

ABSTRACT

Academic libraries have dynamically created Web sites on the World Wide Web. However, they have to keep the content and design of their Web sites in line with their missions. Currently, there is lack of a mixed-method approach that combines both quantitative and qualitative analyses for academic library Web sites evaluation and integration of results. This study evaluates the content and design of academic library Web sites in Malaysia by using a mixed-method approach. A total of twelve library Web sites of public and private institutions of higher learning in Malaysia are selected for evaluation. For qualitative analysis, a matrix of twelve items is developed and then used to record the features of each selected Web site. A questionnaire survey of information professionals and library users is carried out to obtain data for quantitative analysis. Responses to questionnaire are analysed with SPSS for Windows, version 9.0. A combination of factor analysis and descriptive statistics are used in this study. The findings reveal that the academic libraries in Malaysia generally have set up well-designed and useful Web sites. A few academic library Web sites, however, have very simple and basic features. Overall, academic library Web sites in Malaysia do not come up to expectations as virtual expressions of the quality levels of academic libraries.