/150 (54%)</b>	<b>76/150 (50.66%)</b>	<b>71/150 (47.33%)</b>
<b>Ranking</b>		<b>Above Average 1</b>	<b>Average 2</b>	<b>Average 3</b>	<b>Average 4</b>

Source: Author's own work. Codes: 1=Yes; 0=No. \*Please refer to Table 1 for the abbreviations used for AIIMS.

Table 13 reveals considerable variation in their performance across different parameters. AIIMS Delhi (AIIMSD) secured the highest score, achieving 102 out of 150 (68%), categorised as *above average*, indicating a good level of performance in terms of multimedia features, general information, services, resources, organisation, navigation, searchability, and user interface. AIIMS Bhubaneswar (AIIMSB) ranked second with 81 out of 150 (54%), categorized as *average*, while AIIMS Jodhpur (AIIMSJ) closely followed with 76 out of 150 (50.66%), also falling into the *average* category. AIIMS Rishikesh (AIIMSR) scored the lowest, with 71 out of 150 (47.33%), categorised as *average*, reflecting a *lower level of development* in its library website features compared to the others.

Across various feature areas, AIIMSD consistently outperformed others, particularly in categories such as General Information (24/32), Library Resources (18/21), and User Interface (9/10). However, it also showed relatively weaker

performance in Web 2.0 Features (2/18) and Multimedia Features (7/17), where all institutions had lower scores overall. AIIMSR showed significant gaps, particularly in Library Services and General Information. AIIMSB and AIIMSJ, while scoring similarly, exhibited strengths in specific areas such as Links Navigation and Searching Features, but still need improvement in Web 2.0 integration and Currency, Accuracy, and Relevance. The findings from Table 13 suggest that while AIIMSD is fairly well-developed and user-friendly, there remains substantial room for improvement across all institutions, particularly in enhancing Web 2.0 tools, updating information, and expanding multimedia content to serve their users better.

## 10 CONCLUSION

The evaluation of four AIIMS library websites, AIIMS Delhi, Rishikesh, Bhubaneswar, and Jodhpur, revealed strengths and areas for improvement across various categories. AIIMS Delhi's library website emerged as the highest performer, excelling in all ten categories and setting a benchmark for content quality, service provision, and user experience. It stands out in multimedia features, Web 2.0 integration, and user support, offering a comprehensive and well-structured online presence. AIIMS Rishikesh followed closely, with a strong performance in library services and resources, complemented by a well-organised structure. AIIMS Bhubaneswar placed a strong emphasis on general information and library resources, with notable strengths in organisation, navigation, and user support.

AIIMS Jodhpur's library website, while less robust in content overall, emphasized multimedia features and excelled in links, navigation, and search functions. However, all four websites demonstrated minimal adoption of Web 2.0 features, and multimedia integration was generally underdeveloped, with none of the websites incorporating audio or video content. Links, navigation, search features, and the overall organisation of websites were well-executed; however, accessibility and user interaction could benefit from further enhancement.

The study highlights that AIIMS Delhi's library website exemplifies the ideal in terms of content, services, and user experience, serving as a model for others to follow. In contrast, the websites of AIIMS Rishikesh, Bhubaneswar, and Jodhpur reveal areas for improvement, particularly in the adoption of interactive and multimedia elements. The findings highlight the need for AIIMS and other institutions to prioritise upgrading their digital presence by incorporating more dynamic features, enhancing accessibility, and refining service offerings to better cater to the needs of their users.

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### Citation

Suyal, N., & Margam, M. (2025). Content analysis of select library websites of All India Institute of Medical Sciences (AIIMS): An analytical study. *Journal of Library and Information Science*, 50(1-2), 1–17.