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# Web Content Analysis of Malaysia's Public Library Websites: An Evaluative Study

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## Abstract

In the digital era, public libraries are expected to strengthen their online presence to support access, literacy, and community engagement. This study evaluates the websites of 14 Malaysian state public libraries using a checklist-based Web Content Analysis (WCA) under seven categories: accessibility, navigation and links, authority and currency, general information, user support and resource discovery tools, services, and Web 2.0 tools. The results show that overall performance is moderate, with Kuala Lumpur, Selangor, and Sabah achieving the highest compliance, while Perlis, Perak, Pulau Pinang, and Johor lag behind. Strengths include universal WebOPAC adoption, integration of social media platforms such as Facebook and Instagram, and consistent copyright/domain authority. Weaknesses include poor update practices, limited disability features, absence of fair use policies, and minimal adoption of interactive tools such as live chat and feedback systems. The findings

highlight that while Malaysian public library websites provide basic access and visibility, they underutilize features essential for inclusivity, interactivity, and user education. This study recommends standardizing website development, enhancing accessibility, and integrating user-centered policies to optimize digital platforms and improve remote library services. © 2025 IEEE.

## Author keywords

Content Analysis; Library Website; Malaysia; Public Library; Web Content

## Indexed keywords

### Engineering controlled terms

Libraries; Social networking (online); Web Design; Web services

### Engineering uncontrolled terms

Community engagement; Content analysis; Digital era; General information; Library website; Malaysia; Malaysians; Public library; Web content; Web content analysis

### Engineering main heading

Digital libraries

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### Abstract

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