Evaluating Digital Offerings and Functions: A Comprehensive Analysis of the G-20 Countries' National Library Websites

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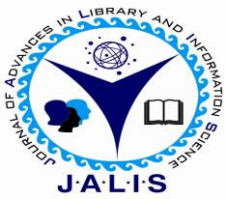
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Abstract

The study examines the digital resources and functions of national libraries in G-20 countries, highlighting their role in safeguarding cultural heritage, facilitating research, and enhancing knowledge accessibility. Key functions include acquisition, preservation, and bibliographical services, with notable variations in service offerings and collection breadth. Notable libraries include the Library of Congress and the British Library, praised for user-centric services and diverse collections. By adopting best practices and leveraging digital resources, G-20 national libraries can effectively serve their diverse user base.

Keywords
National libraries; G-20 countries; Digital initiatives; Content analysis; Cultural heritage

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1. Introduction

In the digital era, national libraries play a crucial role in preserving cultural heritage, supporting research, and granting citizens access to knowledge (1). The G-20, made up of the world's largest economies, has national libraries that store vast collections and act as centres for intellectual and cultural activities (2). This study endeavours to conduct an exhaustive content analysis of the national libraries of G-20 countries. The examination will meticulously scrutinise their collections, digital initiatives, accessibility, and contributions to global knowledge exchange. National libraries are not mere repositories of books and documents; they are vibrant institutions that intricately reflect their nation's history, values, and intellectual achievements. The G-20 countries, comprising diverse nations from various continents and cultural backgrounds, present a rich tapestry of library resources and practices. A profound understanding of these libraries' structure, content, and operations offers invaluable insights into their role in supporting education, fostering innovation, and preserving culture.

This extensive research delves into several crucial areas with confidence. Firstly, it thoroughly evaluates the scope and diversity of collections in G-20 national libraries, with a keen focus on their representation of both national and global knowledge. Secondly, it confidently explores the digital transformation of these libraries, emphasising their efforts in digitising collections and providing seamless online access to resources. Thirdly, the study fearlessly investigates the accessibility of library services, carefully considering physical and digital barriers that might affect users. Lastly, it boldly analyses the pivotal role of these libraries in fostering international collaboration and knowledge sharing. Through rigorous content analysis, the study aims to confidently highlight best practices, fearlessly identify challenges, and boldly propose recommendations for bolstering the role of national libraries in the 21st century. This research not only contributes to the academic understanding of library science but also offers bold, practical insights for policymakers, library professionals, and educators seeking to leverage national libraries as pivotal resources for societal development and international cooperation.

2. About the G-20 Countries

The Group of Twenty (G20) is composed of 19 countries (Argentina, Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Italy, Japan, Republic of Korea, Mexico, Russia, Saudi Arabia, South Africa, Türkiye, United Kingdom, and the United States) along with the European Union. Together, the G20 members account for about 85% of the global GDP, over 75% of global trade, and approximately two-thirds of the world's population. This influential forum prioritizes international economic cooperation and takes on critical challenges such as financial stability, climate change, and sustainable development by harnessing diverse perspectives (3).

3. Significance of the study

The research holds significant potential to elevate the digital presence and enhance the user experience of national library websites in G-20 countries. By meticulously evaluating accessibility, content diversity, and digital services, the study aims to uncover the strengths and weaknesses of these platforms. This comprehensive analysis will not only inform best practices but also drive substantial improvements, ensuring that these libraries are well-equipped to meet the evolving needs of users in the digital era. Furthermore, the research will play a pivotal role in shaping the global discourse on library sciences, fostering robust knowledge exchange and collaboration among national libraries. Ultimately, the findings will empower libraries to optimize their online resources, fostering inclusivity, user-friendliness, and effectiveness in disseminating information and cultural heritage.

4. Objectives

- Evaluate Content Diversity and Coverage of G-20 National Library Websites.
- Assess Digital Services and User Engagement for effectiveness and accessibility.
- Analyze Information Architecture and Design for usability and standards.
- Identify Best Practices and Improvement Areas to enhance functionality and user experience.

5. Review of Literature

A content analysis of G-20 national library websites presents a unique opportunity to explore national information priorities and practices. However, to fully understand the significance of this study, it's crucial to examine existing research in this domain.

National Libraries and Information Policy: Several studies have explored the role of national libraries in shaping national information policy. Heslop et al. (2017) examine how national libraries in Europe influence national research agendas (4). Similarly, McKercher (2010) analyzes the role of the National Library of Australia in shaping national information policy (5). These studies highlight the potential of national library websites to reflect national information priorities.

Content Analysis of Library Websites: Content analysis methodologies have been applied to analyze library websites for various purposes. Athukorala & Fernando (2013) use content analysis to assess the user-friendliness of university library websites (6). Similarly, Al-Suqaih & Al-Saggaf (2014) employ content analysis to evaluate the information architecture of national library websites in the Arab world (7). These studies demonstrate the feasibility and effectiveness of content analysis in examining library websites.

International Collaboration and Knowledge Sharing: National libraries play a vital role in international collaboration and knowledge sharing. IFLA (International Federation of Library Associations and Institutions) emphasizes the importance of collaboration in its "Statement on International Library Cooperation" (8). Studies like that of Bardon (2013) explore successful models of collaboration between national libraries, highlighting the potential for knowledge exchange (9). This research underscores the potential of the proposed study to identify areas for collaboration among G20 libraries.

Limitations and Considerations: Togia & Malliari (2017) While website content analysis offers valuable insights, it is crucial to acknowledge limitations. discuss the limitations of website content analysis, highlighting the possibility that websites may not fully reflect the entirety of library collections or services (10). This consideration necessitates potential follow-up research to delve deeper into specific libraries identified through this initial website analysis. Existing research highlights the significance of national libraries in shaping information policy and fostering international collaboration. Content analysis methodologies have proven effective in analyzing library websites. This study builds on this foundation by proposing a novel approach to analyze G20 national library websites to gain insights into national information priorities,

accessibility practices, and potential areas for collaboration.

6. Methodology

The study rigorously examines the digital initiatives and resources offered on the websites of various Indian Research Councils and their library websites. It sharply focuses on aspects such as general information, resources and services, features, and accessibility. Through meticulous content analysis, the study comprehensively assesses the extent to which these websites provide essential information and robust support for researchers, scholars, and the broader academic community. The study's content was confidently categorized as 'Available' and 'Not Available', with a definitive score of 1 for 'Available' and 0 for 'Not Available' (1=***Available*** ***0=Not Available***) (11). The collected data was analysed for logical conclusions.

7. Scope and Limitations of the study

Scope: This study aims to analyze the content of G-20 national library websites to gain insights into national priorities and information practices. The research will involve visiting the official websites of each G-20 national library. The data will be analyzed to identify trends and patterns across G-20 libraries. Limitations: This study focuses on website content and may not fully capture the complete collections or services offered by each library and China's national library is not included in this study (the National Library of China website is not available). However, it is important to acknowledge that websites might not reflect the entirety of a library's collection or services.

8. Data Analyses

Table 1 provides a snapshot of the national libraries belonging to G-20-member countries. It includes the library name, year of establishment, website URL, and abbreviation. The libraries boast rich histories, some dating back centuries (France - 1368) while others were founded more recently (Indonesia - 1980). This glimpse into G-20 national libraries highlights their role in preserving cultural heritage and scholarship across the globe.

Table 1: List of G-20 Countries- National Library

Name of Country	Name of the Library	Year of Establi-shment	URL	Abbre-viation
Argentina	The Mariano Moreno National Library	1810	https://www.bn.gov.ar/	MMNL
Australia	The National Library of Australia	1901	https://www.nla.gov.au/	NLA
Brazil	The Brazilian National Library (BN)	1755	https://antigo.bn.gov.br/en	BN
Canada	Library and Archives Canada	1872	https://library-archives.canada.ca/eng	LAC
China	National Library of China	1839	https://www.nlc.cn/newen/	NLC
France	The Bibliothèque Nationale de France	1368	https://www.bnf.fr/en	BNDF
Germany	German National Library	1912	https://www.dnb.de/EN/Home/home_node.html	GNL
India	The National Library of India	1891	https://www.nationallibrary.gov.in/	NLIND
Indonesia	National Library of Indonesia	1980	https://www.perpusnas.go.id/en	NLI
Italy	The National Library Service of Italy	1985	https://www.cenl.org/library/the-central-national-library-of-rome/	NLSI
Japan	The National Diet Library (NDL)	1948	https://www.ndl.go.jp/en/	NDL
Mexico	National Library of Mexico	1867	https://primeroslibros.org/spotlight/primeros-libros-de-las-americas	NLM
Republic of Korea	National Library of Korea	1945	https://www.nl.go.kr/EN/main/index.do	NLK
Russia	The National Library of Russia	1795	https://nlr.ru/eng	NLR
Saudi Arabia	The King Fahd National Library (KFNL)	1990	https://kfnl.gov.sa/En/Pages/default.aspx	KFNL
South Africa	The National Library of South Africa	1818	https://www.nlsa.ac.za/	NLSA
Türkiye	The National Library of Turkey	1946	https://www.millikutuphane.gov.tr/	NLT
United Kingdom	The British Library	1973	https://www.bl.uk/	BL

United States	Library of Congress	1800	https://www.loc.gov/	LOC

Table 2 shows that national libraries of G-20 countries uniformly provide comprehensive information across 12 categories. Each library (MMNL, NLA, BN, LAC, BNDF, GNL, NLIND, NLI, NLSI, NDL, NLM, NLK, NLR, KFNL, NLSA, NLT, BL, LOC) offers details on "About Us," "Vision and Mission," "Organization Structure," "Services and Programs," "Events Update," "Career," "Latest News," "Help," "Search Facility," "Contact Us," "Service Operating Hours," and "Multi-Language View." This consistent availability of information indicates a standardized approach, ensuring transparency and user engagement. The comprehensive nature of the provided information emphasizes these libraries' roles as accessible, informative, and community-oriented institutions. User-centric categories like "Help," "Search Facility," and "Contact Us" highlight a commitment to accessibility, while "Multi-Language View" demonstrates an effort to cater to diverse, multilingual audiences. Overall, the uniform provision of these categories enhances the user experience, making these libraries reliable information and community engagement resources.

Table 2: General Information about the G-20 Countries National Library

General Information	MMNL	NLA	BN	LAC	BNDF	GNL	NLIND	NLI	NLSI	NDL	NLM	NLK	NLR	KFNL	NLSA	NLT	BL	LOC
About us	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Vision and Vision	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Organization structure	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Services and Programs	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Events Update	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Career	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Latest News	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Help	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Search Facility	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Contact Us	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Service Operating Hours	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Multi Language View	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12

Table 3 highlights that the national libraries of G-20 countries uniformly perform six key general functions. Each library (MMNL, NLA, BN, LAC, BNDF, GNL, NLIND, NLI, NLSI, NDL, NLM, NLK, NLR, KFNL, NLSA, NLT, BL, LOC) is involved in the acquisition and conservation of significant printed materials and manuscripts, the planned acquisition of foreign materials, providing bibliographical and documentation services, acting as a referral center for international institutes, and monitoring public libraries within their nations. This uniformity in functions underscores the standardized roles these libraries play in preserving cultural heritage, supporting research, and facilitating access to information. Their comprehensive and consistent service offerings enhance their value as vital national and international resources.

Table 3: Information About the General Functions

General Information	MMNL	NLA	BN	LAC	BNDF	GNL	NLIND	NLI	NLSI	NDL	NLM	NLK	NLR	KFNL	NLSA	NLT	BL	LOC
Acquisition and conservation of all significant printed materials	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

conservation of manuscripts	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Planned acquisition of foreign materials	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Rendering of bibliographical and documentation service	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Acting as referral centre (International-Institutes)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Monitoring Publica Libraries in Nations	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6

Table 3 showcases the major functions performed by the national libraries of G-20 countries, specifically focusing on legal deposit, copyright management, research and development activities, repository functions, and various programs and initiatives. Each library (MMNL, NLA, BN, LAC, BNDF, GNL, NLIND, NLI, NLSI, NDL, NLM, NLK, NLR, KFNL, NLSA, NLT, BL, LOC) uniformly carries out all these functions, scoring a total of 5 each. This indicates a consistent and comprehensive approach across all these libraries to preserve national literature, manage copyrights, engage in research, and initiate various programs. The uniformity in these core functions highlights their essential role in supporting cultural preservation, academic research, and public education, ensuring that each national library serves as a crucial repository and facility.

Table 4: Information About the Major Functions

Major Functions	MMNL	NLA	BN	LAC	BNDF	GNL	NLIND	NLI	NLSI	NDL	NLM	NLK	NLR	KFNL	NLSA	NLT	BL	LOC
Legal Deposit	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Copyright management	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
R&D activities:	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Repository	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Programs and Initiatives:	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5

Table 4 presents the general services offered by the national libraries of G-20 countries. The most universally provided services are the "Electronic Catalogue Service," "Book Exhibitions," "Readers' Awareness Programme," "Reference Services," "E-Database," "Library Reading Room Services," and "National Bibliography Service," offered by nearly all libraries. Notably, "New Arrivals" and "Lending Services" are less uniformly available. Libraries like the National Library of Indonesia (NLI), National Diet Library (NDL), British Library (BL), and Library of Congress (LOC) provide a broad range of services, scoring the highest with 10 or more services each. Conversely, some libraries, such as those in Argentina (MMNL) and Canada (LAC), offer fewer services. Overall, the diversity in service offerings highlights varying focuses and resources among these national libraries, catering to different user needs and priorities.

Table 5: General Services

General Services	**MMNL**	**NLA**	**BN**	LAC	**BNDF**	**GNL**	**NLIND**	**NLI**	**NLSI**	**NDL**	**NLM**	**NLK**	**NLR**	**KFNL**	**NLSA**	**NLT**	**BL**	**LOC**
New Arrivals	0	0	0		0	0	0	1	0	1	0	0	1		0	1	1	1
Electronic catalogue service	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Lending services	0	1	0		1	1	1	1	1	1	1	1	1		1	1	1	1

Book exhibitions	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Readers' Awareness Programme	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Reference Services	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
E-Database	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Ask Librarian (Reference Service)	1	1	0		1	1	1	1	1	1	1	1	1		1	1	1	1
Library reading room services	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Publication	1	1	1		1	1	1	1	1	1	0	1	1		1	1	1	1
National Bibliography Service	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Digitization on demand (Photo copy service)	1	0	0		1	1	1	1	1	1	0	1	1		1	1	1	1
Total	8	9	7	0	9	9	9	10	9	10	9	9	12	0	9	10	10	10

Table 5 illustrates the specialized services provided by the national libraries of G-20 countries. The services vary significantly, with "Plan Your Visit" and "Awards and Grants" being relatively common. The Library of Congress (LOC) and the British Library (BL) offer the most specialized services, each providing six different services. In contrast, several libraries, including those in Canada (LAC), India (NLIND), Indonesia (NLI), Mexico (NLM), and Russia (NLR), offer minimal specialized services, often just one or none at all. This disparity suggests different strategic focuses and resource allocations among these libraries. While some prioritize broad user engagement and support for librarians through diverse services, others may focus more on core functions, reflecting the varied roles and capacities of national libraries within the G-20**.**

Table 6: Specialized Services

Specialized Services	MMNL	NLA	BN	LAC	BNDF	GNL	NLIND	NLI	NLSI	NDL	NLM	NLK	NLR	KFNL	NLSA	NLT	BL	LOC
Plan Your Visit	1	1	1		1	0	0	0	0	1	0	1	1		1	0	1	1
Resources for Librarians	1	1	0		0	0	0	0	1	1	0		0		0	0	1	1
Seminars, Workshops and Conferences	1	0	1		0	0	0	0	0	1	0		0		1	1	1	1
Virtual tour	1	1	0		0	0	0	0	0	0	0		1		0	0	0	0
Indigenous Cultural and Intellectual Property (ICIP	0	1	0		0	0	0	0	0	0	0		0		0	0	0	0
Awards and Grants	0	1	1		0	0	0	0	0	1	0		1		1	0	1	1
Reading Room Reservation	0	0	0		1	0	0	0	0	0	0		0		1	1	1	1
My account or User Account creation facility (Online)	0	0	0		1	1	1	1	1	1	0		0		1	1	1	1
ISSN or ISBN Center	0	0	0		0	1	0	0	0	0	0		0		0	0	0	0
Radio Services	0	0	0	0	0	0	0	1	0	0	0		0		0	0	0	0
Total	**4**	**5**	**3**	**0**	**3**	**1**	**1**	**1**	**2**	**5**	**0**	**1**	**3**	**0**	**5**	**3**	**6**	**6**

Table 6 outlines the featured collections available at national libraries of G-20 countries, covering categories like manuscripts, monographs, voice records, cartographical materials, micro documents, rare collections, and antiques. Most libraries, including those of Germany (GNL), India (NLIND), Japan (NDL), and the United States (LOC), offer a comprehensive range of collections, each scoring a total of 7. This reflects their extensive and diverse archival holdings. In contrast, the national libraries of Argentina (MMNL) and Canada (LAC) provide fewer featured collections, indicating more limited or specialized archives. The availability of voice records, cartographical materials, and micro documents is particularly consistent across these libraries. Overall, the data highlights significant

variation in collection breadth, with several libraries offering extensive archives that cater to diverse research and preservation needs.

Table 7:-Featured Collections

Collections	**MMNL**	**NLA**	**BN**	LAC	**BNDF**	**GNL**	**NLIND**	**NLI**	**NLSI**	**NDL**	**NLM**	**NLK**	**NLR**	**KFNL**	**NLSA**	**NLT**	**BL**	**LOC**
Manuscript	0	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Monograph	1	0	0		0	1	1	1	1	1	1	1	1		1	1	1	1
Voice Record	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Cartographical	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Micro Documents	0	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Rare-Collections	0	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1
Antique	0	0	0		1	1	1	1	1	1	1	1	1		1	1	1	1
Total	**3**	**5**	**5**	**0**	**6**	**7**	**7**	**7**	**7**	**7**	**7**	**7**	**7**	**0**	**7**	**7**	**7**	**7**

9. Findings

The national libraries of G-20 countries uniformly provide comprehensive information across 12 key categories, emphasising standardised presentation and user engagement. Each library performs six critical general functions, including the acquisition and conservation of materials, supporting bibliographical services, and monitoring public libraries, underscoring their essential roles in preserving cultural heritage and supporting research. However, there is significant variation in the range of general and specialised services offered. Libraries like the NLI, NDL, BL, and LOC provide the broadest range of services, while others like MMNL and LAC offer fewer. Most libraries, such as GNL and NLIND, boast extensive featured collections, while some have more specialized archives. All libraries uniformly engage in major functions like legal deposit and copyright management, reflecting their role in intellectual property preservation and academic support. The commitment to accessibility, community engagement, and strategic focus highlights the varied yet crucial roles these libraries play in their respective countries.

10. Suggestions

To enhance their roles as vital cultural and educational hubs, G-20 national libraries should prioritize expanding their service offerings and collections. Libraries with fewer services and specialized features could benefit from adopting best practices from libraries like the LOC and BL, which offer extensive user-centric services and diverse collections. Emphasizing digital accessibility and multilingual support can further inclusivity and user engagement. Additionally, fostering international collaborations for resource sharing and knowledge exchange will strengthen their global presence. Investing in technology and staff training will ensure libraries remain adaptable to evolving user needs, enhancing their capacity to preserve cultural heritage and comprehensively support research.

11. Conclusion

The uniformity and diversity in the offerings of national libraries across G-20 countries. Despite consistent core functions such as acquisition, conservation, and bibliographical services, there is significant variation in the range of general and specialized services, as well as in the breadth of featured collections. Libraries like the LOC and BL stand out for their extensive user-centric services and diverse collections, while others like MMNL and LAC focus on more specialized archives. The commitment to accessibility and community engagement is evident, yet there is room for improvement in digital services and multilingual support. By adopting best practices from leading libraries and fostering international collaborations, these institutions can enhance their roles as vital cultural and educational resources. Overall, the study underscores the importance of strategic focus and resource allocation in meeting the evolving needs of their diverse user base while preserving their rich cultural heritage.

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