

APPENDIX A: QUESTIONNAIRE FORM DISTRIBUTED TO SELECTED INFORMATION PROFESSIONALS AND LIBRARY USERS

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Dear Information Professionals and library users,

Academic Library Web sites in Malaysia

I am doing a survey on academic library Web sites in Malaysia. This survey will be part of my dissertation entitled "Evaluation of Academic Library Web Sites in Malaysia" in partial fulfilment of the requirements for the degree of Master of Library and Information Science in University of Malaya.

Your responses will help add to the knowledge in this field and improve the web sites for future use. Please perform the evaluation from a user's point of view. If you are an academic librarian, please exclude your own library Web site in the evaluation.

Your name will not be included as part of this survey. The data collected will be kept **CONFIDENTIAL**. Thank you for completing this survey.

Yours truly,

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For your information, the academic libraries in Malaysia whose Web sites are being evaluated are as follows:

- a. International Islamic University Malaysia Library
- b. Universiti Putra Malaysia Library
- c. Perpustakaan Tun Sri Lanang UKM
- d. USM Library
- e. UUM Sultanah Bahiyah Library
- f. Perpustakaan Sultanah Zanariah Universiti Teknologi Malaysia
- g. UM Library
- h. Multimedia University Libraries
- i. Perpustakaan Tun Abdul Razak ITM
- j. Perpustakaan Universiti Malaysia Sabah
- k. Centre for Academic Information Services Universiti Malaysia Sarawak
- l. UNITAR Virtual Library

EVALUATION CRITERIA

Please use the following Likert-type scale to express your views on the following statements:

- 1 = relatively unimportant (compared with the rest of the criteria)
- 2 = somewhat important
- 3 = moderately important
- 4 = very important, and
- 5 = extremely important.

(Please write the number at the end of every statement)

1. The contents of Web sites are updated or refreshed on a regular basis.	
2. Librarians are assuming responsibility for creating and maintaining the Web sites.	
3. The authors or Webmasters and their qualifications for creating and maintaining the Web sites are clearly stated.	
4. The Web sites have a logical and clear structure.	
5. Text should be written in a clear, concise manner.	
6. Notification on any changes in the address of the Web sites or Web pages.	
7. New sections of information should be highlighted.	

8. The information is provided as a public service, no password is required.	
9. The sources for any factual information are clearly listed so they can be verified in another source.	
10. The information is free of grammatical, spelling, and other typographical errors.	
11. If there are charts or graphs containing statistical data, the charts and /or graphs are clearly labeled and easy to read.	
12. The instructional materials and teaching techniques of lecturers are incorporated into the Web sites.	
13. English version or short explanation in English for patrons to understand the content.	
14. Seamless access to all electronic databases of the library (such as OPAC, exam papers, and thesis abstracts).	
15. Link to the library's parent institution Web site.	
16. Link to the main page itself in each page of the Web site.	
17. Links to relevant Internet resources.	
18. Verification of links must take place on a regular basis.	
19. The colours of background, graphics, founts and types are suitable.	
20. Balance use of graphics and the palette of colours against the time required to displaying them.	
21. Downloading of single pages are proportionately fast.	
22. Title of the Web site should be descriptive for search engines to get the most important content indexed.	
23. Date of last update should always be present.	
24. Mean to provide contact/feedback to the library and its staff.	
25. Technical service departments are embedded in the Web sites.	

Thank you. Please email your views to jenn888@pd.jaring.my

**APPENDIX B: RANKED ORDER OF EVALUATION CRITERIA AS
PERCEIVED BY INFORMATION PROFESSIONALS**

No	Criterion	Mean	SD	N
1	The contents of Web sites are updated or refreshed on a regular basis	4.56	0.73	43
2	Text should be written in a clear, concise manner	4.51	0.63	43
3	Notification on any changes in the address of the Web sites or Web pages	4.49	0.77	43
4	If there are charts or graphs containing statistical data, the charts and /or graphs are clearly labelled and easy to read	4.42	0.63	43
5	Date of last update should always be present	4.33	0.72	43
6	The Web sites have a logical and clear structure	4.33	0.64	43
7	The information is free of grammatical, spelling, and other typographical errors	4.26	0.76	43
8	Title of the Web site should be descriptive for search engines to get the most important content indexed	4.19	0.66	43
9	Seamless access to all electronic databases of the library (such as OPAC, exam papers, and thesis abstracts)	4.16	0.72	43
10	The sources for any factual information are clearly listed so they can be verified in another source	4.16	0.69	43
11	Link to the main page itself in each page of the Web site	4.12	0.76	43
12	Verification of links must take place on a regular basis	4.09	0.84	43
13	Mean to provide contact/feedback to the library and its staff	4.09	0.72	43
14	Link to the library's parent institution Web site	4.07	0.86	43
15	New sections of information should be highlighted	4.05	0.82	43
16	Downloading of single pages are proportionately fast	4.00	0.79	43
17	Links to relevant Internet resources	3.95	0.79	43
18	Librarians are assuming responsibility for creating and maintaining the Web sites	3.90	0.72	43
19	The colours of background, graphics, fonts and types are suitable	3.81	0.85	43
20	The information is provided as a public service, no password is required	3.80	1.04	43
21	English version or short explanation in English for patrons to understand the content	3.77	0.81	43
22	Balance use of graphics and the palette of colours against the time required to displaying them	3.58	0.93	43
23	Technical service departments are embedded in the Web sites	3.49	0.86	43
24	The authors or Webmasters and their qualifications for creating and maintaining the Web sites are clearly stated	3.44	1.28	43
25	The instructional materials and teaching techniques of lecturers are incorporated into the Web sites	3.12	1.05	43

**APPENDIX C: RANKED ORDER OF EVALUATION CRITERIA AS
PERCEIVED BY LIBRARY USERS**

No	Criterion	Mean	SD	N
1	The contents of Web sites are updated or refreshed on a regular basis	4.59	0.64	49
2	Date of last update should always be present	4.51	0.69	47
3	Link to the library's parent institution Web site	4.37	0.70	49
4	Links to relevant Internet resources	4.25	0.60	49
5	If there are charts or graphs containing statistical data, the charts and /or graphs are clearly labelled and easy to read	4.20	0.41	49
6	Title of the Web site should be descriptive for search engines to get the most important content indexed	4.16	1.14	49
7	Link to the main page itself in each page of the Web site	4.14	0.98	49
8	Downloading of single pages are proportionately fast	4.14	0.91	49
9	The information is free of grammatical, spelling, and other typographical errors	4.13	0.76	48
10	Text should be written in a clear, concise manner	4.12	0.67	49
10	Notification on any changes in the address of the Web sites or Web pages	4.12	0.67	49
12	Verification of links must take place on a regular basis	4.04	0.61	49
13	The sources for any factual information are clearly listed so they can be verified in another source	3.98	0.88	49
14	Mean to provide contact/feedback to the library and its staff	3.96	0.74	49
15	Seamless access to all electronic databases of the library (such as OPAC, exam papers, and thesis abstracts)	3.90	0.92	49
16	The Web sites have a logical and clear structure	3.88	0.73	49
17	New sections of information should be highlighted	3.63	1.20	48
18	Technical service departments are embedded in the Web sites	3.61	0.86	49
19	The information is provided as a public service, no password is required	3.57	1.41	49
20	English version or short explanation in English for patrons to understand the content	3.49	0.71	49
21	The colours of background, graphics, founts and types are suitable	3.33	0.80	49
22	Balance use of graphics and the palette of colours against the time required to displaying them	3.04	0.74	49
23	The instructional materials and teaching techniques of lecturers are incorporated into the Web sites	3.00	0.91	49
24	The authors or Webmasters and their qualifications for creating and maintaining the Web sites are clearly stated	2.71	1.40	49
25	Librarians are assuming responsibility for creating and maintaining the Web sites	2.49	1.02	49